

Vinari — Cancellation & Refund Policy

DRAFT FOR REVIEW. A working draft and starting point, not legal advice. It should be read together with, and is incorporated into, the Vinari Operator Terms of Service. Have a qualified lawyer confirm it sits consistently with Lemon Squeezy's own refund and chargeback handling.

Effective date: 1 July 2026 **Last updated:** 1 July 2026

1. Overview

This policy explains how free trials, subscriptions, cancellations, and refunds work for the Vinari Service. Billing is handled by **Lemon Squeezy**, which acts as our **merchant of record**.

In short: **you can cancel at any time, you keep everything you've paid for until the end of your current period, and fees already paid are not refunded.**

2. Free trial

- Every plan begins with a **7-day free trial**.
 - A valid payment method is required to start the trial. You are **not charged** until the trial ends.
 - You can cancel at any time **before** the trial ends and you will not be charged.
 - The trial provides your plan's full features with a limited share of that plan's monthly guest sessions.
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3. How to cancel

- You can cancel at any time from your operator account, or through the Lemon Squeezy billing portal linked from your receipts.
 - Cancelling stops your subscription from renewing for the next period.
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4. What happens when you cancel

This is the part that matters most, so it is stated plainly:

- Your cancellation takes effect at the **end of your current paid billing period** (the month or year you have already paid for).
 - Until that period ends, you keep **full access to the Service**, including your **remaining guest-session allocation** for that period.
 - We do **not** cut your access short or reduce your remaining allocation because you cancelled — you have paid for the period, and you keep the benefit of it in full.
 - When the period ends, your subscription will not renew, and access to the Service stops.
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5. Refunds

- **Fees already paid are non-refundable.**
 - Because you retain full access and your remaining session allocation through to the end of the period you paid for, we do **not** provide refunds for cancelled subscriptions — including for unused guest sessions or the unused remainder of an annual plan.
 - **Limited exceptions.** A refund may still be provided where:
 - (a) a refund is required under applicable law; or
 - (b) Lemon Squeezy issues one under its own policies — for example, a billing error, a duplicate charge, or the resolution of a payment dispute.
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6. Annual plans

The same approach applies to annual subscriptions: you may cancel at any time and keep full access and your allocation through to the end of the paid year. There is **no pro-rata refund** for the unused portion of an annual plan.

7. Plan changes

You may upgrade your plan at any time to add tables or guest sessions. Changes to a lower plan take effect at your next renewal. Any proration on upgrades is handled through Lemon Squeezy. *[Confirm your exact upgrade/proration handling and adjust this clause if needed.]*

8. Billing and payments

- **Lemon Squeezy is the merchant of record.** It processes your payments, applicable taxes, and any refunds that are issued.
 - We do not store your full card details.
 - Subscriptions are billed in **US dollars (USD)**.
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9. Changes to this policy

We may update this policy from time to time. We will post the updated version here with a new "Last updated" date, and where changes are material we will take reasonable steps to notify operators.

10. Contact

Vinari — Lee Kok Yang, operating as Vinari Email: support@vinari.io Website: <https://www.vinari.io>

End of Cancellation & Refund Policy (draft).