

Impactology AI Refund Policy

This Refund Policy is derived from and fully aligned with Article 7 (Payment, Cancellation, and Refund) of the Impactology AI Terms of Service.

Article 7 (Payment, Credit Policy, and Refund)

1. If a Member wishes to use the Company's paid services, they must pay the fee using the payment method provided by the Company or a method separately agreed upon with the Company. However, unless otherwise stated on the Service screen, all Service fees exclude Value-Added Tax (VAT), and a 10% VAT will be charged separately at the time of payment.
2. The operational standards for 'Credits', the payment method within the platform, are as follows:
 - a. The validity period of Credits is one (1) year from the date of paid purchase or free issuance, and Credits that have expired will automatically lapse without any grace period.
 - b. When using the Service, Free Credits are deducted prior to Paid Credits. Within the same Credit type, Credits with the earliest expiration date are deducted first on a First-In, First-Out (FIFO) basis.
 - c. Paid and Free Credits may not be transferred, sold, rented, or provided as collateral to any third party under any circumstances.
3. The criteria for payment cancellation and refund of Paid Credits are as follows:
 - a. Full refund is available if the Service has not been used at all (in the case of Paid Credits, not even 1 Credit has been used) within 7 days of purchase.
 - b. If 7 days have passed since purchase or if Credits have been partially used, the regular price excluding any discount benefits for the used amount will be deducted, and 10% of the actual payment amount (including VAT) will be deducted from the remaining balance as a cancellation fee before refunding. However, if the remaining calculated amount after regular price deduction and cancellation fee deduction is 0 KRW or less, no refund will be issued.

- c. When refunding a package product that includes bonus Free Credits, the granted bonus credits will be fully reclaimed (deducted) prior to settlement.
- 4. The refund criteria for customized services conducted through separate quotation inquiries, such as the 'PRO Plan' and 'ENTERPRISE Plan', are as follows:
 - a. For these services, the assigned expert's work commences immediately upon the completion of the Member's payment (e.g., bank transfer).
 - b. Therefore, as a general rule, mid-term cancellation and refund are not possible after payment is completed.
 - c. However, if the Company fails to provide the Service due to its own attributable reasons, the full payment amount will be refunded to the account designated by the Member.
- 5. For services paid for by entering into a separate written contract with the Company, the refund and cancellation provisions specified in that written contract shall take precedence.
- 6. Point-type goods that the Member did not directly pay for, such as Free Credits or event prizes, will not be refunded or compensated in cash under any circumstances.
- 7. If a Member voluntarily withdraws their membership, or if a Member's Service use is restricted (account deletion and contract termination) due to a violation of these Terms or relevant laws, any remaining Credits will immediately expire in full and cannot be recovered. Furthermore, the Company may refuse a refund in the event of contract termination due to reasons attributable to the Member.