

# Refund & Cancellation Policy

Last updated: August 24, 2026

## 1. Free Trial

Where offered, the Rideum free trial (currently 30 days) lets you evaluate the Services at no charge and without a credit card. We only begin billing if you choose to subscribe. If you do not subscribe by the end of the trial, your access will pause and no charge is made.

## 2. Billing & Renewal

Paid subscriptions are billed in advance on a monthly or annual cycle, in the currency shown at checkout (IDR or USD), and renew automatically for the same term until cancelled. Extra rooms, add-on modules, and AI credit top-ups are billed as described on our [Pricing](#) page.

## 3. Cancellation

You may cancel at any time. Cancellation takes effect at the end of your current billing period, and you keep access until then. To cancel, use your account settings or contact us. We do not auto-charge a plan you have cancelled for a future term.

## **4. Refunds**

Except where required by applicable law, subscription fees are non-refundable, and we do not provide refunds or credits for partial billing periods, unused time, or features not used. For annual prepaid plans, fees already paid are non-refundable once the term has begun, save where a refund is required by law. We may make exceptions at our discretion for duplicate charges or a proven billing error on our side.

## **5. Add-ons & AI Credit**

Add-on modules follow the billing cycle of your subscription. AI Token Credit top-ups are prepaid and non-refundable once purchased; any included bonus credit has no cash value.

## **6. Third-Party Payment Fees**

Fees charged by payment gateways and financial institutions to process a transaction are set by those third parties and are non-refundable, even where a subscription refund is otherwise granted.

## **7. Downgrades**

If you downgrade your plan or remove add-ons, the change takes effect from your next billing cycle. We do not credit the difference for the current cycle.

## **8. Chargebacks**

If you believe you were billed in error, please contact us first — we aim to resolve billing issues quickly. Initiating a chargeback without contacting us may result in suspension of your account pending resolution.

## Contact Us

For questions about this document, or to exercise any right described here, contact us:

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