

Refund Policy

Last Updated: March 17, 2026

This Refund Policy applies to Prompo.ai (the "Service"), operated by LemmonSquizzy (the "Company"). It outlines the conditions under which refunds may be granted for purchases made through the Service.

By purchasing or subscribing to the Service, you agree to this Refund Policy.

1. Subscription Model

The Service is offered on a subscription basis (monthly or annual). All payments are charged in advance and are non-refundable except as explicitly stated in this policy.

2. Payments via Stripe

If you subscribed using Stripe, payments are processed securely by Stripe, Inc. Refunds, when applicable, will be issued through the original payment method in accordance with Stripe's policies.

3. Payments via App Stores

If you subscribed via Apple App Store or Google Play, all billing and refund requests must be handled directly through the respective platform:

- Apple App Store: <https://reportaproblem.apple.com/>
- Google Play Store: <https://support.google.com/googleplay/>

The Company does not have the ability to issue refunds for purchases made through these platforms.

4. EU Consumer Rights (GDPR Alignment)

If you are a consumer located in the European Union, you may have certain rights under applicable consumer protection laws.

You acknowledge that by purchasing access to digital services that are delivered immediately, you expressly consent to the immediate performance of the service and waive your 14-day withdrawal right where permitted by law.

5. Refund Eligibility

Refunds may be granted only in the following cases:

- Duplicate or erroneous charges.
- Proven technical issues that prevent access to core functionality and cannot be resolved within a reasonable timeframe.
- Legal obligations under applicable consumer protection laws.

6. Non-Refundable Cases

Refunds are not provided in the following situations:

- Change of mind after purchase.
- Failure to cancel before the renewal date.
- Partial use of a billing period.
- Lack of usage of the Service.

7. Cancellation

You may cancel your subscription at any time. Cancellation will take effect at the end of the current billing cycle. No partial refunds will be issued.

8. Exceptional Cases

The Company may, at its sole discretion, grant refunds outside this policy in exceptional circumstances.

9. Data Protection

Any personal data processed in relation to refunds will be handled in accordance with our Privacy Policy and applicable data protection laws, including GDPR.

10. Contact

For refund requests related to Stripe payments, contact: support@prompo.ai

For App Store purchases, please contact the relevant platform directly.