

DATY.AI SUBSCRIPTION, CANCELLATION AND REFUND POLICY

Consumer Plans • Billing • Renewal • Cancellation • Refunds • EU Withdrawal
Version 1.0 • Effective date: 10 September 2026

OPERATOR

ZeeQuest, Inc d.o.o., Maribor, Slovenia, company registration no. 8402540000, VAT no. 74140841 (“Daty.ai”, “we”, “us”, “our”). This Policy supplements the Daty.ai Terms of Service. Mandatory consumer rights always prevail.

COMMERCIAL PRINCIPLE

Daty.ai does not use hidden renewals or unnecessarily complicated cancellation procedures. Before you subscribe, we show the total recurring price, billing period, whether and when the subscription renews automatically, and how you can cancel it.

Plan framework

Daty.ai is preparing a flexible offering combining **free access, paid plans and optional add-ons**. Final plan names, prices, included features and billing options have not yet been announced.

We intend to introduce **regional pricing that reflects local market conditions and purchasing power**, helping make Daty.ai accessible across different markets. Consequently, equivalent plans may be offered at different prices in different countries or regions, where permitted by applicable law.

Plan	Price framework	Billing	Key rule
Free	€0, or the equivalent of zero in the displayed local currency.	No recurring charge.	Feature and usage limits may apply. Free access does not automatically convert into a paid subscription.
Paid plans	To be announced. Prices may vary by plan, country or region, currency and selected features.	Available billing cycles will be displayed before purchase.	The price, included features, usage limits, billing period and renewal terms must be disclosed before the user subscribes.
Optional add-ons	Priced separately, as displayed before purchase. Availability and pricing may vary by plan and region.	One-time, recurring or usage-based, as expressly stated in the offer.	Add-ons require an affirmative selection. Any recurring charges, usage rates, limits and expiry conditions must be disclosed before purchase.
Bundles	A combined price for a specified plan and selected add-ons, where offered.	As displayed before purchase.	The offer will identify what is included, any separately charged items and what

Plan	Price framework	Billing	Key rule
			happens when the bundle expires or is cancelled.
Special or promotional offers	As displayed in the relevant offer, subject to stated eligibility conditions.	As expressly stated in the offer.	The promotional period, subsequent price, renewal or conversion terms and cancellation conditions will be disclosed before enrolment.

Regional and AI-assisted pricing

Daty.ai plans to use AI-assisted tools to support regional pricing, taking account of factors such as local purchasing power, currency and market conditions. This may allow substantially lower prices in some markets than in others.

Where a price is personalized for an individual through automated decision-making, this will be clearly disclosed before purchase, together with any information required by applicable law.

Price transparency and payment authorization

Before a user commits to a purchase, Daty.ai will display the total payable price, currency, applicable taxes and mandatory charges, together with the selected features, billing frequency and any automatic renewal terms. Taxes will be included in displayed consumer prices wherever required by law.

No paid plan or add-on will be activated without the user's express agreement to the applicable charges. Recurring billing applies only where it is clearly stated and accepted during checkout.

Future price changes

Prices for future purchases may change. A change to an existing subscription will not apply retrospectively to an already-paid billing period. Any renewal price change will be communicated in advance, with an opportunity to cancel before it takes effect and any additional protections required by applicable law.

Current availability

This framework describes the intended commercial approach. Paid pricing and final plan details are not yet available. They will be published before the relevant paid offers become available for purchase.

1. Scope

This Policy explains how Daty.ai consumer subscriptions, renewals, plan changes, cancellation, refunds, promotions and statutory withdrawal rights operate. It applies to purchases made directly from Daty.ai unless a third-party marketplace or app store controls billing, in which case Section 12 also applies.

Business, Pioneer Hub, event, licence or other non-consumer products may have separate commercial terms.

2. Free Plan

The Free plan does not require a recurring subscription payment. Daty.ai may define reasonable feature, usage, report, AI or other limits for the Free plan and may change those limits prospectively.

Moving from Free to a paid plan requires an affirmative order. Daty.ai will not convert a Free account into a paid subscription without the user taking the required purchase action.

3. Paid Plans and Billing Cycle

Daty.ai offers the paid plans as displayed at checkout. Before you subscribe, the checkout identifies the plan, included features, billing period, total price including applicable taxes, and whether the subscription renews automatically.

Prices shown in marketing material do not override the final price and billing information displayed immediately before purchase.

If Daty.ai offers both monthly and annual billing in the future, each option must separately display the amount charged, billing frequency and any equivalent monthly comparison in a way that is not misleading.

4. Starting a Paid Subscription

A paid subscription starts when payment is successfully authorised or at another start time clearly stated in the offer. Access may begin immediately after purchase.

Before the final order, Daty.ai will provide the material pre-contract information required by applicable consumer law. The final purchase button clearly indicates that submitting the order creates an obligation to pay.

