

Refund Policy

MoleculeAI offers a 7 day free trial to non-premium modules to all registered users to use the MoleculeAI SaaS platform **Molecule Gen**:<https://app.moleculeai.com/> without any financial obligation. To continue using the SaaS product, the user must choose a User Package, as defined on <https://app.moleculeai.com/> website and purchase a monthly or annual subscription.

This policy applies to subscribers that have paid a premium to use MoleculeAI's Cloud SaaS defined as "The Customer" in the below policy.

Automatic Recurring Billing Agreement between Molecule AI Private Limited ("MoleculeAI") and the organization using <https://app.moleculeai.com/> ("Your Organization") including the person acting as the owner ("You") for Your Organization and/or the person acting as the billing contact ("Billing Contact") for Your Organization.

Please read this agreement carefully and in full before agreeing to create an account for Your Organization and authorize recurring payments. Please verify that all information provided is complete and accurate before confirming Your agreement.

Since our Website offers non-tangible, irrevocable goods we do not provide refunds after the product is purchased, which you acknowledge prior to purchasing any product on the Website.

You may however sign up for a free limited functioning 7 day trial and try the service before making a purchase.

You have the right to change Your payment method or withdraw Your consent to this Automatic Recurring Payment at any time. Doing so will cancel and deactivate Your Organization's account from all use at the end of the "billing month" of your subscription according to the following prorating terms.

Prorating:

If a customer cancels a subscription during the ongoing billing month, the effective cancellation date is the next billing date (end of billing cycle). This means that the customer will not be billed next time and will have until that date to use the MoleculeAI Cloud Product - SaaS: [app,moleculeai.com](https://app.moleculeai.com/).

If a customer downgrades a subscription during the ongoing billing month, the effective downgrade date is the next billing date (end of billing cycle). This means that the customer will be billed next time for the downgraded package and will have until that date to use MoleculeAI with the current package. The downgraded package will go into effect on the next billing cycle.

If a customer upgrades a subscription during the ongoing billing month, the effective upgrade date is immediately and it will be prorated for the remaining days until the next billing date (end of billing cycle). The customer will be billed next time for the upgraded package and thereon.