

## PREMIUM 3D PLUS REFUND & CANCELLATION POLICY

**Effective Date:** April 29, 2026

**Operated by:** Novaforge Technologies Inc.

**IMPORTANT NOTICE:** This Refund & Cancellation Policy forms part of our Terms of Service. By subscribing to any plan, you agree to the terms below.

### 1. General Policy – No Refunds

All payments for subscriptions, credits, Early Access plans, and other services are **final, non-refundable, and non-cancellable** except in the limited cases expressly stated in this Policy or as required by applicable law.

This policy reflects the high operational costs of AI-powered 3D generation (GPU usage, cloud infrastructure, and model training), consistent with industry standards used by Meshy.ai, Tripo AI, Zoo.dev, and other leading AI 3D platforms.

### 2. Subscription Cancellation

- You may cancel your subscription at any time through your account dashboard.
- Cancellation takes effect at the **end of the current billing period**.
- You will continue to have full access until the end of the paid month.
- After cancellation, no further charges will be made.
- **No refunds** for any amounts already paid, including partial months.
- Early Access Founder Pricing (30% off): The discount is retained only if you do not cancel during the first 12 months. If you cancel early, the discount is forfeited for any future resubscription.

### 3. No Refunds for Any Reason (Except Legal Requirement)

We do **not** provide refunds for:

- Change of mind
- Unused credits or models (credits do not roll over)
- Inability to generate desired models
- Technical issues on your side (device, software, internet)
- Switching plans
- Accidental purchases
- Dissatisfaction with AI outputs (you are responsible for verifying all models)

This aligns with Meshy.ai (“generally don’t provide refunds due to high GPU costs”), Tripo AI (non-refundable fees), and Zoo.dev (all fees non-refundable).

### 4. Limited Exceptions (At Our Sole Discretion)

We may consider refunds **only** in the following exceptional cases:

- Clear technical failure on our side that prevents access to the Service for more than 72 hours (after you have reported it).
- Duplicate accidental charge (proof required).
- Legal requirement in your jurisdiction (we will comply with applicable consumer laws).

All refund requests must be submitted in writing to [legal@premium3dplus.com](mailto:legal@premium3dplus.com) within **5 days** of the charge. We review each case individually and our decision is final.

## **5. Early Access Founder Pricing & Annual Plans**

- The 30% founder discount applies only while the subscription remains active.
- Annual or multi-month plans are non-refundable and non-cancellable for the committed term.
- No prorated refunds for early cancellation of annual plans.

## **6. Chargebacks and Disputes**

Any chargeback or payment dispute initiated by you will result in immediate suspension of your account. We reserve the right to dispute chargebacks and recover associated costs (including legal fees).

## **7. Changes to This Policy**

We may update this Policy. Material changes will be notified via email or in-app. Continued use after notification constitutes acceptance.

### **Contact Us**

For any questions regarding this Policy: [legal@premium3dplus.com](mailto:legal@premium3dplus.com)