

Refund Policy

How AutomatusLabs handles fees and refunds under our pay-as-you-go model. Joining Fees and Setup Fees are one-time and non-refundable; API usage charges are non-refundable once incurred.

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Provider	AutomatusLabs Ltd, London, United Kingdom
Support Email	support@automatuslabs.com
Website	https://automatuslabs.com

This Refund Policy forms part of the AutomatusLabs Terms of Service. It applies to all fees paid to AutomatusLabs Ltd under our pay-as-you-go model, including the Joining Fee, the optional Setup Fee, and ongoing API usage charges for voice calls and SMS messages.

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At a glance

AutomatusLabs operates a pay-as-you-go model. The Joining Fee and Setup Fee are one-time charges and are non-refundable after 14 days. The Joining Fee is refundable within 14 days of joining if the platform has not been significantly used. API usage charges (voice calls and SMS) are non-refundable once incurred. As there are no recurring subscriptions, there are no subscription refunds to process. Pricing is negotiated per client — please review your agreed terms before signing up.

1. Overview

This Refund Policy governs all charges made by AutomatusLabs Ltd (“**AutomatusLabs**”, “**we**”, “**us**”). AutomatusLabs operates a **pay-as-you-go model with no recurring subscription**. All fees fall into three categories: the one-time Joining Fee, the optional one-time Setup Fee, and ongoing API Usage Charges. This Policy forms part of our Terms of Service.

2. Our Fee Structure

AutomatusLabs charges three types of fees. Together they form the complete cost of using the ALL-IN-ONE platform.

- **Joining Fee** — one-time fee to access the ALL-IN-ONE platform. Agreed per client and set out in your onboarding agreement.
- **Setup Fee** — optional one-time fee for full platform configuration by the AutomatusLabs team.
- **API Usage Charges (PAYG)** — ongoing charges based on actual use — AI voice call minutes and SMS messages. Billed monthly in arrears.

Negotiated pricing

Pricing for all fees is **negotiable** and agreed in writing before you join. Standard published rates apply only where no specific written agreement is in place.

3. Joining Fee — Non-Refundable

The Joining Fee is refundable within **14 calendar days** of the date your account was activated, provided you have not made significant use of the platform during that period. Significant use is defined as initiating 5 or more AI calls or sending 10 or more SMS messages. After 14 days, the Joining Fee is **strictly non-refundable**. By paying the Joining Fee, you gain access to the AutomatusLabs ALL-IN-ONE platform. This fee covers platform access, account provisioning, and integration licensing.

The fee is earned in full upon payment regardless of subsequent usage levels. If you are unsure whether the platform is right for your business, we encourage you to take advantage of the **14-day free trial** before committing.

4. Setup Fee — Non-Refundable

The Setup Fee is **strictly non-refundable once setup work has commenced**. Setup work is deemed to have commenced when AutomatusLabs begins configuration of your environment, which typically occurs within **2 business days** of payment.

If you cancel before setup work commences, a full refund of the Setup Fee may be considered at AutomatusLabs' sole discretion. Requests for pre-commencement cancellation must be made in writing to support@automatuslabs.com within **24 hours** of payment.

5. API Usage Charges – Non-Refundable

All API usage charges are **non-refundable once incurred**. This includes:

- **AI voice call minutes** processed through VAPI, regardless of call outcome, answer rate, or transcript quality.
- **SMS messages** sent through Twilio, regardless of delivery status.
- **Any telephony or carrier charges** passed through to your account.

Usage charges reflect costs incurred with third-party providers on your behalf and cannot be reversed once consumed. AutomatusLabs does not have the ability to recover funds already remitted to upstream telephony providers.

6. Free Trial

All new AutomatusLabs partners receive a **14-day free trial** with full access to the ALL-IN-ONE platform. The Joining Fee and Setup Fee, if applicable, may be charged at the time of account activation.

No API usage charges are incurred during the trial unless you initiate calls or messages. The free trial is designed to allow you to evaluate the platform fully before committing to a paid arrangement.

7. Exceptional Circumstances

AutomatusLabs may, at its sole discretion, issue a credit or partial refund in exceptional circumstances including:

- A **proven platform outage** caused solely by AutomatusLabs exceeding 24 consecutive hours.
- A **duplicate charge** caused by a billing error on our part.

Exceptional credits apply to **API usage charges only** and are issued as account credit toward future usage, **not as cash refunds**. Joining Fees and Setup Fees remain non-refundable in all circumstances including exceptional ones.

8. How to Contact Us About Billing

For billing queries, email support@automatuslabs.com with the subject "**Billing Query**" and include:

- Your **account email**.
- The **charge date and amount**.
- Your **invoice reference**.
- A clear **description of your query**.

We respond within **2 business days**.

9. Processing Time for Approved Credits

Where a credit is approved under Section 7, it will be applied to your account within **5–10 business days** and will appear as a credit against your next API usage invoice.

10. Chargebacks

If you initiate a chargeback before contacting us, we reserve the right to **suspend your account** and contest the chargeback. Please contact support@automatuslabs.com first — billing issues are usually resolved quickly.

11. Negotiated Pricing Agreements

Where your Joining Fee, Setup Fee, or API usage rates have been negotiated and set out in a separate written agreement, the terms of that agreement **govern in the event of any conflict** with this Policy.

If you believe you have been charged incorrectly relative to your agreed rates, contact support@automatuslabs.com immediately.

12. Changes to This Policy

AutomatusLabs may update this Policy at any time. Material changes will be communicated by email at least **14 days** before taking effect.

13. Contact Us

For any questions about this Refund Policy or about specific charges on your account, please use the channels below.

Email	support@automatuslabs.com
Website	https://automatuslabs.com
Response time	Within 2 business days
Address	AutomatusLabs Ltd, London, United Kingdom

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