

AI Realty App, Inc.

Payment & Refund Policy

Effective Date: April 30, 2026

1. Overview

This Payment & Refund Policy applies to paid and promotional AI Realty services, including subscriptions, workflow fees, document workflow fees, bundles, credits, early access plans, pilot access, and other paid or free platform features.

2. Payment Methods

AI Realty may accept payments through third-party payment processors. By submitting payment information, users authorize AI Realty or its payment processor to charge applicable amounts. AI Realty does not store full credit card numbers on its own servers.

3. Pricing

Pricing may vary by product, workflow type, document type, subscription, bundle, credit package, jurisdiction, office arrangement, promotional offer, or pilot program. Prices may change from time to time.

4. Free Workflows and Promotional Access

AI Realty may offer free workflows, trial access, promotional credits, pilot programs, or limited-use plans. Unless otherwise stated, every new account may include 3 free workflows. No credit card may be required to start where free workflow access is available. AI Realty may modify, limit, suspend, or discontinue free workflow offers at any time.

5. Paid Workflows

Some workflows may require payment before documents are delivered, exported, generated, or sent for signature. Payment grants access to workflow automation software and related platform functionality. Payment does not create any brokerage, legal, tax, financial, escrow, title, lending, MLS, or transaction representation relationship.

6. Subscriptions

If subscriptions are offered, they may renew automatically unless canceled before the renewal date. Users are responsible for managing cancellations before renewal. Subscription features, pricing, and limits may change over time.

7. Credits, Bundles, and Entitlements

AI Realty may offer workflow credits, bundles, prepaid access, office credits, or other entitlements. Unused credits or bundles may expire if stated at purchase or offer. Credits have no cash value unless required by law.

8. Included Revisions

Certain workflows may include limited revisions or resends. Unless otherwise stated, each workflow includes one original send and up to two revisions for the same transaction. Additional revisions, resends, materially different transactions, or unrelated document packages may require additional payment, credit, or entitlement. AI Realty may determine whether a requested revision belongs to the same transaction or requires a new workflow.

9. Same Transaction Limitation

Included revisions apply only to the same transaction. AI Realty may treat a different property, different transaction type, materially different parties, materially different document package, unrelated workflow, or new deal version outside included limits as a new workflow.

10. Refunds

Unless otherwise required by law, payments are generally non-refundable once AI-assisted tools have begun processing a workflow or once a document, draft, output, package, workflow result, export, delivery, or signature request has been generated, pre-populated, delivered, sent, or made available. AI Realty may, in its sole discretion, issue refunds or credits in cases of duplicate charges, billing errors, technical failures, or other circumstances AI Realty determines appropriate.

11. Failed Delivery or Technical Issues

If a technical issue prevents document delivery or platform use, AI Realty may offer a correction, retry, credit, or refund depending on the circumstances. AI Realty is not responsible for failures caused by incorrect user information, incorrect recipient emails, third-party service outages, user device issues, recipient inaction, spam filtering, or unauthorized use.

12. Third-Party Costs

AI Realty may incur third-party costs for payment processing, electronic signature delivery, AI processing, hosting, document processing, and related services. AI Realty may limit excessive use, abusive use, automated use, or repeated resends that exceed reasonable workflow expectations.

13. Chargebacks

If a user initiates a chargeback, AI Realty may suspend access while the matter is reviewed. Users should contact support@airealty.app before initiating chargebacks where possible.

14. Taxes

Prices may not include applicable taxes. Users are responsible for any taxes, fees, or charges imposed by applicable authorities.

15. No Guarantee of Transaction Outcome

Payment for AI Realty services does not guarantee transaction acceptance, document execution, signature completion, brokerage approval, MLS approval, legal sufficiency, funding, closing, lease execution, or transaction success.

16. Changes

AI Realty may update pricing, payment terms, refund rules, subscription rules, credits, bundles, and promotional offers from time to time.

17. Relationship to Other Policies

This Payment & Refund Policy supplements and is incorporated into AI Realty's Terms of Use, Document Responsibility Notice, E-Sign Consent, DocuSign Delivery Notice, Signature Lifecycle Notice, and other applicable Legal Hub documents.

Contact

Questions regarding this document may be sent to:

support@airealty.app

info@airealty.app