

Refund & Cancellation Policy

Effective: March 30, 2026

SUBSCRIPTION MANAGEMENT AND REFUND TERMS

1. Overview

This Refund and Cancellation Policy governs all paid subscriptions to the SegFlow AI platform operated by SegFlow AI LLC. By subscribing to the Service, you agree to the terms outlined below.

2. Subscription Plans

SegFlow AI offers paid subscription plans billed on a recurring basis (monthly or annually, as selected at checkout). All subscription details, including features and pricing, are described on our pricing page at segflowai.com/pricing.

3. Free Trial

If we offer a free trial period, you will not be charged during the trial. At the end of the trial, your subscription will automatically convert to a paid plan unless you cancel before the trial expires. We will send a reminder notification before the trial ends.

4. Cancellation

We use cookies to improve your experience and analyze site usage. [See our Cookie Policy](#) for details.

effect at the end of your current billing period.

4.2 Effect of Cancellation

Upon cancellation:

- You will retain access to the Service through the end of your current paid billing period
- No additional charges will be billed after the current period ends
- Your account will be downgraded and you will lose access to premium features after the billing period expires
- Your property data and reports will be retained until you request deletion. You may request deletion of your data at any time by contacting admin@segflowai.com, and we will process verified deletion requests within 30 days.

4.3 Annual Subscriptions

If you cancel an annual subscription partway through the year, you will retain access for the remainder of the prepaid annual period. No partial refunds are issued for unused months on annual plans, except as described in Section 5.

5. Refund Policy

5.1 Monthly Subscriptions

Monthly subscriptions are generally non-refundable. However, we may issue a refund at our discretion in the following circumstances:

- You were charged in error (e.g., duplicate billing, incorrect plan)
- The Service experienced a material outage or was unavailable for an extended period during your billing cycle
- You request a refund within 7 days of your first subscription charge and have not generated more than 3 reports

5.2 Annual Subscriptions

We use cookies to improve your experience and analyze site usage. [See our Cookie Policy](#) for details.

- A material feature advertised at the time of purchase is permanently discontinued without a comparable replacement

5.3 Non-Refundable Situations

Refunds will not be issued in the following cases:

- Dissatisfaction with AI Output accuracy (AI Outputs are estimates, as described in our Disclaimer)
- Failure to cancel before a renewal date
- Account suspension or termination due to a violation of our Terms of Service or Acceptable Use Policy
- Changes in your business needs or decision to use an alternative service

6. How to Request a Refund

To request a refund, email admin@segflowai.com with your account email, the charge date, and the reason for your request. We will review your request and respond within 5 business days. Approved refunds will be credited to your original payment method within 10 business days.

7. Price Changes

We reserve the right to change subscription pricing with at least 30 days' prior notice. Price changes will take effect at the start of your next billing period. If you do not agree with a price change, you may cancel your subscription before the new pricing takes effect.

8. Chargebacks

If you initiate a chargeback or payment dispute with your bank or credit card company instead

We use cookies to improve your experience and analyze site usage. [See our Cookie Policy](#) for details.

9. Contact

For billing questions or refund requests, contact us at admin@segflowai.com.

We use cookies to improve your experience and analyze site usage. [See our Cookie Policy](#) for details.