After purchase, Daty.ai sends you confirmation in a durable form, normally by email showing the plan, price, billing period, renewal terms and applicable cancellation and withdrawal information.

5. Automatic Renewal

If the checkout states that a plan is recurring, the subscription automatically renews at the end of each billing period until cancelled.

The user must be told before purchase: (a) that renewal is automatic; (b) the billing period; (c) the recurring amount or how it is calculated; and (d) how to cancel.

If the recurring price changes, Daty.ai will provide the notice required by applicable law before the new price takes effect. Where law or the contractual change requires renewed agreement, Daty.ai will obtain it.

A user who cancels before the next renewal date will not be charged for the next billing period, subject to payment processing cut-off rules clearly communicated where relevant.

6. Cancellation

You can cancel a Daty.ai subscription at any time to stop future renewal. For subscriptions billed directly by Daty.ai, you can cancel through Account → Subscription / Billing → Cancel Subscription. You do not need to call us or contact support to complete the cancellation.

Cancellation normally takes effect at the end of the already-paid billing period. You retain paid access until then unless you request/qualify for another statutory remedy or Daty.ai states otherwise.

Cancellation of future renewal is not the same as exercising a statutory withdrawal right, requesting a refund or deleting your account.

After cancellation, Daty.ai confirms that future renewal has been stopped and shows the date on which paid access ends.

7. Upgrades

If you upgrade to a higher paid plan, Daty.ai will show the price and effective date before confirmation.

Recommended commercial implementation: upgrades take effect immediately. Where the billing platform supports proration, unused value from the current paid period may be credited against the higher plan and the user is charged the disclosed difference. If proration is not used, the checkout must clearly explain the alternative before the upgrade.

An upgrade is never inferred merely because a user attempts to access a higher-tier feature.

8. Downgrades

A downgrade takes effect at the end of your current paying period. You retain access to your current plan until that date, and the lower plan begins at the next renewal.

Before you confirm a downgrade, Daty.ai shows which features, limits or stored outputs will change and when the change will take effect. Downgrading your plan does not by itself result in the deletion of your existing data. However, some features, storage capacity or access to stored outputs may be limited under the lower plan. Before you confirm the downgrade, Daty.ai will explain any applicable limitations and provide an appropriate opportunity to export affected data.

A downgrade does not ordinarily generate a refund for the remaining current period.

9. Promotional Periods, Trials and Special Plans

Daty.ai may offer free trials, discounted periods, launch pricing, Pioneer benefits, vouchers, partner offers or other Special Plans.

Before enrolment, the offer must clearly state eligibility, promotional price, duration, what happens when the promotional period ends, whether it converts to a paid recurring plan, the post-promotion price and how to cancel.

A free or discounted trial will not silently convert to a paid subscription unless the user was clearly informed of the conversion and recurring charge before agreeing to the offer and applicable law permits the arrangement.

Promotional benefits may be limited to one per person/account/payment method or other objectively stated eligibility rule. Fraudulent or duplicate use may be cancelled subject to mandatory law.

10. Refunds — Daty.ai Commercial Policy

Except where mandatory consumer rights apply or an offer states otherwise, cancelling a subscription does not by itself entitle you to a refund for a billing period that has already begun. This does not affect any statutory right of withdrawal, remedy for non-conformity, price reduction, termination or reimbursement.

Daty.ai may nevertheless issue a full or partial discretionary refund in appropriate circumstances, for example a duplicate charge, verified billing error, material service failure, or another case Daty.ai considers fair. A discretionary refund on one occasion does not create a right to the same treatment in another case.

Nothing in this commercial policy restricts statutory withdrawal, conformity, price-reduction, termination or refund rights that cannot lawfully be excluded.

11. EU/EEA 14-Day Withdrawal Right

If you are an EU/EEA consumer purchasing online, you generally have 14 days from conclusion of a service contract to withdraw without giving a reason, subject to the specific statutory rules and exceptions applicable to services and digital content.

For a service contract, if you expressly request that Daty.ai begin providing the service during the withdrawal period and later withdraw before the service has been fully performed, applicable law may permit Daty.ai to charge a proportionate amount for what was supplied up to withdrawal.

For digital content not supplied on a tangible medium, the statutory right of withdrawal may be lost after performance begins only where the legal conditions are satisfied, including the consumer's prior express consent to begin performance during the withdrawal period, acknowledgement that the right of withdrawal will thereby be lost, and required confirmation. Daty.ai must not rely on this exception unless the checkout actually captures the legally required consent/acknowledgement.

12. App Store, Google Play and Other Marketplace Purchases

If you purchase Daty.ai through Apple App Store, Google Play or another authorised marketplace, that marketplace may act as merchant/payment intermediary and may control charging, renewal, cancellation and refund administration.

