

# Our Refund Policy

At Estara AI Compliance, we are committed to ensuring a transparent and fair refund process for all customers. This Refund Policy outlines the terms and conditions under which refunds, cancellations, or exchanges may be granted for purchases made through our website, applications, or other sales channels. By completing a purchase with us, you acknowledge and agree to the terms of this policy. Please read it carefully to understand your rights and our obligations under applicable consumer protection laws.

## 1. Introduction

This Refund Policy applies to both business and individual purchasers unless otherwise stated. Consumer refund rights are governed by the UK Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013. Estara AI Compliance is located in the United Kingdom and can be contacted at [support@estara.compliance.com](mailto:support@estara.compliance.com). This policy is valid from 16/11/2025.

## 2. Refund Eligibility

Refunds are available for digital products and subscriptions if the product is damaged, not supplied with reasonable care and skill, or not delivered within a reasonable time. Refunds are available if the digital product is faulty, defective, or not as described in the product information provided at the time of purchase. Refunds may also be granted if the digital product cannot be accessed or used due to corruption or technical faults, and a replacement cannot be provided.

## 3. Exclusions

Certain exclusions apply, and proof of purchase is required for all refund requests.

## 4. Refund Process

Requests must be made within 14 days via email or online form. Refunds will be processed within 14 days to the original payment method. Estara AI Compliance is not responsible for delays caused by the payment processor or bank. Any personal data collected will be processed in line with our Privacy Policy and applicable data protection laws.

## 5. Subscriptions

Subscriptions can be canceled, and the notice period and cancellation terms are displayed clearly at the point of purchase. Pro-rated refunds are not available.

## 6. Digital Product Refunds

Refunds depend on whether the product is faulty on our end. Refunds will NOT be provided if customers' inaccurate inputs affect the validity of final documents. By purchasing a digital product for immediate download or access, you consent to waive your 14-day right to cancel under the Consumer Contracts Regulations 2013, as the service will be provided immediately. This waiver applies only to instant-delivery digital products and does not affect subscription cancellation rights.

## 7. Governing Law

This policy is governed by the laws of the United Kingdom.



## 8. Disclaimer

This Refund Policy is provided for general information purposes and does not override customers' statutory rights under UK law.

Estara AI Compliance reserves the right to refuse refunds where fraudulent, abusive, or repeat refund claims are detected.

We aim to handle all refund requests promptly, fairly, and in accordance with applicable laws and our internal policies. If you have any questions, concerns, or require assistance regarding this Refund Policy, please contact us at [support@estara.compliance.com](mailto:support@estara.compliance.com). Our team will be happy to help clarify any details or guide you through the refund process.

This Refund Policy is intended to provide transparency and does not affect any statutory rights that may apply under consumer protection or trade laws in your region.

