



## **Refund Policy**

At OneX, we are committed to your satisfaction. If you are not completely satisfied with your purchase of our platform engineering or AI services, we are here to help. Please read the details of our refund policy below.

### **Eligibility for Refunds**

To be eligible for a refund, the following conditions must be met:

- Requests must be made within 30 days of service delivery or project completion.
- The service must not have been fully delivered or completed as agreed.
- Proof of purchase or service confirmation is required.

Please note that refunds are generally not provided for fully delivered or custom-tailored services once the agreed scope has been executed.

### **How to Request a Refund**

To initiate a refund:

- Contact our customer service team at [info@ideatolife.me](mailto:info@ideatolife.me)
- Provide your order or contract number and details of your refund request.
- Our team will review your case and guide you through the process.

### **Processing Refunds**

Once your refund request is approved, the refund will be processed and credited back to your original payment method within 7-10 business days. We will notify you via email upon approval or rejection of your refund request.

---

## Cancellation Policy

This cancellation policy applies to orders and service agreements with OneX.

### 1. Order or Service Cancellation Before Work Commences

If you wish to cancel an order or service agreement before work has begun, please contact our [Support Team at info@ideatolife.me](mailto:info@ideatolife.me). Upon confirmation, a full refund will be issued to your original payment method.

### 2. Cancellation After Work Has Commenced

Once work has started on your service or project, cancellations may not be eligible for a full refund. Partial refunds or credits may be considered based on the amount of work completed, at our discretion.

### 3. Cancellation of Custom or Subscription Services

For any subscription-based or ongoing services, you may cancel your subscription at any time by notifying us via your account portal or by contacting [info@ideatolife.me](mailto:info@ideatolife.me). Cancellation will take effect from the next billing cycle.

### 4. Refunds for Cancellations

Approved cancellations will result in refunds credited to your original payment method within 7-10 business days. Processing times may vary depending on your bank or payment provider.

### 5. Contact Information

For questions or assistance with cancellations, please contact us at:

Email: [info@ideatolife.me](mailto:info@ideatolife.me)

We are available during business hours to assist you.

### 6. Policy Updates

OneX reserves the right to modify this cancellation policy at any time. Updated policies will be posted on our website and will take effect immediately. Please review this policy regularly for updates.