

TALENTAXIS REFUND POLICY

1. Scope of Application

This Refund Policy applies to customers/businesses outside Vietnam that have registered and paid for recruitment service packages, software solutions, or add-on utilities on the TalentAxis platform, which is operated by AgentAxis Corp, a Delaware corporation. Customers in Vietnam are served by CVTOT JSC under a separate refund policy.

All payments are made in U.S. dollars (USD) by payment card or another payment method offered at checkout, and are processed by our payment processor, Stripe. TalentAxis does not store full card numbers. Applicable sales tax is calculated at checkout and shown on the invoice.

As talentaxis.ai provides software services online in the form of Software as a Service (SaaS), subscriptions are billed in advance and refunds will only be considered in certain special cases, including but not limited to:

- System errors attributable to TalentAxis that prevent customers from using the service for an extended period of time.
- Duplicate payments or transactions where money has been deducted but the service has not been activated.
- Unsuccessful transactions due to errors from the payment processor, the card network, or the customer's issuing bank, where the customer was nonetheless charged.

2. Subscriptions, Free Trial, Fees and Cancellation

- **Billing cycle.** Paid plans are billed monthly or yearly, in advance, at the price shown on talentaxis.ai/pricing at the time of purchase. A subscription renews automatically at the end of each billing period, and the payment method on file is charged, until it is canceled.
- **Free trial.** An eligible company may start one 14-day free trial of the Professional plan. A payment card is required to start the trial, and nothing is charged during the trial. If the trial is not canceled before it ends, the subscription converts automatically to a paid subscription and the first billing period is charged on the day the trial ends. If the trial is canceled before it ends, no charge is made, including for any locations added during the trial.
- **Additional locations.** Locations added in the middle of a billing period are charged pro rata for the rest of that period on the next invoice, and in full from the following period.
- **Location setup fee.** On monthly plans, each additional location carries a one-time setup fee, currently USD 99 per location, capped at USD 990 per company in total. There is no setup fee on yearly plans. The setup fee is charged when the location is added (or, for a location added during a free trial, when the trial converts). The setup fee is non-refundable once the location has been added, except where the location could not be added, in which case the setup fee is refunded automatically, or in the cases listed in Section 1.

- **Plan changes.** An upgrade takes effect immediately and the price difference is charged pro rata. A downgrade takes effect at the start of the next billing period, with no charge or refund for the current period.
- **Cancellation.** The customer may cancel renewal at any time from the account's billing settings or by emailing support@talentaxis.ai. Cancellation takes effect at the end of the current paid billing period: the plan remains active until then, it does not renew, and no further charge is made. Cancellation does not give rise to a refund, full or partial, for the remainder of the current monthly or yearly period. If a renewal payment is failing at the time of cancellation, the subscription is canceled immediately.
- **Failed payments.** If a renewal payment fails, the payment processor retries the charge and the plan remains available for up to 21 days. If payment is still not received, the subscription ends and access to paid features stops.

3. Refund Eligibility Conditions

- Customers must submit a refund request together with the invoice or receipt number within 30 days from the date of the charge.
- TalentAxis does not provide refunds in the following cases:
 - The service has been activated, used, or the data has been accessed or utilized, except in the cases listed in Section 1.
 - The customer voluntarily cancels the package or changes their needs after the service has been provided, including cancellation part-way through a monthly or yearly billing period.
 - The customer forgot to cancel a free trial or a renewal before it was charged, except where required by applicable law.
 - The customer violates the Terms of Use or the Privacy Policy of TalentAxis.

4. Refund Method and Process

- To request a refund, email support@talentaxis.ai from the account owner's email address, stating the company name, the invoice or receipt number, the amount, and the reason for the request.
- Refunds are reviewed and issued manually by the TalentAxis team; they are not issued automatically, except for the location setup fee described in Section 2.
- The approved refund amount will be returned through Stripe to the original payment method used for the payment. TalentAxis cannot refund to a different card, bank account, or payment method.
- In special cases, the TalentAxis Support Center will contact the customer directly to confirm account information and provide detailed instructions on the refund process.

5. Chargebacks and Payment Disputes

- Customers are asked to contact support@talentaxis.ai before disputing a charge with their card issuer, so that billing errors can be corrected quickly.

- If a customer files a chargeback or payment dispute, TalentAxis will respond to the dispute through Stripe and provide the relevant transaction and account records to the card issuer.
- While a dispute is open, TalentAxis may suspend the account's paid features. If the dispute is decided in the customer's favor, the disputed amount is returned by the card issuer and no separate refund is made.
- A chargeback filed for a charge that was valid under this Refund Policy and the Terms of Use does not cancel the customer's obligation to pay for the service received.

6. Processing Time

- Refund requests will be reviewed and responded to within 5 business days.
- Once a refund is issued, it typically appears on the customer's statement within 5 to 10 business days, depending on the customer's card issuer or bank.
- TalentAxis will notify the customer by email when the refund has been issued.

7. Support Contact

For any refund-related requests or questions, please contact:

- Email: support@talentaxis.ai
- Address: AgentAxis Corp, 701 Tillery Street, Unit 12-3574, Austin, TX 78702, USA
- The TalentAxis Customer Support Center is always ready to receive and process requests during business hours.

Note:

This Refund Policy is issued to protect the legitimate rights and interests of customers, while complying with applicable laws and the rules of our payment processor and the card networks.

Any case that falls outside the scope of the above provisions will be considered separately by [talentaxis.ai](mailto:support@talentaxis.ai) based on the actual circumstances and the agreement between the parties.

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