

Refund & Cancellation Policy

Last updated 25 July 2026

This Refund and Cancellation Policy explains how subscriptions to the ALGOZ OPS platform are billed, how you can cancel, and when refunds are available. It is provided by ALGOZ FZ-LLC, a free zone company registered in the Ras Al Khaimah Economic Zone (RAKEZ), United Arab Emirates, trade licence no. 47023214 ("Algoz", "we", "us", "our"), and forms part of the Terms and Conditions.

1. Payment provider and merchant of record

Subscription payments for ALGOZ OPS are processed by our payment provider, Paddle, acting as the merchant of record. Paddle presents the checkout, takes the payment, issues the invoice or receipt, and applies any tax due. Approved refunds are returned to the original payment method through Paddle. You can raise any billing question with us at ops@algozgroup.com.

2. Subscriptions and renewals

ALGOZ OPS is sold as a monthly subscription per company, in euro, at the tier the company chooses (Partner, Essential, Command or Enterprise). Each subscription renews automatically at the start of every billing period until it is cancelled. The fee for a period is charged in advance and gives the company access to the platform for that period.

3. Free trial

A one month free trial of the Essential suite is available so a company can evaluate the platform before it pays. No charge is made during the trial. If no paid subscription is started, access simply ends when the trial expires.

4. How to cancel

A company can cancel at any time from the administration console, or by emailing ops@algozgroup.com from the registered account address. Cancellation stops the next automatic

renewal. Access continues until the end of the period already paid for, after which access ends. Cancelling does not by itself delete company data; see the Data Deletion page for that.

5. Refunds

Because access is delivered immediately and continuously, subscription fees are generally non refundable for a period that has already started, and cancelling stops future charges rather than refunding the current period. We will, however, provide a refund where the law requires it, and we consider requests fairly in cases such as:

- a duplicate or accidental charge;
- a charge taken after a timely cancellation;
- a sustained failure of the platform that we could not resolve and that prevented normal use;
- a billing error on our side.

To request a refund, contact ops@algozgroup.com from your registered account address within 30 days of the charge, telling us the company, the charge date and the reason. Approved refunds are returned to the original payment method through Paddle, usually within 5 to 10 business days depending on the bank or card issuer.

6. Statutory rights

ALGOZ OPS is a business to business service sold to companies for professional use. Where a mandatory consumer right or a local cooling off right does apply to you, nothing in this policy limits it. Where a company asks us to start access immediately, any statutory withdrawal period may be reduced to the extent of the service already provided.

7. Price changes

We may change subscription prices. A change applies from the next billing period after we give notice by email or in the console, and continued use after the change takes effect means the new price is accepted.

8. Chargebacks

If you believe a charge is wrong, please contact us first at ops@algozgroup.com so we can resolve it quickly. Raising a chargeback before contacting us may suspend the company account while the dispute is investigated.

9. Contact

For any billing, cancellation or refund question, contact ops@algozgroup.com. ALGOZ FZ-LLC, a free zone company registered in the Ras Al Khaimah Economic Zone (RAKEZ), United Arab Emirates, trade licence no. 47023214 ("Algoz", "we", "us", "our").

ALGOZ FZ-LLC. Registered office: [Registered office address, RAKEZ, Ras Al Khaimah, United Arab Emirates , to confirm].
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