

CANCELLATION POLICY

AI Uniti Pty Ltd / ABN: 36694238821

Last updated: 17th January 2026

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

1. Subscription Term

Subscriptions are provided for a fixed term (monthly or annual), 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.

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.

2.2 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 term

3. How to Cancel

Customers may cancel by:

- submitting a cancellation request through their account (if applicable), or
- providing written notice to sales@aiuniti.com, or
- following the cancellation procedure specified in the applicable Order Form

Cancellation requests must be received before the renewal date to avoid renewal.

4. 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
- access will terminate at the end of the term
- Customer Data will be handled in accordance with the EULA and Data Processing Addendum

5. AI Uniti Termination Rights

AI Uniti may suspend or terminate access immediately if:

- fees are overdue beyond applicable grace periods
- the Customer materially breaches the EULA or AUP
- continued access creates legal, security, or regulatory risk

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

6. 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.
