

Cancellation and Refund Policy

How to cancel a Wishtales subscription or purchase, when you are entitled to a refund, and how refunds are paid.

EFFECTIVE DATE	LAST UPDATED	VERSION	APPLIES TO
13 October 2026	13 October 2026	2.0	All purchases worldwide

AT A GLANCE

- Cancel any subscription online at any time from your account settings, in no more steps than it took to sign up.
- **7 day cancellation window:** cancel a new subscription or Credit pack within 7 days of purchase, for any reason, and receive a refund of the amount paid, less the value of any Credits you have used.
- **EU, EEA and UK consumers** also have a 14 day statutory right of withdrawal, including through our "Withdraw from contract here" function.
- **Annual plans:** if an annual subscription renews and you did not mean to continue, you may request a refund within 14 days of the renewal charge.
- Refunds are paid within 14 days, to your original payment method, at no cost to you.
- Purchases made through the Apple App Store or Google Play are refunded by Apple or Google under their own policies.

CONTENTS

1. Scope and Definitions	1	8. Exclusions	5
2. How to Cancel a Subscription	2	9. Gift Subscriptions and Gift Codes	5
3. Our 7 Day Cancellation Window	2	10. How Refunds Are Paid.....	5
4. Statutory Right of Withdrawal in the EU, EEA and UK	3	11. Payment Disputes and Chargebacks.....	5
5. Annual Renewals and Free Trials.....	3	12. Region Specific Rights.....	6
6. Credits, Service Problems and Other Refunds.....	4	13. Contact Us	6
7. App Store and Google Play Purchases	4	Annex A. Model Withdrawal Form	7

1. Scope and Definitions

1.1 This Cancellation and Refund Policy ("Policy") applies to every purchase of a Paid Plan from Wishtales AI, Inc. ("Wishtales", "we", "us" or "our"), including subscriptions and Credit packs bought on our website or in our apps. It forms part of our Terms and Conditions, and words defined in the Terms have the same meaning here.

1.2 Wishtales provides digital services and digital content. We do not sell physical goods, so no physical return is ever required.

1.3 Nothing in this Policy limits any right you have under consumer protection law that cannot be excluded by contract.

1.4 Any refund, credit or other remedy we provide at our discretion beyond this Policy or the law is a goodwill gesture and does not create an obligation to provide the same in future.

Term	Meaning
Billing Period	The monthly or annual period for which a subscription fee is charged.
Consumer	An individual acting for purposes wholly or mainly outside their trade, business, craft or profession.
Credits	Units that measure and pay for generation and processing activity on the Services, as defined in the Terms.
Credit Value	For a Credit pack, the price paid divided by the number of Credits in the pack. For a subscription, the fee for the Billing Period divided by the number of Credits included in that Billing Period.
Paid Plan	Any subscription, Credit pack or other paid offering.
Purchase Date	The date on which we, or the relevant app store, first charge you for a purchase.

2. How to Cancel a Subscription

2.1 Online, at any time. Select the cancellation option in the billing section of your account settings. Cancelling takes no more steps than subscribing did, and we confirm your cancellation immediately on screen and by email.

2.2 By email. You may also cancel by emailing support@wishtales.ai from the email address associated with your Account, with the subject line "Cancel Subscription". We act on your request promptly and confirm it by email.

2.3 Retention offers. When you cancel online, we may show you one offer, such as a discount. A clearly labelled "Click to Cancel" button remains visible throughout, and you may decline the offer and complete your cancellation immediately.

2.4 Effect of cancellation. Unless you are entitled to, and request, a refund under this Policy, cancellation stops future renewals and your Paid Plan stays active until the end of the current Billing Period. Credits included in that subscription remain usable until then.

2.5 App store subscriptions. Subscriptions bought through Apple or Google must be cancelled in your App Store or Google Play account settings. Deleting the app does not cancel the subscription.

3. Our 7 Day Cancellation Window

3.1 You may cancel any of the following within 7 days of the Purchase Date, for any reason or for no reason: (a) your first subscription to a Paid Plan, or an upgrade to a higher plan; and (b) a one time Credit pack.

3.2 We will refund the amount you paid, less the Credit Value of any Credits you used before cancelling. If you have not used any Credits, you receive a full refund.

3.3 To use this right, select the refund option when you cancel in your account settings, or email support@wishtales.ai with the subject line "Refund Request" within the 7 days, with a clear statement of your decision.

3.4 This window is available to customers in every country. Consumers in the European Union, the European Economic Area and the United Kingdom also have the longer statutory right described in Section 4.

4. Statutory Right of Withdrawal in the EU, EEA and UK

4.1 Your right. If you are a Consumer in the European Union, the European Economic Area or the United Kingdom, you have the right to withdraw from a contract with us within 14 days without giving any reason. The withdrawal period expires 14 days after the day on which the contract is concluded.

