

Refund and Subscription Policy

Effective Date: 03/08/2026

Last Updated: 03/08/2026

1. Intro

This Refund & Subscription Policy explains how subscriptions, cancellations and refunds are handled for services purchased through our mobile application ("Platform").

By purchasing a subscription or paid feature, you agree to this Policy in addition to our Terms and Conditions.

2. Scope

This Policy applies to:

- Monthly subscriptions.
- Annual subscriptions.
- Premium memberships.
- Paid Platform features.
- One-time digital purchases offered through the Platform.

This Policy does not apply to payments made directly between customers and independent tradespeople for services or work.

3. Subscription Services

Where available, subscriptions may provide benefits such as:

- Access to premium features.
- Increased profile visibility.
- Enhanced business tools.
- Priority support.
- Other benefits described at the time of purchase.

Subscription benefits may vary depending on the plan selected.

4. Billing

Subscriptions are billed in advance on either:

- A monthly basis; or
- An annual basis,

depending on the plan selected.

By purchasing a subscription, you authorise us or our payment provider to collect recurring payments until your subscription is cancelled.

5. Automatic Renewal

Unless cancelled before the renewal date, subscriptions will automatically renew for the same billing period using your chosen payment method.

The renewal price will be the price displayed at the time of renewal unless otherwise notified.

6. Cancelling Your Subscription

You may cancel your subscription at any time.

If your subscription was purchased through:

- **Google Play**, cancellations must be made through your Google Play account.
- **Apple App Store**, cancellations must be made through your Apple ID subscription settings.

Cancelling prevents future renewal but does not normally end your access immediately. You will usually continue to receive subscription benefits until the end of your current billing period.

7. Refunds

Unless required by applicable law, subscription fees are generally non-refundable once payment has been processed.

Refunds may be considered where:

- You were charged multiple times due to a technical error.
- A payment was taken incorrectly.

- You were unable to access purchased features because of a verified fault with the Platform.
- Applicable consumer protection laws require a refund.

Refund requests are reviewed individually, and approval is at our discretion unless the law provides otherwise.

8. Purchases Through App Stores

If your purchase was made through the Google Play Store or Apple App Store, refund requests may be subject to the policies of the relevant app store.

In these cases, you may need to submit your refund request directly to the store through which the purchase was made.

9. Free Trials

Where a free trial is offered:

- The trial period will begin on the date stated at sign-up.
- Unless cancelled before the trial ends, your subscription may automatically convert to a paid subscription.
- Billing will begin immediately after the free trial ends unless cancelled beforehand.

The availability and duration of free trials may vary and may be withdrawn at any time.

10. Price Changes

We may change subscription prices from time to time.

Where required by law or by the payment platform, we will provide reasonable notice before any new pricing takes effect.

Price changes will not affect payments already processed.

11. Failed Payments

If a payment cannot be collected, we may:

- Retry the payment.
- Suspend premium features.
- Restrict access to subscription benefits.
- Cancel your subscription after reasonable attempts to collect payment.

Outstanding amounts may remain payable were permitted by law.

12. Promotional Offers

From time to time, we may offer discounts, promotional pricing or special offers.

Promotional offers:

- May be available only for a limited period.
- May apply only to new subscribers.
- Cannot normally be combined with other promotions unless stated otherwise.
- May be withdrawn at any time.

13. Termination

We reserve the right to suspend or terminate subscriptions where:

- Our Terms and Conditions are breached.
- Fraudulent activity is suspected.
- Payments are reversed or disputed improperly.
- The Platform is being misused.

Termination for breaches of our policies will not normally entitle the user to a refund unless required by law.

14. Consumer Rights

Nothing in this Policy limits or excludes any rights you may have under applicable consumer protection laws.

Where those laws provide greater protection than this Policy, the applicable law will take precedence.

15. Changes to This Policy

We may update this Refund & Subscription Policy from time to time.

Any significant changes will be published on the Platform together with the revised "Last Updated" date.

Continued use of the Platform after changes take effect constitutes acceptance of the updated Policy.

16. Contact Us

If you have any questions about subscriptions, billing or refunds, please contact us.

Email: Dan@skylinepainting.co.uk

Company: Opratives

Website: Opratives.co.uk

