

# REFUND POLICY FOR QUICK PROMPTS

Effective Date: April 21, 2026

At Quick Prompts, we aim to provide a high-quality experience. Because our service involves the immediate allocation of digital resources (token quotas), our refund policy is designed to be fair to both the user and the provider.

## 1. REFUND ELIGIBILITY WINDOW

In accordance with Paddle's requirements and consumer protection laws, you may request a refund within 14 days of your initial subscription purchase.

## 2. TOKEN USAGE CONDITION

To prevent platform abuse, refunds are subject to the following usage limits:

- Full Refunds: Available only if you have used less than 10% of your monthly token quota.
- Partial or Denied Refunds: If you have utilized more than 10% of your tokens, we reserve the right to issue a partial refund or deny the request, as the service (token delivery and processing) has been substantially consumed.

## 3. SUBSCRIPTION CANCELLATIONS

You may cancel your subscription at any time by sending an email request to [hello@triello.com](mailto:hello@triello.com) or via Paddle's buyer support. Upon cancellation:

- You will continue to have access to your token quota until the end of your current billing cycle.
- No further charges will be applied to your account.
- Cancellation does not automatically trigger a refund for tokens already consumed.

## 4. STATUTORY RIGHTS

For customers located in the European Union or United Kingdom, you have a statutory right to withdraw from this contract within 14 days without giving any reason. However, by using your assigned tokens, you acknowledge that you are requesting immediate performance of the service and waive your right of withdrawal once the digital content is fully consumed.

## **5. HOW TO REQUEST A REFUND**

To initiate a refund request, please contact our support team at [hello@triello.com](mailto:hello@triello.com) or contact Paddle directly at <https://paddle.net>. Please include your order number and the email address used for the purchase.