4.2 How to withdraw. To exercise the right of withdrawal, you must inform us of your decision by a clear statement before the withdrawal period expires. You may:

- a. use the **"Withdraw from contract here"** function, which is available in your account settings throughout the withdrawal period;
- b. email support@wishtales.ai with the subject line "Withdrawal"; or
- c. use the model withdrawal form in Annex A, although this is not obligatory.

When you use the withdrawal function, we send you an acknowledgement of receipt on a durable medium, such as email, without undue delay, recording the content of your withdrawal and its date and time.

4.3 Effects of withdrawal. If you withdraw, we will reimburse all payments received from you without undue delay, and in any event no later than 14 days from the day on which we are informed of your decision. We will use the same means of payment that you used for the original transaction, unless you have expressly agreed otherwise, and you will not incur any fees for the reimbursement.

4.4 Services provided during the withdrawal period. If you asked us to begin providing the Services during the withdrawal period, you must pay an amount proportionate to what has been provided until you informed us of your withdrawal, compared with the full coverage of the contract. We calculate this as the Credit Value of the Credits you used or, if lower, the pro rata subscription fee for the days elapsed, and we deduct it from your refund.

4.5 Digital content. For digital content not supplied on a tangible medium, such as a downloadable asset pack, the right of withdrawal ends once supply has begun, but only if you gave your prior express consent to supply starting during the withdrawal period, acknowledged that you would thereby lose your right of withdrawal, and we confirmed this to you on a durable medium.

4.6 United Kingdom renewals. When the subscription contract rules of the Digital Markets, Competition and Consumers Act 2024 come into force, UK Consumers will also have renewal cooling off rights. Our annual renewal refund in Section 5 already offers similar protection.

5. Annual Renewals and Free Trials

5.1 Reminders. Before an annual subscription renews, we send you a reminder stating the plan, the amount that will be charged, the renewal date and how to cancel.

5.2 Annual renewal refund. If an annual subscription renews and you did not intend to continue, you may cancel and request a refund within 14 days of the renewal charge. We will refund the renewal fee, less the Credit Value of any Credits you used after the renewal.

5.3 Monthly renewals. Monthly renewal charges are not refundable once the new Billing Period has begun, except under Sections 4 and 6 or where the law requires. You may cancel before any renewal to avoid the next charge.

5.4 Free trials. Before you start a free trial that converts into a paid subscription, we tell you when the trial ends and what you will be charged, and where the law requires, including for trials longer than 31 days offered to California residents, we remind you before the trial converts. The first paid charge after a free trial is covered by the 7 day window in Section 3.

6. Credits, Service Problems and Other Refunds

6.1 Used Credits. Credits are consumed when generation or processing begins. Except as this Policy provides or the law requires, used Credits are not refundable.

6.2 Failed or defective generations. If a generation fails or is materially defective because of a technical fault on our side, we restore the Credits automatically or on request. If a problem persists, contact us and we will fix it, provide the service again or refund you, as appropriate.

6.3 Service unavailability. If the Services are unavailable for an extended period because of a fault within our control, or if we materially reduce a paid feature, we will offer a proportionate refund or credit for the affected period where the law requires, and may do so at our discretion in other cases.

6.4 Duplicate or unauthorised charges. If you are charged twice or without authorisation, contact us and we will investigate and refund any incorrect charge in full.

6.5 Promotional and discounted purchases. Credits granted free of charge, such as welcome, referral or promotional Credits, have no cash value and are not refundable. Purchases made at a discounted price are refunded at the price you actually paid.

6.6 Account closure by us. If we close your Account without cause or discontinue the Services, we refund prepaid fees for the unused period. If we close your Account because of a serious breach of our Terms, a refund is not available except where the law requires.

7. App Store and Google Play Purchases

7.1 Purchases made through the Apple App Store or Google Play are processed by Apple or Google, and refunds are handled under their policies. We are unable to issue refunds for these purchases directly.

7.2 To request a refund, use Apple's Report a Problem page at reportaproblem.apple.com, or the order history in your Google Play account. If you need help, contact us and we will assist you. Your statutory rights continue to apply.

8. Exclusions

8.1 Except where this Policy or the law provides otherwise, refunds are not available for:

- a. Credits already used;
- b. bespoke work produced by our team to your specifications under a separate order, once work has begun, unless the work does not conform to the agreed order;
- c. monthly subscription renewals after the new Billing Period has begun;
- d. free or promotional Credits; and
- e. the remainder of a Billing Period after you cancel.

