

# Refund Policy - Sentie App

*Last updated: December 2025*

## 1. General Provisions

1.1 This Refund Policy applies only to purchases made directly on the Sentie website available at <https://sentie-app.com/> ("Website"). Any features of the service (subscriptions, add-on items) purchased via an app store(s) are subject to the app store's refund policies. You must contact the app store's support to request a refund.

1.2 By using the Service, you confirm that you have read, understood, and agree to be bound by this Refund Policy and any applicable laws.

1.3 We reserve the right to change this Refund Policy at any time without notice. Any changes will be effective upon posting on the Website. Your continued use of the Service constitutes your acceptance of the revised Refund Policy. If you do not agree to this Refund Policy, please do not use the Service.

1.4 By purchasing access to the paid content of the Service on the Website, you understand and agree that the Service is not available in web format. You must have an iOS device, or an Android device with Google Play installed on it.

1.5 By purchasing access to the paid content of the Service on the Website, you agree to the [terms](#) provided within the Service. The availability of payment methods depends on your country and region.

1.6 You will be granted immediate access to the content after your payment has been successfully processed by our servers.

1.7 The subscription plans offered on the Website operate on a recurring billing model. Please pay close attention to the length and pricing of your selected subscription to understand when and how much you will be charged. We may occasionally offer alternative purchase options such as a "Lifetime Plan" or a "One-Time Purchase," which will be clearly marked at checkout.

1.8 Please note that we use third-party services (e.g., payment processors) to handle your transactions. These providers process your payments and notify us of their completion. **We do not collect or store your payment information.** All such information is handled directly by our third-party payment processors. You can find more details about our payment processing practices in our [Privacy Policy](#).

## **2. MONEY-BACK GUARANTEE**

2.1 You agree that the Purchase is final, that we will not refund any transaction once it has been made, and that the Purchase cannot be canceled. Notwithstanding the foregoing, you may be eligible to receive a refund of a one-time payment or the last subscription payment in the following cases:

### **2.1.1 Technical difficulties**

Technical difficulties may include material crashes, failure to launch, unresponsive or non-clickable interface elements, or other issues that make it impossible to use the Service.

You agree that minor technical difficulties, such as those caused by regular app updates, do not qualify for a refund.

To determine your eligibility for a refund in such cases, we may request the following information:

- A. Your device's model, operating system, and version;
- B. The exact steps you take before the issue occurs;
- C. A screen recording or screenshots clearly illustrating the issue;
- D. Any additional information that may help us verify the problem if the details already provided are insufficient.

### **Important:**

- If your subscription has expired and your access to the app is terminated at the time of your request, the conditions of the Money-back Guarantee cannot be fulfilled, and a refund will not be issued.

### 3. REFUND RULES

3.1 Refund requests must be submitted within 30 (thirty) calendar days from the date of the Purchase (defined as the date when your payment was validated by our servers, either for a one-time purchase or for your last subscription payment). Requests received after the 30 (thirty) calendar days from the date of the Purchase will not be eligible for a refund.

3.2 All refunds are calculated based on the actual purchase price paid at the time of the transaction. Please note that the time required for the refund to appear in your account depends on your region and your card-issuing bank. We cannot influence or accelerate this process.

3.3 We do not issue refunds as a result of unauthorized access to your account due to your failure to protect your credentials, as you agreed to our [terms](#) when you made your subscription or one-time purchase.

3.4 We do not provide refunds due to technical problems with your device, including but not limited to hardware malfunctions or internet connectivity issues.

3.5 We do not provide refunds due to medical contraindications, as you agreed to our [terms](#) when you made your subscription or one-time purchase.

3.6 If you are entitled to a refund and request one, we reserve the right to charge an administrative fee to cover any reasonable costs incurred as a result of processing your request, to the extent permitted by law.

3.7 You are granted access to the content and all premium features immediately upon logging into the app. Therefore, the Service is considered delivered in full at that moment, and you acknowledge that you waive your right to withdraw once your purchase has been validated by our servers and access has been granted.

3.8 For residents of certain U.S. states: If you reside in California or Connecticut, you may cancel your purchase any time before midnight of the third business day following the date of purchase. In such a case, we will refund the full amount paid.

3.9 For EU/EEA and Swiss residents: You have a legal right to withdraw from purchases of digital services within 14 days, unless you have started using the Service. If you purchase digital content (e.g., a video or PDF), you expressly agree to immediate access and acknowledge that you forfeit your right of withdrawal once the content is delivered.

