

Refund and Cancellation Policy for Chatterly

Last Updated: May 20, 2026

Thank you for choosing Chatterly, developed by **ydangle apps (Pty) Ltd** ("we," "us," or "our"). We strive to provide a seamless and powerful AI interface. Because we operate on a Bring Your Own Key (BYOK) model where you pay your AI providers directly for token usage, this Refund Policy applies exclusively to the premium subscription tiers, features, or developer tools purchased directly from **Chatterly** via our payment processor.

Please read this policy carefully before making a purchase.

1. Third-Party AI Provider Costs (Crucial Disclaimer)

Chatterly **does not** charge you for, nor manage, the API costs incurred from your third-party AI providers (e.g., OpenAI, Anthropic).

- Any tokens consumed or fees billed by your AI providers are entirely separate from Chatterly.
- We **cannot** issue refunds, credits, or adjustments for any costs, overages, or errors related to your personal API keys. Those must be handled directly with the respective AI provider.

2. Subscription Cancellations

- **Cancel at Any Time:** You can cancel your premium Chatterly subscription at any time through your account settings.
- **Access Until Billing Cycle Ends:** Upon cancellation, your premium features will remain active until the end of your current paid billing period. No further charges will be made to your card.
- **No Partial Refunds:** We do not offer prorated or partial refunds for unused days within a billing cycle once it has started.

3. Refund Eligibility

We evaluate refund requests on a case-by-case basis. To be eligible for a refund, you must meet one of the following criteria:

A. Technical Issues & App Malfunction

If a technical defect, server error, or bug on Chatterly's side completely prevents you from

utilizing your premium features, and our technical support team is unable to resolve the issue within **7 business days** of being notified, you may be eligible for a full or partial refund for that billing cycle.

B. EU / UK Consumer "Cooling-Off" Period

If you reside in the European Union, European Economic Area, or the United Kingdom, you have a statutory right to cancel your subscription within **14 days** of your initial purchase without giving a reason.

- *Exception:* If you log into the app and actively use premium features during this 14-day period, you acknowledge that you waive your right to a full refund, and a prorated amount may be deducted based on your usage.

C. Unauthorized Charges

If you notice a fraudulent or unauthorized charge from Chatterly on your billing statement, please contact us immediately so we can investigate and process a refund where applicable.

4. Ineligible for Refunds

Refunds will **not** be issued under the following circumstances:

- You changed your mind or no longer want to use the app.
- You forgot to cancel your subscription before the automatic renewal date.
- Your third-party AI provider revoked or banned your API key, rendering Chatterly unusable for you.
- Your account was suspended or terminated due to a violation of our Terms of Service.

5. How to Request a Refund

To request a refund, please contact our support team within **30 days** of the disputed charge:

- **Email:** info@ydangleapps.com
- **Subject Line:** Refund Request - [Your Account Email]
- **Information to Include:** Please provide your account email, the date of the transaction, and a brief description of why you are requesting a refund (including screenshots of any technical errors, if applicable).

Once received, we will review your request and notify you of the approval or rejection within **5 to 7 business days**. Approved refunds will be credited back to the original

payment method used. Please note that banking institutions can take an additional 5–10 business days to reflect the credit on your statement.