8.2 We may decline refund requests that show a clear pattern of abuse, such as repeated cycles of purchase and refund, and we may decline refunds, and remove Credits, obtained through fraud, payment abuse or a technical error, except where the law requires a refund. These exclusions never affect your statutory rights.

9. Gift Subscriptions and Gift Codes

9.1 An unredeemed gift code may be refunded to the purchaser within 7 days of purchase.

9.2 Once a gift code has been redeemed, the recipient's rights under Sections 3 to 6 apply from the date of redemption. If a redeemed gift subscription is cancelled within an applicable window, we refund the original purchaser or, if the purchaser asks, issue a gift credit to the recipient's Account.

9.3 Gift codes have no cash value and must not be resold.

10. How Refunds Are Paid

10.1 We pay approved refunds within 14 days of approval and, for statutory withdrawals, within 14 days of being informed of your decision. Refunds are paid to the original payment method unless you expressly agree otherwise, and you will not incur any fees for the refund.

10.2 Your bank or card issuer may take a further 5 to 10 business days to show the refund on your statement.

10.3 Refunds are made in the currency of the original payment. We are not responsible for exchange rate differences or fees charged by your bank.

10.4 Taxes charged on the original purchase are refunded in proportion to the amount refunded.

11. Payment Disputes and Chargebacks

If you have a concern about a charge, please contact us first at support@wishtales.ai so that we can resolve it quickly. If you raise a chargeback, we may suspend the Paid Plan concerned while the dispute is resolved. This does not limit your rights under card scheme rules or the law.

12. Region Specific Rights

12.1 California. In line with the California Automatic Renewal Law, as amended with effect from 1 July 2025, we obtain your express affirmative consent to automatic renewal, send you an acknowledgement of the renewal terms and how to cancel, offer online cancellation through a prominent "Click to Cancel" option, send an annual reminder for annual plans, and give you notice of material changes to price or terms before they apply.

12.2 Other United States states. We comply with the automatic renewal and consumer protection laws of other states and with the federal Restore Online Shoppers' Confidence Act.

12.3 European Union and EEA. In addition to the right of withdrawal in Section 4, you benefit from the legal guarantee of conformity for digital content and digital services. If the Services do not conform to our contract, you are entitled to have them brought into conformity and, where that is not possible or is not done within a reasonable time, to a proportionate price reduction or to end the contract and receive a refund.

12.4 United Kingdom. Under the Consumer Rights Act 2015, if digital content or a digital service is faulty or not as described, you may be entitled to a repair, a replacement, a price reduction or a refund.

12.5 India. You retain your rights under the Consumer Protection Act, 2019 and the rules made under it for electronic commerce. Our Grievance Officer acknowledges consumer complaints within 48 hours and resolves them within one month of receipt. You may also contact the National Consumer Helpline on 1915 or approach the appropriate Consumer Disputes Redressal Commission.

12.6 Australia. Our services come with guarantees that cannot be excluded under the Australian Consumer Law. If a service has a major failure, you are entitled to cancel and receive a refund for the unused portion, or compensation for its reduced value.

12.7 Other countries. If the law where you live gives you greater rights than this Policy, those rights apply.

13. Contact Us

For cancellations, refunds and billing questions, email support@wishtales.ai with the subject line "Billing", "Refund Request" or "Withdrawal", as appropriate. We acknowledge every request within 48 hours. Our company details are set out below.

Wishtales AI, Inc.

A Delaware corporation (Delaware File No. 10125204), registered to do business in California (California Entity No. B20250046086).

Principal Place of Business	425 Sherman Avenue, Suite 310, Palo Alto, California 94306, United States
Registered Office in Delaware	c/o Incorporating Services, Ltd., 3500 South Dupont Highway, Dover, County of Kent, Delaware 19901, United States
Mailing Address	2810 N. Church Street, PMB 761155, Wilmington, Delaware 19802, United States
India Subsidiary	Wishtales Technologies Private Limited, 5th Floor, WeWork Galaxy, 43 Residency Road, Shanthala Nagar, Ashok Nagar, Bengaluru, Karnataka 560025, India
Email	support@wishtales.ai
Website	www.wishtales.ai

Annex A. Model Withdrawal Form

For Consumers in the European Union, the European Economic Area and the United Kingdom. Complete and return this form only if you wish to withdraw from the contract. Using the "Withdraw from contract here" function in your account settings is quicker.

To: Wishtales AI, Inc., 425 Sherman Avenue, Suite 310, Palo Alto, California 94306, United States. Email: support@wishtales.ai

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract for the supply of the following digital service or digital content (*):

Ordered on (*) / received on (*):

Name of consumer(s):

Address of consumer(s):

Email address associated with the Wishtales Account:

Signature of consumer(s) (only if this form is notified on paper):

Date:

(*) Delete as appropriate.

END OF DOCUMENT