

## REFUND POLICY

### Deep Flow Software Services - FZCO

#### VideoAI

Last Updated: 09.04.2026

Thank you for purchasing our product "VideoAI" on the website "[getvideoai.co](https://getvideoai.co)" ("Product") developed by Deep Flow Software Services - FZCO ("Company").

The Company offers you a right to request refund for purchases made via the Product's website, **provided that the conditions set forth in this Refund Policy are met**, in addition to the refund rights that are mandatorily granted by the applicable laws.

#### 1. ELIGIBILITY FOR REFUND

Please note that, except as expressly set forth herein, all amounts due are **non-refundable**.

- **Eligibility for refund based on non-use of the Product:** You may be eligible for a refund only if the below conditions are met altogether:
  - You should contact us to claim a refund within **fourteen (14) days following your purchase ("Refund Period")**, and in any event before the end/cancellation of your subscription period. The Refund Period is calculated from the moment of your purchase and the exact time when your refund request is received by our team. If you submit your refund request after the Refund Period expires, then, you will not be eligible for refund.
  - The Product **must not have been used**. Accordingly, you may be eligible for refund **only if you have not downloaded any Outputs and/or created any content and/or used the Product's tools to edit and export a video during the Refund Period**. If the Product has been used to generate any videos or content, export or download any Output, or otherwise access and utilize the core functionalities of the Product, you will not be entitled to a refund under this Refund Policy.

**Please note that in order to be eligible for a refund, you need to duly satisfy both of the conditions given above relating to (i) the timeline for requesting a refund (i.e. Refund Period), and (ii) the corresponding non-use requirements.**

**If you do not satisfy one of these conditions, you will not be eligible for a refund.**

If you do not satisfy the conditions of the Refund Policy set out above, the payments you have made are **non-refundable and/or non-exchangeable**, unless otherwise mandatorily required by applicable laws. **Please be informed that if an alternative refund option other than the one set out in this Refund Policy (such as a free trial option) is presented to you during the checkout process, you will not be eligible for a refund under this Refund Policy.**

Note that while purchasing the Product, **you are explicitly informed that your paid subscription will be auto-renewed at the end of your subscription term.** You are also informed that if you do not wish to continue with the auto-renewal, you need to cancel your subscription before your subscription term expires. Accordingly, it is users' responsibility to keep track of your current subscription term as well as the due time for an auto-renewal. Any requests for refund due to the auto-renewal of your subscription will not be deemed eligible for a refund unless any of the refund conditions set out above is applicable on a separate basis for your case.

If you are not eligible for a refund as your case does not comply with the above criteria, note that you are able to cancel your paid subscription at any time in case you do not wish to continue using the Product.

## **2. REGIONAL NOTES FOR REFUND PROCESS**

Please note that in certain jurisdictions, specific consumer protection laws may provide additional rights or variations to this Refund Policy. You must review the below country-specific terms to determine the rules that apply to you.

- **Regional notes for the residents of EEA, UK, Türkiye, or Switzerland:** If you are a consumer residing in EEA, UK, Türkiye, or Switzerland, you have a legal right to withdraw from the contract of sale or services. However, when you make a contract for the supply of digital content that is not supplied on a tangible medium (such as our Product): **(i)** you expressly request and consent to an immediate supply of such service by signing up for the Product; **(ii)** you agree that such digital content is made available to you immediately by signing up for the Product, and **(iii)** you give your prior consent to the beginning of the Company's performance when you sign up; and **(iv)** acknowledge that you hereby lose your right of withdrawal when you sign up for the Product.

If you have not lost your right to withdraw from the contract, you can withdraw from the contract within **14 days** without giving any reason. The withdrawal period expires 14 days after the date of conclusion of the contract. To exercise your right of withdrawal, you must notify us of your decision to withdraw in a clear and unambiguous manner (e.g. by letter or e-mail). To meet the withdrawal deadline, it is sufficient for you to send your communication before the withdrawal period expires.

- **Regional notes for the residents of South Korea, Mexico, Taiwan, Brazil and China:** If you are a consumer residing in South Korea, Mexico, Taiwan, Brazil, or China, you may request a refund within **7 calendar days following your purchase**. After this period, the service is considered consumed and non-refundable. To exercise this right, you must inform us of your decision to cancel the subscription before the cancellation period expires by submitting a clear notice to our support team.
- **Regional notes for the residents of other regions:** For users residing in any other region not specifically mentioned above, the above-listed conditions for refund under Heading 1 apply.

### **3. TEMPLATE WITHDRAWAL FORM**

You may, but are not obliged to, use the following template withdrawal form:

- **To:** Deep Flow Software Services - FZCO
- **E-mail:** [videoai@codeway.co](mailto:videoai@codeway.co)

We hereby give notice that we withdraw from our contract for the provision the following service:

- Purchased on [...]
- Name & surname of the consumer: [...]
- Address of consumer: [...]
- Signature of consumer (only if this form is notified on paper): [...]
- Date: [...]

If you withdraw from this contract, we shall reimburse to you all payments received from you without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the

initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

#### **4. CHANGES TO THIS REFUND POLICY**

We may unilaterally amend and update our Refund Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Refund Policy on this page. These amendments shall be effective on the date when they are published. You are obliged to follow these amendments and updates and shall be deemed to have agreed with these amendments in case you confirm these amendments or continues to use the Product following the publication.

#### **5. CONTACT INFORMATION**

Our team is quite diligent in terms of consumer satisfaction. In line with this, we will review and respond to your refund requests approximately within 3-5 business days.

If you have any questions or suggestions about our Refund Policy, do not hesitate to contact us at via [videoai@codeway.co](mailto:videoai@codeway.co).