



CIRCUITNOTION LTD

Refund and Cancellation Policy

Company CircuitNotion Ltd	Reg. No. 122703890	Country Rwanda	Website circuitnotation.com	Effective Date 18 June 2026
------------------------------	-----------------------	-------------------	--------------------------------	--------------------------------

1. COMPANY DETAILS

Legal Name	CIRCUITNOTION LTD
Registration Number / TIN	122703890
Registered Address	KK 314 ST, Kicukiro, Kigali City, Rwanda
Email	info@circuitnotation.com
Phone	+250 785 097 557
Website	https://circuitnotation.com

2. POLICY OVERVIEW

This Refund and Cancellation Policy explains how CircuitNotion Ltd handles payments, service cancellations, subscription cancellations, refunds, and service credits for its technology services, including custom software development, AI products, API services, cloud and automation solutions, IoT systems, technical support, training, and digital platforms.

3. GENERAL PRINCIPLES

- Refunds are assessed fairly according to the type of service purchased, the stage of work completed, and any direct costs already incurred.
- Fees for completed work, delivered digital services, consumed API usage, deployed infrastructure, installed equipment, and third-party charges are generally non-refundable.
- Where a refund is approved, CircuitNotion may deduct completed work, administrative costs, payment processing fees, taxes, third-party fees, and other non-recoverable costs.
- Refunds are normally processed back to the original payment method unless both parties agree otherwise in writing.

4. CUSTOM SOFTWARE, AI AND AUTOMATION PROJECTS

For bespoke software, AI model integration, mobile applications, web platforms, APIs, dashboards, automation workflows, and other project-based development work, refunds depend on the project stage:



Before work starts	A refund may be issued, less payment processing fees, administrative costs, and any confirmed third-party costs.
After discovery or planning	Discovery, consultation, architecture, documentation, and project planning fees are non-refundable once delivered.
During active development	The client may cancel future work, but completed milestones, committed engineering time, and incurred costs remain payable.
After delivery or deployment	Fees are non-refundable once the agreed deliverable has been delivered, deployed, accepted, or made available for use.

5. SUBSCRIPTIONS, SAAS AND API SERVICES

- Monthly or recurring subscriptions may be cancelled before the next billing date. Cancellation stops future renewal charges but does not normally refund the current billing period.
- Annual plans may be cancelled for future renewal. Partial refunds are not guaranteed unless required by an applicable written agreement or law.
- API credits, AI credits, token usage, compute usage, hosting resources, storage, SMS, WhatsApp, email, payment gateway, cloud, and other consumption-based charges are non-refundable once used or allocated.
- If CircuitNotion permanently discontinues a paid service without providing an equivalent alternative, affected clients may receive a pro-rated service credit or refund for the unused paid period.

6. IOT, HARDWARE AND INSTALLATION SERVICES

- Hardware devices, IoT components, smart gate equipment, sensors, controllers, and installation materials are refundable only if unused, undamaged, and returned in original condition within seven (7) calendar days, unless otherwise stated in the quotation.
- Custom-built, configured, imported, engraved, programmed, or installed hardware is non-refundable except where defective under applicable warranty terms.
- Installation, field work, site surveys, transport, configuration, and commissioning fees are non-refundable once performed.
- Warranty support covers qualifying defects. It does not cover misuse, unauthorized modification, power damage, water damage, physical damage, or third-party interference.

7. TRAINING, CONSULTING AND SUPPORT

Training sessions	Cancellations made at least forty-eight (48) hours before a scheduled session may be rescheduled or refunded, less costs already incurred.
Late cancellations	Cancellations made less than forty-eight (48) hours before a scheduled session may be non-refundable.
Consulting services	Consulting, advisory, audit, strategy, and support hours are non-refundable once delivered or booked and not cancelled in time.
Support retainers	Unused support retainer hours may expire according to the applicable service agreement or quotation.

8. CLIENT CANCELLATION PROCEDURE

- Cancellation requests must be submitted in writing to info@circuitnotion.com.



- The request should include the client name, invoice or order reference, service name, reason for cancellation, and preferred resolution.
- CircuitNotion will review the request and confirm any approved refund, service credit, rescheduling, or outstanding amount.
- Approved refunds are typically processed within five (5) to ten (10) business days after approval, subject to bank, mobile money, card processor, or payment provider timelines.

9. NON-REFUNDABLE ITEMS

- Completed milestones, approved deliverables, deployed systems, accepted project outputs, and consumed digital usage.
- Third-party services, licenses, domains, cloud infrastructure, hosting, APIs, payment gateway fees, SMS or messaging fees, and similar pass-through costs.
- Custom research, data labeling, AI model training, system architecture, source code work, and documentation already delivered.
- Emergency support, onsite work, installation labor, transport, logistics, and consulting time already performed.

10. DISPUTES AND SERVICE QUALITY ISSUES

If a client believes a service was not delivered according to the agreed scope, the client should notify CircuitNotion in writing within seven (7) calendar days of delivery or the issue becoming known. CircuitNotion may first attempt to correct the issue, replace the affected service, provide reasonable support, issue a service credit, or approve a partial refund where appropriate.

11. POLICY CHANGES

CircuitNotion Ltd may update this policy from time to time. The version published or provided at the time of purchase, contract signing, quotation acceptance, or invoice issuance will generally apply to that transaction unless otherwise agreed in writing.

12. CONTACT

Refund / Cancellation Requests	info@circuitnotion.com
Company	CircuitNotion Ltd
Phone	+250 785 097 557
Address	KK 314 ST, Kicukiro, Kigali City, Rwanda

Effective Date: 18 June 2026. This policy is a general operational policy and may be supplemented by a signed quotation, contract, service agreement, or invoice terms.