You should manage marketplace subscriptions through the subscription controls provided by the marketplace. Daty.ai cannot always directly cancel or refund a transaction processed solely by the marketplace.

Marketplace rules do not remove mandatory consumer rights. Where applicable law gives you rights against Daty.ai or the relevant trader notwithstanding marketplace administration, those rights remain unaffected.

Where permitted by the marketplace, Daty.ai provides a direct link/ to the relevant subscription-management screen.

13. Payment Failure and Expired Payment Method

If a recurring payment cannot be collected, Daty.ai or its payment provider may retry the payment where lawful and disclosed. We may notify you and ask you to update your payment method.

Paid access may be restricted or revert to the Free plan after a failed payment and any applicable grace/remediation period. Daty.ai does not impose undisclosed penalty fees for ordinary payment failure.

14. Taxes and Currency

The final checkout will state the amount payable and applicable currency. Before you place an order, the checkout displays the total amount payable, including applicable VAT and other mandatory charges, in the relevant currency.

If a payment provider or bank performs currency conversion, separate conversion charges or exchange rates may be imposed by that provider; Any currency-conversion charge imposed by your bank or payment provider is separate from Daty.ai's charges.

15. Service Non-Conformity and Statutory Remedies

EU consumer law provides remedies where digital content or a digital service is not supplied or does not conform to the contract. Depending on the circumstances, consumers may have rights to have the service brought into conformity, receive a proportionate price reduction or terminate the contract and receive reimbursement.

These statutory remedies are separate from Daty.ai's voluntary commercial refund policy and cannot be removed by describing a subscription as non-refundable.

16. Account Deletion

Deleting your Daty.ai account does not necessarily cancel a subscription administered by an external app store. If your subscription is managed by an external app store, deleting your Daty.ai account does not automatically cancel that subscription. Before account deletion, we direct you to the relevant marketplace subscription controls.

For subscriptions billed directly by Daty.ai, deleting your account immediately terminates your access to the Service and automatically cancels all future subscription renewals. You will not receive a refund for any unused portion of the current billing period unless required by applicable law. Before you confirm account deletion, Daty.ai will clearly inform you of these consequences.

Data deletion is governed by the Privacy Policy and is distinct from financial record retention required by law.

17. Chargebacks and Billing Disputes

If you believe a charge is incorrect, please contact billings@daty.ai or the relevant marketplace promptly so that the issue can be investigated.

Deliberate misuse of payment-dispute procedures may result in proportionate account restrictions. This does not affect your right to dispute an unauthorised or incorrect charge.

18. Changes to Plans and Pricing

Daty.ai may introduce, rename, modify or discontinue plans and may change pricing prospectively. Existing paid users will receive the notice and contractual options required by applicable law before a material change takes effect.

A material reduction of an ongoing digital service must also be assessed under applicable digital content/service consumer rules.

19. How to Exercise Withdrawal / Request a Refund

Direct Daty.ai purchase:

Email: billings@daty.ai

Account: Subscription / Billing → Request Support / Withdraw

Postal address: ZeeQuest, Inc. d.o.o., Partizanska cesta 3, 2000 Maribor, Slovenia

During the statutory withdrawal period, where the right of withdrawal applies, you can exercise it through the “Withdraw from Contract” function available under Account → Subscription / Billing. After you submit and confirm your withdrawal statement, we will send you an acknowledgement by email without undue delay, including the content of your request and the date and time of submission.

To help us identify the purchase, provide your account email, transaction/order identifier where available, purchase date and the request you are making. Do not send complete card details.

For statutory withdrawal, an unambiguous statement that you wish to withdraw is sufficient where the law applies. Daty.ai may also provide the model withdrawal form below.

20. Model EU Withdrawal Form

MODEL WITHDRAWAL FORM

Complete and return this form only if you wish to withdraw from the contract.

To: ZEEQUEST, INC. D.O.O.

PARTIZANSKA CESTA 3, 2000 MARIBOR, SLOVENIA

billings@daty.ai

I hereby give notice that I withdraw from my contract for the following Daty.ai service/subscription:

Plan/service: _____
Order/transaction number (if available): _____
Ordered on: _____
Consumer name: _____
Consumer address: _____
Account email: _____
Date: _____
Signature (only if submitted on paper): _____

21. Refund Timing and Method

Where you validly exercise a statutory right of withdrawal, Daty.ai reimburses payments without undue delay and no later than 14 days after being informed of your decision, unless a different rule lawfully applies. Reimbursement is made using the original payment method unless you expressly agree otherwise and incur no additional fee.

Marketplace refunds may be processed according to the marketplace's systems and timing.

22. Contact

Operator: ZEEQUEST, INC. D.O.O.

Registered office: Partizanska cesta 3, 2000 Maribor, Slovenia

Billing support: billings@daty.ai

General support: support@daty.ai

Legal: info@daty.ai