

Refund Policy

Open Mind Ledger

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1. Overview

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2. Subscription Plans

2.1 Pricing Tiers

| Tier | | | |
|--------------|--------|-------|-------|
| Starter | 1-5 | \$199 | \$179 |
| Growing | 6-15 | \$349 | \$314 |
| Professional | 16-30 | \$499 | \$449 |
| Business | 31-50 | \$699 | \$629 |
| Enterprise | 51-100 | \$999 | \$899 |

2.2 Billing Cycles

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3. Free Trial

3.1 Trial Terms

- Dur

3.2 Trial Limitations

During

3.3 Trial Extensions

Trial e

4. Refund Eligibility

4.1 Monthly Subscriptions

Within

4.2 Annual Subscriptions

Within

4.3 Upgrade Refunds

When

4.4 Downgrade Credits

When

5. Non-Refundable Items

5.1 Services Rendered

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5.2 Policy Violations

- Prot

5.3 Third-Party Charges

- Qui

5.4 Expired Requests

- Ref

6. How to Request a Refund

6.1 Submitting a Request

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6.2 Processing Time

Request

| | |
|-----------------|---------------------|
| Standard refund | 5-7 business days |
| Complex cases | 10-15 business days |
| Disputes | 30 business days |

6.3 Refund Method

Refund

7. Cancellation vs. Refund

7.1 Cancellation

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7.2 How to Cancel

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7.3 Effect of Cancellation

After c

8. Special Circumstances

8.1 Service Outages

If the S

8.2 Service Discontinuation

If we d

8.3 Billing Errors

If you a

8.4 Hardship Considerations

We ma

9. Chargebacks and Disputes

9.1 Contacting Us First

Before

9.2 Chargeback Consequences

If a ch

9.3 Legitimate Disputes

We res

10. Enterprise and Custom Agreements

10.1 Custom Terms

Enterp

10.2 Annual Prepayment

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11. Contact Information

For ref

12. Policy Changes

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