



LEGAL DOCUMENTATION

Refund Policy

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1 Overview

Neurolith is a digital service: an analysis is delivered the moment it runs. This policy explains when a refund or credit is given, and how to ask for one. The Free plan costs nothing, so no refunds apply to it.

2 Pay-per-Call Purchases

You pay only for analyses that complete. If a paid analysis fails or returns an error instead of a call, it is not charged, or it is refunded or credited to your account.

3 Monthly Plans

- You can cancel at any time from your dashboard. You keep access until the end of the period you have paid for, and you will not be charged again.
- We do not give partial refunds for unused days or unused calls in a period that has started, except as listed below.

4 When We Refund

- You were charged twice for the same thing, or charged by mistake.
- You were charged for a renewal after you had cancelled.
- Neurolith was unavailable to you for more than 72 hours in a row during a paid period: you can choose a refund or credit for that time.
- It's your first subscription payment, you ask within 48 hours of paying, and you have run no more than 5 calls on the paid plan.

5 When We Don't Refund

- **Trading results.** A call that turned out wrong, or a trade that lost money, is not grounds for a refund. Calls are probabilities, not promises (see the Risk Disclosure).
- Change of mind after a paid period has been used.
- Accounts suspended or closed for breaking the Terms of Service or Acceptable Use Policy.
- Requests made after the time limits in this policy.

6 How to Request a Refund

- Email **neurolithbusiness@gmail.com** within 14 days of the charge (48 hours for the first-payment case above).
- Include the email address on your account, the date and amount of the charge, and what went wrong.
- Approved refunds go back to your original payment method and usually appear within 5 to 10 business days, depending on your bank.

7 Chargebacks

Please contact us before disputing a charge with your bank; most problems are solved quickly by email. Filing a chargeback for a service that was delivered as described, without contacting us first, breaks our Terms of Service and may lead to account suspension, and we will provide evidence to the payment provider.