

Refund and Cancellation Policy

ERIUS PHONE · Version 1.0 · Not yet in force (published 13 October 2026)

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NOT YET IN FORCE

This Policy sets out how a paid plan is cancelled and when a payment is refunded. It is published in draft: online sales of ERIUS PHONE are closed, nothing is charged, and the Policy enters into force when paid plans open.

1. Status and scope

- 1.1 This Policy forms part of the Terms of Service. Words defined there have the same meaning here.
- 1.2 This Policy is **not yet in force**. At the date of this version no Fees are charged and no payment method is held. It will apply to purchases made after we open paid plans and will be shown to you again before your first purchase.
- 1.3 This Policy states no prices. Fees are those shown to you at the time of purchase.

2. Cancellation

- 2.1 You may cancel a paid plan or a Call Minutes allowance at any time, from the Dashboard where that function is available, or by a support ticket.
- 2.2 Cancellation takes effect at the end of the billing period that has already been paid for. Until then the plan and its Devices remain available, and the plan does not renew.
- 2.3 There is no notice period and no cancellation fee.
- 2.4 When the period ends, the Account returns to the free allocation, if one is offered, or is closed. Devices that exceed the free allocation are deleted in accordance with clause 15.6 of the Terms. Export what you need before the period ends.

3. No refund for a period in use

- 3.1 Fees for a billing period that has begun are not refunded, in whole or in part, on cancellation, on closure of the Account or because the Service was not used, except as stated in clauses 4 and 5.

4. Call Minutes

- 4.1 Purchased Call Minutes are not refundable and have no cash value. They cannot be transferred to another Account.
- 4.2 Call Minutes are usable until the end of the period for which they were credited. Unused Call Minutes expire at that time and are not carried over to the next period, as set out in the Call Minutes and Fair Use Terms.

5. When we refund

- 5.1 We will correct, by credit or refund, a charge that results from:

- (a) a billing error on our side, such as a wrong amount or a charge after a cancellation that had taken effect;
 - (b) a duplicate charge for the same purchase;
 - (c) a failure of the Service that is attributable to us, that we confirm, and that prevented you from using a material part of what you paid for during the period concerned.
- 5.2 The remedy under clause 5.1(c) is first a credit of Call Minutes or of service time proportionate to the failure. We refund money instead where the law requires it, or where a credit would be of no use to you because the Account is closed.
- 5.3 **First purchase.** If you are buying a paid plan or Call Minutes for the first time, you may cancel within fourteen (14) days of that purchase and receive a full refund, provided that no Call Minutes from that purchase have been used. This right applies once per Customer.
- 5.4 Refunds under clauses 9.6 and 15.5 of the Terms (a material reduction of a paid plan, or withdrawal of the Service) are made for the unused part of the paid period.
- 5.5 No refund or credit is due where an Account is suspended or closed for breach of the Terms, the Acceptable Use Policy or the AI Disclosure Policy.

6. How to ask

- 6.1 Open a ticket in the Dashboard under Plan and billing, or write to info@eriusphone.com from the email address on the Account. State the date and amount of the charge and the reason for the request.
- 6.2 A request under clause 5.1 must be made within sixty (60) days of the charge concerned.
- 6.3 We answer a request within ten (10) business days.

7. How refunds are paid

- 7.1 A refund is made to the payment method used for the original purchase. We do not refund in cash or to a different account.
- 7.2 We issue an approved refund within ten (10) business days of approving it. The time it takes to appear on your statement depends on your bank or card issuer.
- 7.3 A refund is made in the currency of the original charge. We are not responsible for differences caused by exchange rates or fees applied by your bank.

8. Disputed charges

- 8.1 If you do not recognise or do not agree with a charge, contact us under clause 6 before raising a dispute with your bank or card issuer, so that we can correct an error directly.
- 8.2 If a chargeback is raised while a request is open with us, or without one having been made, we may suspend the paid features of the Account until the dispute is resolved. If the chargeback is decided in our favour, the amount remains due.

9. Mandatory rights

- 9.1 Nothing in this Policy limits a right to cancel, to a refund or to another remedy that a mandatory provision of the law that applies to you gives you and that cannot be excluded by agreement.

Version history

Version	Effective date	Change
1.0	Not yet in force (published 13 October 2026)	First published version.