

Refund and Cancellation Policy for TUIO

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Effective Date: January 1, 2025

SaaS/AI Subscriptions: - Monthly subscriptions are non-refundable once a billing cycle begins. - Annual subscriptions: No prorated refunds. - Trials: Cancel before trial ends to avoid charges.

Service Solutions: - Cancellations within 30 days of service may be subject to up to 50% cancellation fee. - Rescheduling may incur fees. - If service not delivered due to our fault, full refund is due.

Physical Products: - Returns accepted within 14 days of delivery if unused and in original packaging. - Customers pay return shipping. - Custom or personalized items are non-refundable unless defective. - Refunds processed within 10–15 business days after inspection.

Contact Us: Hello@byTU.IO