LEGAL

Refund Policy

Last updated: November 5, 2026

Changes effective: November 10, 2026

This policy explains how cancellations, refunds and the statutory right of withdrawal work for PollsLive paid plans. A Plus Apps, trading as PollsLive, is the seller; payments are processed by Whop.

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1. Overview

A Plus Apps, trading as PollsLive, sells PollsLive subscriptions, Event Passes and AI credit packs, and your contract is with us. Payments are processed by Whop, which also acts as merchant of record for VAT and sales tax on sales to buyers in the EU, the United Kingdom and the United States. The refunds described here are issued by Whop to the payment method you used, on our instruction, and we are responsible to you for them. This policy explains the cancellation and refund terms for paid plans, and how the statutory right of withdrawal applies if you are a consumer in the EU, the EEA or the United Kingdom. Your statutory consumer rights, wherever you live, are not affected by this policy: where they give you more than this policy does, they win.

2. Free Plan

The Free plan costs $0 and requires no payment. Because no charge is made, no refunds apply.

3. Paid checkout

We do not offer a free trial. Pro and Premium subscriptions are billed when you complete checkout through Whop, whether you choose monthly or annual billing. Prices are shown on our pricing page before you pay. If you started a free trial before this policy took effect, that trial continues on the terms you accepted at checkout.

4. Right of Withdrawal (EU/EEA/UK)

If you are a consumer in the European Union, the European Economic Area or the United Kingdom, you have a statutory right to withdraw from a distance contract within **14 days**, without giving any reason (Directive 2011/83/EU; in the UK, the Consumer Contracts Regulations 2013).

This section explains how that right applies here. It sits alongside the money-back guarantee below, and whichever gives you more is the one that applies.

Subscriptions. We do not ask you to give up this right. You may withdraw within 14 days of the day the contract was concluded. Because you ask us at checkout to make the service available to you immediately, we may keep a proportionate share of the price for the period we actually supplied before you withdrew, calculated against the full contract price. We reimburse the remainder within 14 days of being informed of your decision.

Event Pass. An Event Pass is a one-time supply of digital content. Supply begins when the pass is **activated**, which happens automatically the first time a live room grows beyond your plan's limit; a pass cannot be activated by hand. At checkout you give your express prior consent for supply to begin at that moment, and you acknowledge that you then lose your right of withdrawal for that pass. Before activation you can withdraw for a full refund within 14 days of the charge that credited the pass; after those 14 days an unactivated pass is no longer refundable, even though it has not been used. Independently of withdrawal, an Event Pass that is never activated expires 6 months after the charge that credited it; the use-by date is shown on the pass in Studio.

AI credits. An AI credit pack is a one-time supply of digital content. Supply begins on payment. At checkout you give express prior consent for supply to begin immediately, and acknowledge that you lose your right of withdrawal once any credit from that pack is used. Until a credit is used the pack remains fully refundable from Studio billing.

How to withdraw. Use the refund button on your Studio billing page, send us any clear statement of your decision through our contact form, or fill in our model withdrawal form. You do not have to use the form. We confirm receipt and reimburse you using the same payment method you paid with, at no cost to you.

5. Pro & Premium Subscriptions

Billing: Pro is billed monthly at $9/month, or annually at $96/year (equivalent to $8/month). Premium is billed monthly at $19/month, or annually at $192/year (equivalent to $16/month). Both are priced per presenter licence, and subscriptions renew automatically at the rate shown at the time of purchase.

Cancellation: You may cancel at any time. If you are within **14 days of your first paid charge** and qualify for the money-back guarantee below, cancelling or using Request a refund ends paid access immediately when the refund is issued. Otherwise cancellation takes effect at the end of your current billing period and you retain access until that date.

Refunds: You can get a full refund within **14 days of your first paid charge** only if you have **not hosted a live session with more than 50 participants**. Use Cancel subscription or Request a refund on your Studio billing page. Inside that eligible window the refund is issued automatically,

paid access ends immediately, and you do not have to give a reason. If you are outside the 14-day window, or you already hosted a live session with more than 50 participants, you may still cancel; access continues until the period you paid for ends, and renewal charges are not covered by the money-back guarantee. Consumers have the additional right described under Renewals below. Nothing in this paragraph limits the statutory rights described in section 4.

Renewals: We email the account holder about 30 days before an annual subscription renews, with the date and the amount, so a renewal never comes as a surprise; monthly renewal dates are on your Studio billing page. **If you are a consumer** and your subscription has renewed for a further fixed term, you may end it at any time after that renewal on one month's notice, and we refund the part of the renewal price for the time after your cancellation takes effect (Article 6:236(j) of the Dutch Civil Code and equivalent rules elsewhere). Cancel from Studio billing or the cancel page and tell us you are a consumer; the refund is issued through Whop. Business subscriptions that renew run to the end of the renewed term.

6. Event Pass

A one-time Event Pass is a single purchase, not a subscription. An optional monthly Event Pass subscription bills each month and adds one paid pass to your queue per successful charge; each pass follows the rules below. You may request a refund for a pass while **both** are true: it has never been activated, and it is less than 14 days since the charge that credited it. Inside that window the refund is issued automatically. Once activated (which happens automatically, when your live room grows beyond your plan's limit), that pass is not refundable, because at checkout you consented to immediate supply at activation and acknowledged the loss of the withdrawal right for it. See section 4. A pass that is never activated expires 6 months after the charge that credited it and can no longer be activated after that. The use-by date is shown on the pass in Studio. Session results and exports for polls that used a pass stay accessible after the pass has been used or has expired (they are not available if the pass was refunded).

7. AI credits

AI credit packs are a one-time purchase of extra AI poll generations. Supply begins on payment. At checkout you give express prior consent for supply to begin immediately, and acknowledge that you lose the right of withdrawal once any credit from that pack is used (Article 16(m) of Directive 2011/83/EU). An unused pack (one where no credit has been spent) can be refunded from Studio billing. Once any credit is used, that pack is not refundable. See section 4.

8. Repeat Refunds & Access After a Refund

Access ends when a refund is issued. A refund unwinds the purchase, so when one is issued the paid plan ends immediately and the material produced under it stops being available: that includes report exports, shared report links and AI summaries generated on that plan. Your polls and their responses are not deleted, and your account stays open on the Free plan.

A prior refund does not use up the guarantee. The 14-day money-back guarantee applies to the first paid charge of a subscription, on the conditions in section 5. If you took a refund on an earlier subscription and later subscribe again, the first charge of the new subscription qualifies in the same way; renewal charges never do. If you have already taken a refund, we may decline to sell you a further subscription and offer a one-time Event Pass instead (we will tell you before you pay). Statutory withdrawal rights, where they apply, are not affected by this paragraph.

9. How to Cancel

- **Studio billing page:** sign in at pollslive.com/studio and open Billing
- **Request a refund:** if you are within 14 days of your first charge, use the "Request a refund" button on the Studio billing page (it is issued automatically)
- **Without signing in:** use the cancel page: enter the email on the account and we send a confirmation link, no password needed. You can also email support@pollslive.com from that address. We confirm your cancellation in writing

10. Chargebacks

Please reach out via our contact form before initiating a chargeback so we can help directly. Unauthorised chargebacks may result in account suspension while the dispute is investigated.

11. Contact

Billing questions: use our contact form and select "Billing & subscriptions".