



LEGAL · BILLING

Refund & Cancellation Policy

SFER LABS LLC · Version 1.0 · Effective August 11, 2026

This Policy applies to subscriptions, credit packages and other digital purchases from SFER LABS LLC for Idelio. It does not limit rights that cannot be waived under applicable consumer law.

1. Before purchase

Checkout displays the seller, product, total price and taxes, billing frequency, renewal, minimum commitment, credit validity, main functionality, compatibility information where relevant, cancellation method and any trial conversion. The final purchase button clearly indicates an obligation to pay.

Payments and transactions are handled by Paddle in the role stated at checkout. Where it acts only as a payment processor, SFER LABS LLC is the seller. Where it acts as an authorized reseller or Merchant of Record, its buyer terms govern the purchase, payment, tax, invoice and related refund administration, while SFER LABS LLC supplies the Service under its Terms. The checkout and receipt identify the transaction counterparty.

2. Canceling a subscription

You may cancel at any time using the online method in your account or by contacting support@idelio.pro. Cancellation stops the next renewal. Unless law or checkout states otherwise, you retain access through the end of the period already paid.

Deleting the application or ceasing use does not by itself cancel a subscription. We will not require a telephone call or impose unnecessary steps if you subscribed online.

3. General refund rules

Except for statutory rights and the cases below, charges for a period already begun and properly supplied are non-refundable. We may provide a refund or credit as a goodwill remedy without creating an obligation for future cases.

Contact us promptly if there is a duplicate charge, unauthorized transaction, material billing error, unavailable paid feature or non-conforming digital service. A short support-reporting window does not limit a longer statutory claim period.

If we terminate a paid plan for convenience or permanently discontinue its core paid functionality, we will provide a pro-rata refund for the unused prepaid period unless mandatory law provides a stronger remedy. No refund is due for a suspension or termination caused by a material breach to the extent permitted by law.

4. Failed generations and credits

If a generation fails solely because of our verified technical error before a usable result is delivered, the applicable credits should be restored automatically or after review. A result that is subjectively unsuitable, not unique or cannot be registered as intellectual property is not by itself a technical failure, because AI limitations are disclosed before use.

Purchased credits are not cash and are not transferable. Their validity or expiration must be disclosed before purchase. Unused credits are refundable when mandatory law requires it, including where a valid withdrawal right has not been lost or where we discontinue the relevant feature.

5. EEA/UK consumer withdrawal

An eligible Consumer may generally withdraw from a distance contract within 14 days without giving a reason, subject to statutory exceptions and local implementation.

For a digital service that begins during the withdrawal period, we start early only after the Consumer expressly requests early performance. If the Consumer validly withdraws before the service is fully performed, we may charge only the proportionate amount permitted by law. The right is lost on full performance only if all statutory conditions, including prior express consent and acknowledgment, were met.

For digital content not supplied on a tangible medium, the withdrawal right may be lost once supply begins only if the Consumer gave prior express consent, acknowledged the resulting loss of the right, and received the required contract confirmation. Acceptance of the Terms or this Policy is not, by itself, that consent or acknowledgment.

Checkout therefore uses separate, unticked controls appropriate to the purchased product. We send the contract, request/consent record and withdrawal information on a durable medium such as email. If the statutory conditions were not satisfied, the Consumer keeps the withdrawal right provided by applicable law.

Withdrawal rights are separate from remedies for defective or non-conforming digital content or services. Those remedies remain available for the statutory period.

To withdraw, send an unambiguous statement to support@idelio.pro. You may use this model:

I hereby give notice that I withdraw from my contract for [subscription/credit package], ordered on [date]. Name: [name]. Account email: [email]. Address, if required: [address]. Date: [date].

We will confirm receipt and make any required refund using the original payment method unless agreed otherwise, within the period required by law.

6. U.S. automatic renewal

We present automatic-renewal terms clearly before purchase and obtain affirmative consent where required. We send confirmations and renewal/reminder notices required by applicable state law and provide an easy cancellation mechanism through the same medium used to subscribe. State-specific non-waivable rights prevail.

7. Refund processing

Approved refunds are submitted to the payment provider promptly. Bank or card-network processing times may vary. Taxes are refunded where applicable. We may request enough information to verify the account, transaction and entitlement, but will not demand unrelated personal data.

8. Changes and contact

Changes do not retroactively reduce rights attached to an existing purchase. Material changes are notified as required by law.

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