

Refund Policy

Introduction

This Refund Policy outlines the terms and conditions for requesting refunds for purchases made on L.M.D.S, operating as Hearer AI, accessible from Hearer.co. By purchasing tokens or using our services, you agree to this policy.

Token Purchases

- **Non-Refundable Tokens:** All token purchases made on L.M.D.S, operating as Hearer AI, are final and non-refundable. Tokens cannot be exchanged for cash or any other form of credit outside our platform.
- **No Partial Refunds:** We do not offer partial refunds for unused tokens. Once tokens are purchased, they must be used within the L.M.D.S platform as intended.

Service Issues

- **Technical Problems:** If you experience technical issues with our service that prevent you from using your purchased tokens, please contact us at hearerco@proton.me. We will investigate the issue and may, at our discretion, provide a solution or compensation in the form of additional tokens or service credits.
- **Processing Errors:** In the event of a processing error or incorrect charge, please contact us at hearerco@proton.me within 30 days of the transaction. We will review your claim and, if warranted, issue a refund or adjustment.

Exceptions

- **Service Interruption:** Refunds will not be issued for interruptions or delays in service that are beyond our control, such as internet outages or server maintenance.
- **User Errors:** Refunds will not be granted for user errors, such as incorrect file uploads or misunderstanding of service functionality.

How to Request a Refund

To request a refund or report an issue, please email us at hearerco@proton.me with the following information:

- Your account email address
- The date and amount of the purchase
- A detailed description of the issue or reason for the refund request

We will review your request and respond within 7 business days.

Changes to This Refund Policy

L.M.D.S reserves the right to modify this refund policy at any time.

Changes will be posted on this page and will take effect immediately upon posting.

Contact Information

If you have any questions about this refund policy, please contact us at hearerco@proton.me.

By purchasing tokens or using L.M.D.S, operating as Hearer AI, you

acknowledge that you have read, understood, and agree to this Refund Policy.