

Refunds & Cancellations

When and how you can get your money back

ClearaiSirius OÜ

Effective from 13 August 2026

A Our Approach

If something about your purchase doesn't work out, we'd rather fix it than argue about it. This policy explains, step by step, when a refund is available for Credits and Engagements bought through <https://sirius-ai.tech/>, and how to ask for one.

B Cancelling a Credit Purchase (Statutory Right)

If you're a consumer, the law gives you 14 days from the date of purchase to change your mind about a Credit purchase, no explanation needed. To use this right, email support@sirius-ai.tech with the subject line "Withdrawal — [Order ID]" and include your name, account email, purchase date, and order number — sending it before the deadline is all that's required.

One exception: if you asked for an Engagement to start during that window and it was fully completed, this right may no longer apply, and a partially completed Engagement may mean a proportionate charge for work already done.

C Refunding Credits You Haven't Used

The basic rule

Unused Credits can be refunded within 30 days of purchase. To request it, email support@sirius-ai.tech with your account email, purchase date, the number of Credits involved, and — if you're willing to share it — a short reason.

How much comes back

- Within 14 days: the full unused balance
- Within 30 days: a pro-rated amount
- Beyond 30 days: reviewed individually, at the Company's discretion

Promotional Credits

Any Credits given to you free of charge or as part of a promotion aren't refundable, though you're welcome to spend them like any other Credits.

D Refunds Tied to a Specific Engagement

Work that's already been delivered

Once an Engagement has been completed as described, it's generally not eligible for a refund — but if you're unhappy with the outcome, see our quality guarantee below before assuming nothing can be done.

Work that's cancelled before it starts

Cancel before a Specialist begins and you'll get every Credit back automatically, with no penalty. A cash refund instead of Credits is available on request, provided it's within 30 days of the original purchase.

Work that doesn't match what was promised

If the delivered work is materially different from what was described when you ordered it, you may be entitled to a full or partial refund, or to have the work corrected. Send us the specifics and we'll take it from there.

E Our Quality Guarantee

Not happy with something you received? Let us know within 3 days of delivery, describe what went wrong, and we'll work through it with you — that might mean the original Specialist revising the work, a different Specialist taking over, or a refund of some or all of the Credits spent.

F Getting Your Money Back

Timing

Refunds to your Credit balance land within 7 business days. Cash refunds usually take 5–10 business days, though your bank or card issuer can add delay on their end.

Where it goes

By default, refunds return to your Platform wallet; anything else is arranged directly with our support team.

Currency

You're refunded in whatever currency you originally paid in — we don't adjust for exchange-rate movement in either direction.

G What Doesn't Qualify

- promotional or bonus Credits
- Credits bought more than 30 days ago, outside of statutory withdrawal rights
- gift Credits — any refund goes to whoever bought them, not the person who received them
- Engagements delivered exactly as described

H Preventing Misuse

We may decline a refund request where the pattern suggests the policy is being taken advantage of — repeated claims against completed work, for instance, or signs of fraud.

I If You're Not Satisfied With Our Decision

- ask for your case to be escalated within our support team;
- contact your local consumer protection body;
- pursue any other legal avenue open to you.

J Keeping This Policy Current

We may revise this policy from time to time. Material changes are announced by email and/or an in-platform notice at least 10 days ahead. Whatever version was live when you made a purchase is the one that applies to it.

K Contact

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