Refund and Cancellation Policy

ERIUS PHONE · Version 2.0 · Not yet in force (published 13 October 2026)

Golan Europe S.L. · CIF B16546020 · Registro Mercantil de Islas Baleares, Tomo 2729, Folio 223, Sección 8, Hoja PM-82642 · Av. Blai Bonet 8, Bl. 3, Apartamento 301, Santa Ponça, 07180 Calvià, Illes Balears, Spain
Development: Protremix Technology Limited

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, 5 and 10.

4. Call Minutes

4.1 Subject to clauses 5.3 and 10, 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. Charges appear on your statement under the payment descriptor shown on the checkout page; the seller is Golan Europe S.L.

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, including the rights of a Consumer under the TRLGDCU where digital content or a digital service does not conform to the contract.

10. Right of withdrawal for Consumers

10.1 If you are a Consumer, you may withdraw from a purchase (a paid plan, a subscription or a Call Minutes allowance) within fourteen (14) days of the day the contract is concluded, without giving any reason (Articles 102 to 108 of the TRLGDCU).

10.2 To withdraw, tell us of your decision by a clear statement sent to info@eriusphone.com or by post to Golan Europe S.L., Av. Blai Bonet 8, Bl. 3, Apartamento 301, Santa Ponça, 07180 Calvià, Illes Balears, Spain. You may use the model form in clause 11, but you do not have to. It is enough to send your statement before the fourteen days end.

10.3 If you withdraw, we refund all payments received from you for that purchase without undue delay and no later than fourteen (14) days after we receive your statement, using the payment method of the original purchase, at no cost to you.

10.4 **Service started at your request.** At checkout you can ask for the Service, or the Call Minutes, to be available immediately. If you ask for this and then withdraw, you pay an amount proportionate to what was provided until you told us of the withdrawal, measured by the time elapsed in the period and the Call Minutes used, compared with the whole purchase; we refund the rest. If the purchase has been fully performed (for example, all Call Minutes of an allowance have been used) before you withdraw, and you had expressly requested immediate start and acknowledged that you would lose the right of withdrawal once the contract was fully performed, the right of withdrawal no longer applies (Articles 103(a) and 108 of the TRLGDCU).

10.5 Clause 5.3 (first purchase) is a commercial guarantee that we give in addition to this right and does not replace it. Where both apply, you may use the one that is more favourable to you.

11. Model withdrawal form

11.1 (Complete and return this form only if you wish to withdraw from the contract.)

> To Golan Europe S.L., Av. Blai Bonet 8, Bl. 3, Apartamento 301, Santa Ponça, 07180 Calvià, Illes Balears, Spain, info@eriusphone.com: I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the supply of the following service: [ ]. Ordered on (*) / received on (*): [ ]. Name of consumer(s): [ ]. Address of consumer(s): [ ]. Account email: [ ]. Signature of consumer(s) (only if this form is notified on paper): [ ]. Date: [ ]. (*) Delete as appropriate.

Version history

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

Version	Effective date	Change
2.0	Not yet in force (published 15 October 2026)	The owner, seller and provider of ERIUS PHONE is now Golan Europe S.L. (Spain), the only party to the contract with Customers. Governing law, data-protection references and consumer rights changed to Spanish and EU law. Contact address for legal, privacy and refund matters: info@eriusphone.com. Clauses 3.1, 4.1, 6.1 and 9.1 changed; new clause 10 (right of withdrawal for Consumers) and clause 11 (model withdrawal form). The refund scheme of clauses 2 to 8 is unchanged.