3.10 EU residents may request a refund if the Service was not provided, meaning the login process was not completed and access to the content was not granted. In such cases, the refund will be processed within 14 days of the purchase date.

3.11 If we incur costs due to a declined transaction caused by user-side issues (e.g., insufficient funds, card limits), we reserve the right to invoice you for any such fees or expenses incurred.

3.12 Where justified, we reserve the right to limit available payment methods for a particular Purchase or to require an alternative payment method.

3.13 We can only issue refunds to the original payment method used at the time of the transaction. Refunds cannot be issued to any alternative method.

3.14 Certain refund requests may be reviewed and granted at our sole discretion on a case-by-case basis.

3.15 Refund requests must be submitted during the active subscription period. Requests received after the subscription has expired will not be eligible for a refund.

3.16 If your subscription was active for more than two billing cycles, and you did not cancel it in accordance with Section 4 (SUBSCRIPTION CANCELLATION RULES), only the last transaction may be refunded.

3.17 If you were charged after canceling your subscription via one of the authorized methods in Section 4, please contact our customer support and provide a screenshot confirming the cancellation.

3.18 To request a refund, please contact Website customer support at [support@sentie-app.com](mailto:support@sentie-app.com).

3.19 Our customer support typically responds within 24 hours. However, response times may vary depending on the support workload.

3.20 If you do not receive a response within 72 hours, please check your spam folder or resend your request.

3.21 Refunds are limited to one per user. If you have already received a refund in the past, you are not eligible for any subsequent refunds, even if you re-subscribe or make a new purchase.

3.22 Your refund request may be denied under any of the following circumstances:

- You did not provide all required information or supporting evidence;
- You did not meet the conditions of the Money-back Guarantee;
- You did not cancel your subscription in time after receiving instructions sent to you via email;
- You did not cancel your subscription by any of the authorized methods listed in paragraph 4 (“Subscription Cancellation Rules”);
- You did not notify us promptly about any technical difficulties encountered in the process of canceling the subscription;
- The request was submitted incorrectly or incompletely.

#### **4. SUBSCRIPTION CANCELLATION RULES**

4.1 You can cancel your subscription by contacting our customer support at [support@sentie-app.com](mailto:support@sentie-app.com), or by canceling your subscription via the web app settings. Canceling your subscription means that no future payments will be charged. However, you will continue to have access to the Service until the end of the current billing cycle.

4.2 Deleting the application, deleting your account, or not using the Service does not constitute cancellation. You must cancel your subscription explicitly via one of the authorized methods mentioned above.

4.3 If your subscription was canceled successfully, you will receive a confirmation email or on-screen confirmation after completing the cancellation process.

4.4 If your subscription has not been successfully canceled, you should promptly notify us via email.

4.5 If you were charged after canceling your subscription in accordance with the authorized cancellation procedure, please contact our customer support and provide a screenshot confirming the cancellation. In such cases, we will investigate and, if applicable, issue a refund.

## **5. REGIONAL EXCEPTIONS**

### **5.1 United States — California and Connecticut Residents**

If you reside in the states of California or Connecticut, you have the right to cancel your purchase at any time before midnight of the third business day following the date of the transaction. If you exercise this right, we will issue a full refund of the payment you made.

### **5.2 European Economic Area (EEA) and Switzerland**

If you are a resident of a country within the EEA or Switzerland, you have a statutory legal right to withdraw from contracts for the purchase of digital services within 14 days of the purchase date.

However, if you access the content immediately after purchase — for example, by logging into the app or downloading a digital product — you expressly agree to the immediate provision of the Service and acknowledge that this voids your right of withdrawal under applicable consumer law.

5.3 European Economic Area (EEA) and Switzerland EU residents may still request a refund within the 14-day period if the Service was not provided — i.e., if you did not log into the app and no access to the content was granted. In such cases, we will process the refund within 14 days of the purchase date.

### **5.4 MODEL WITHDRAWAL FORM (EU Residents Only)**

If you are entitled to withdraw from the contract under EU law (and have not yet accessed the Service), you may use the following form to submit your withdrawal:

**MODEL WITHDRAWAL FORM**

To: [support@sentie-app.com](mailto:support@sentie-app.com)

Subject: Withdrawal from

Contract

I hereby give notice that I withdraw from my contract for the following service:

**Service:** [insert description of service]

**Received on:** [insert date of access or  
purchase]

**Name:** [insert full name]

**Date:** [insert current date]

Please send this form by email. Note: this withdrawal right applies only if you have not accessed the content.