Last Updated: 5th October 2026

VuulrOS Subscription, Cancellation, and Refund Policy

1. Subscription Model and Upfront Commitment

By subscribing, you agree to an initial **three (3) month upfront commitment period** (the "Initial Term"). The payment for the Initial Term is billed and collected in full on the date of your initial subscription activation. Vuulr USA Inc does not offer any free trial on its VuulrOS white-label product.

2. 14-Day Money-Back Guarantee

We offer new subscribers a **14-day money-back guarantee** to evaluate the platform.

- To qualify for a full refund of your Initial Term payment, you must submit a written refund request to **vuulros@vuulr.com** within exactly **fourteen (14) calendar days** from your initial registration timestamp.
- Upon approval of your refund request, your account access will be terminated immediately, and a refund will be issued to your original payment method within **5 to 10 business days**.
- This guarantee applies strictly to first-time VuulrOS buyers and does not apply if you have previously held a VuulrOS account with us.

3. Post-Guarantee Non-Refundability

Following the expiration of the 14-day money-back guarantee window, the remaining balance of the Initial Term payment is **strictly non-refundable**. If you choose to stop using the platform during the Initial Term, no pro-rated refunds or credits will be issued for any unused time. Your access will remain active until the end of the 3-month period unless you request immediate account closure.

4. Month-to-Month Renewal and Termination Notice

Upon completion of the Initial Term, your subscription will automatically renew on a month-to-month basis at the applicable Subscription Fee. Renewal, termination, cancellation notice requirements, and any applicable billing obligations are governed by the VuulrOS Whitelabel Platform Subscription Agreement.

- **Access and Closure:** You will retain full access to the platform through the end of the applicable paid billing cycle. Upon expiration of the applicable billing cycle, your subscription will terminate, access to the platform will be disabled, and no further Subscription Fees will be charged. If you fail to provide a cancellation notice in accordance with the VuulrOS Whitelabel Platform Subscription Agreement and your subscription automatically renews, any resulting charges are non-refundable and no credits will be issued for any unused portion of the renewed subscription period.