**Cancellation and Refund Policy**

Welcome to Chef Claude! We are committed to ensuring the satisfaction of our subscribers. Below you will find our detailed cancellation and refund policy.

**Cancellation Policy**

Monthly Subscription Cancellation

- You may cancel your monthly subscription at any time.

- To cancel your subscription, please send a cancellation request through our designated customer service channel on WhatsApp or email us at support@chefclaude.com.

- Your subscription will be terminated at the end of your current billing cycle, and you will not be charged for the subsequent cycle.

Trial Period Cancellation

- If you are on a free trial and decide not to subscribe, you may cancel at any time before the trial period expires without any charge.

- Cancellations made post-trial will result in the commencement of the monthly subscription fee as previously agreed upon.

**Refund Policy**

General Refunds

- Upon subscribing, if you are not satisfied with our service within the first 7 days, you are eligible for a full refund of the subscription fee.

- To request a refund, please contact our support team with your account details and the reason for the refund request.

Processing Refunds

- Refunds are processed within 10 business days of receiving the request.

- The refund will be issued to the original method of payment used during subscription.

- You will be notified via email once the refund has been processed.

Non-Refundable Circumstances

- Beyond the first 7 days of your subscription, the monthly fees are non-refundable.

- If you cancel your subscription but have used the service during the billing period, you will not be eligible for a refund for that period.

Additional Information

- We reserve the right to modify or terminate our service for any reason, without notice, at any time.

- Notwithstanding the circumstances above, the local laws of France apply to the extent they provide additional statutory rights.

Contact Us

If you have any questions or concerns about our cancellation and refund policy, please contact us at info@neurance.ai