

Ludo.ai Service Credit and Refund Policy

Our Commitment to Satisfaction

At **Ludo.ai**, we stand by the quality and value of our generative AI tools. While our products are digital and delivered instantly, we offer specific conditions under which you may be eligible for a refund. Please read the terms below carefully, as they differ depending on your subscription type.

Eligibility by Plan Type

Refund eligibility depends on the type of plan you purchased.

Annual Subscriptions

Refund requests must be submitted within **30 days** of your purchase date and the account must have used fewer than **250 credits (1,000 for Pro or Studio)**. If approved, the refund amount will be the total paid minus a charge equivalent to **one month at the applicable monthly rate**, reflecting the period of service already rendered. Once 250 credits (1,000 for Pro or Studio) have been used or 30 days have passed, the purchase is final.

Monthly Subscriptions

Monthly plans are **non-refundable**. You may **cancel at any time** to prevent future charges, and your access will remain active through the end of the current billing period.

One-Time Credit Purchases

One-time credit pack purchases are **non-refundable** once the order has been processed and credits have been added to your account.

Credit Rollover

Unused credits automatically roll over to the following month for as long as your subscription remains active. Credits are forfeited upon cancellation of your subscription.

AI Output Quality

Ludo.ai is an AI-powered platform and, as with all generative AI tools, output quality and results may vary. **Refunds will not be issued on the basis that generated results did not meet your expectations.** By subscribing, you acknowledge the inherent variability of AI-generated content.

We encourage all users to take advantage of our **free tier** before committing to a paid plan. The free tier provides access to Ludo.ai's core features and gives you a meaningful opportunity to evaluate the quality and suitability of our AI outputs for your needs prior to purchase.

How to Request a Review

If you believe your purchase qualifies based on the criteria above, please submit a request to our accounts team:

Contact Email: support@ludo.ai

Required Details: You must include your **account name**, the **order number** or purchase date, and a **detailed explanation** of why you believe you meet the eligibility requirements.

Review Process and Final Note

Upon receiving your request, our team will review all account activity and usage data and will respond within **5 business days**. Approved refunds will be processed within **10 business days** and credited back to the original method of payment.

Ludo.ai reserves the right to deny any refund request that does not strictly adhere to these terms, or requests that stem from violations of the Ludo.ai Terms of Service (e.g., account termination due to misuse).