

# Cancellation Policy

AI Uniti Pty Ltd · ABN 36 694 238 821 · Last updated: 11 May 2026 ·  
Supersedes v1.0 dated 17 January 2026



**What changed in v2.0.** The **90-day** notice period for non-renewal of annual or fixed-term subscriptions is unchanged from v1.0. v2.0 adds a new §3 covering cancellation under the named-user pricing model (User Cap downward adjustments take effect at renewal only, mid-term Named User removal does not reduce committed Fees). §6 termination triggers now include credential sharing and User Cap circumvention, consistent with EULA v2.0. All other terms are substantively unchanged.

This Cancellation Policy applies to all AI Uniti software subscriptions and forms part of the applicable Order Form, Online Purchase & Subscription Agreement v2.0, Billing & Subscription Terms v2.0, and EULA v2.0.

## 1. Subscription Term

Subscriptions are provided for a fixed term (monthly, 12, 24 or 36 months), as specified in the applicable Order Form or Online Purchase & Subscription Agreement.

## 2. Customer Cancellation

### 2.1 Cancellation for convenience

**Monthly subscriptions.** Customers may cancel monthly subscriptions for convenience at any time by providing notice in accordance with this Policy. Cancellation will take effect at the end of the current billing period.

**Annual or fixed-term subscriptions.** Annual or other fixed-term subscriptions are committed for the full Subscription Term and may not be cancelled for convenience prior to the end of the applicable term, except as otherwise expressly agreed in writing.

### 2.2 Non-renewal notice

To prevent renewal of an annual or fixed-term subscription, the Customer must provide written notice of non-renewal at least **ninety (90) days** prior to the end of the then-current term, unless otherwise specified in the applicable Order Form. This 90-day notice applies regardless of term length (12, 24 or 36 months).

### 2.3 No refunds

Except where required by applicable law:

- Fees already paid are non-refundable.
- Unused subscription periods are not refunded.
- Cancellation does not relieve the Customer of payment obligations for the remainder of the Subscription Term.

## 3. Named User Adjustments and the User Cap (new in v2.0)

### 3.1 Removing Named Users mid-term

The Customer may at any time remove individual Named Users from its account. Removal does not reduce the committed Fees for the current Subscription Term and does not entitle the Customer to a refund of any per-user uplift Fees already paid. Downward adjustments to the User Cap take effect from the next renewal.

### 3.2 Adding Named Users mid-term

Named Users may be added at any time during the Subscription Term up to capacity made available by AI Uniti. Additional Named Users are charged at the per-user uplift Fee published in the Order, prorated to the remaining Subscription Term, as set out in the Billing & Subscription Terms v2.0.

### 3.3 Partial cancellation

Subscriptions may not be cancelled in part. The User Cap is committed for the duration of the Subscription Term. Reducing the User Cap requires renewal at the lower seat count and providing non-renewal notice in accordance with §2.2 for the higher Cap, where applicable.

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## 4. How to Cancel

Customers may cancel by:

- submitting a cancellation request through their account (where this facility is available);
- providing written notice to [sales@aiuniti.com](mailto:sales@aiuniti.com); or
- following the cancellation procedure specified in the applicable Order Form.

Cancellation requests must be received before the 90-day non-renewal deadline (§2.2) to avoid renewal.

## 5. Effect of Cancellation

Upon cancellation or non-renewal:

- Access to the Software continues until the end of the current Subscription Term.
- The subscription will not renew.
- All Named User access will terminate at the end of the term.
- User Data will be handled in accordance with the EULA v2.0 and Data Processing Addendum.

## 6. AI Uniti Termination Rights

AI Uniti may suspend or terminate access immediately if:

- Fees are overdue beyond applicable grace periods;
- the Customer or any Named User shares access credentials, exceeds the User Cap without authorisation, or circumvents access controls (consistent with EULA v2.0 and AUP v2.0);
- the Customer materially breaches the EULA v2.0 or AUP v2.0; or
- continued access creates legal, security or regulatory risk.

Termination for breach does not entitle the Customer to a refund, except as required by law.

## 7. Consumer Law Rights

Nothing in this Policy excludes or limits rights that cannot be excluded under applicable consumer protection laws, including the Australian Consumer Law.

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