Refund and Cancellation Policy

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In short

- You can cancel your plan at any time under Billing. It stops renewing and you keep access until the end of the period you paid for.
- We do not refund part of a period you have paid for, except where this policy or the law says so.
- Top-up credits never expire. Credits held for work that fails are given back automatically.
- A link placement that is not delivered, or not live when first checked, is refunded or credited to you.
- If you close your account you can bring it back for free for 14 days.

This policy is part of the Terms of Service. It describes what SEOmise does today; where an amount or date is shown, it comes from the system's own settings.

1. Cancelling a plan

- Cancel at any time under **Billing**. Your plan stops renewing and stays active until the end of the period you have paid for (month or year). After that the workspace has no paid plan; its data stays.
- We do not refund the rest of a monthly or yearly period, except as this policy says.

2. Changing plan

- Upgrades and downgrades are prorated: the difference is added to, or credited on, your next invoice.
- A downgrade cannot take effect while the workspace uses more than the new plan allows (for example more projects).

3. Closing your account

- An owner can close the whole account under Account. The subscription stops renewing (it is cancelled at the end of the paid period) and the account closes straight away. No refund is made for the rest of the period.

- For 14 days after closing, you can bring the account back for free. It is erased after 30 days.

4. Credits

- Credits included in your plan are for that month; they are used first and reset on the 1st.
- Top-up credits you buy never expire.
- Credits are held when a piece of work starts and only taken when it finishes. If the work fails, the held credits are released; if credits were already taken for work that did not happen, they are given back.

5. Add-ons and one-off purchases

- A one-off purchase (for example an add-on bought once) ends if it is refunded in full.

6. Link placements

- Prices are shown before you approve an order, the total is fixed when you approve it, and nothing is charged until you do. Spending limits you set are enforced.
- If a provider does not deliver a placement you approved, or it is not live when first checked, the amount for that placement is refunded to you or credited to your workspace.
- Once a placement has been checked as live, refunds and replacements follow the provider's own terms, which are shown when you approve the order.

7. When we refund

- If we remove a feature that is a material part of your paid plan, you may cancel and receive a pro-rata refund of what you prepaid for it.
- Refunds go back to the card or payment method you used.

8. Failed payments

If a payment fails, we and our payment provider retry it and e-mail you. If it is still unpaid 3 days after the first failure, the workspace is locked until the invoice is paid; you can still sign in, update your card and export your data.

9. Your legal rights

SEOmise is sold to businesses. Nothing in this policy limits rights you have by law that cannot be excluded.

10. Contact

Questions about a charge or a refund: contact us by e-mail at help@seomise.com, or open Billing in the app.

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