

Refund Policy

Overview

CareerDeck AI is committed to ensuring complete customer satisfaction with our services. We maintain a straightforward and transparent refund policy to provide our users with peace of mind when purchasing our credit packages.

Refund Eligibility

All purchases of credit packages on CareerDeck AI, including but not limited to the "Kickstart," "Accelerate," and "Launch" packages, are eligible for a full refund. This policy applies regardless of the number of credits already utilized within the purchased package.

Refund Process

To initiate a refund, users shall submit their request via email to patrick@careerdeck.ai. In accordance with our no-questions-asked policy, users are not required to provide any explanation or justification for their refund request.

Refund Timeline

Upon receipt of a refund request, CareerDeck AI shall process the refund within five (5) business days. The refunded amount shall be returned to the original payment method used for the purchase.

Refund Amount

Users shall receive a full refund of the original purchase amount, with no deductions or administrative fees applied. The refund amount shall be processed in the same currency as the original transaction.

Account Status

Upon processing of the refund:

1. Any unused credits shall be removed from the user's account
2. The account shall revert to the free tier status
3. Previously generated documents shall remain accessible in preview mode only

Contact

For any inquiries regarding our refund policy or to submit a refund request, please contact us at patrick@careerdeck.ai.

Policy Modifications

CareerDeck AI reserves the right to modify or amend this refund policy at any time. Any modifications shall not affect refund requests submitted prior to the effective date of such changes.