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Refund & Cancellation Policy

How billing, refunds, and cancellations work for pay-as-you-go inference, prepaid credit top-ups, and monthly enterprise invoicing.

Overview

This policy explains how billing, refunds, and cancellations work for Impala AI's inference services, including pay-as-you-go usage, prepaid credit top-ups, and monthly enterprise invoicing.

Pay-as-you-go usage

Impala bills for inference on a per-token basis as you use the service. Charges reflect tokens actually processed and are not refundable once the corresponding inference request has completed, since the underlying compute has already been consumed.

Prepaid credits

Customers may purchase prepaid credit top-ups to fund future usage. Credits are deducted as usage occurs. **[DRAFT — needs counsel/business input: are unused prepaid credits refundable, within what window, and do credits expire?]**

Enterprise monthly invoicing

Enterprise customers on monthly invoicing are billed in arrears for confirmed usage during the billing period, per the payment terms in the applicable order form or master services agreement.

Cancellation

Customers may cancel their account or subscription at any time. **[DRAFT — needs counsel/business input: effective date of cancellation, handling of any remaining prepaid balance, and treatment of the then-current billing period for enterprise customers.]**

Billing disputes

If you believe you have been billed in error, contact us within **[DRAFT — X days]** of the charge. We will review usage records and respond within **[DRAFT — X business days]**.

Contact

Questions about this policy can be directed to **[DRAFT — support/billing contact email]**.