

# Ludo.ai Service Credit and Refund Policy

## Our Commitment to Satisfaction

At **Jet Play, Inc. (Ludo.ai)**, we stand by the quality and value of our generative AI tools. While our products are digital and delivered instantly, we offer specific conditions under which you may be eligible for a refund or a credit toward future services.

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## Eligibility and Timeframe

To be eligible for any refund or credit consideration, you must meet the following two criteria:

1. **Request Submission:** Your refund request must be officially submitted within **30 days** of your purchase date.
2. **Usage Cap:** The account associated with the purchase must not have exceeded **30 credits used**. This includes, but is not limited to, images, animations, code snippets, or any other final files produced by the Services. Once 30 credits have been used, the service is deemed utilized, and the purchase becomes final.

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## Circumstances for Refund

Refunds are generally limited to instances where the service was not usable:

- **Service Failure:** If Ludo.ai experiences a major technical failure that prevents access to the core service functionality, and our support team is unable to resolve the issue within a reasonable period, you may qualify for a refund.
- **Non-Qualification Exception:** If a refund is approved, the amount will be for the full purchase price, minus any non-recoverable processing and transaction fees levied by third-party payment providers.

## How to Request a Review

If you believe your purchase qualifies based on the criteria above, please submit a request to our accounts team:

- **Contact Email:** [privacy@ludo.ai](mailto:privacy@ludo.ai)
- **Required Details:** You must include your **account name**, the **order number** or purchase date, and a **detailed explanation** of why you believe you meet the eligibility requirements.

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## Review Process and Final Note

Upon receiving your request, our team will review all account activity and usage data and will respond within **5 business days**. Approved refunds will be processed within **10 business days** and credited back to the original method of payment.

**Jet Play, Inc.** reserves the right to deny any refund request that does not strictly adhere to these terms, or requests that stem from violations of the Ludo.ai Terms of Service (e.g., account termination due to misuse).