

Refund policy

Last updated: September 10, 2026

This Refund Policy explains when and how refunds are available for paid subscriptions to Hitmeet, a software-as-a-service platform available at hitmeet.com (the "Service"). It should be read together with our [Terms of Service](#). If there is a conflict between this policy and the Terms of Service on the subject of refunds, this policy applies.

1. Payment Processor and Merchant of Record

Payments for Hitmeet subscriptions are processed through Paddle.com ("Paddle"). Paddle acts as the Merchant of Record for all purchases made through Paddle Checkout, which means Paddle is responsible for the sale, applicable taxes, payment processing, and related transaction matters.

Because Paddle is the Merchant of Record, refunds are ultimately issued and processed by Paddle in accordance with its own policies and applicable law. Hitmeet does not directly hold or move your payment funds. Hitmeet may request or initiate a refund through Paddle, but Paddle is responsible for processing the refund to the buyer.

2. General Refund Policy

Subscription fees are generally non-refundable, except where a refund is required by applicable law, where the eligibility criteria of Paddle's Refund Policy apply, or where Hitmeet or Paddle approves a refund at its discretion. When you purchase a Hitmeet subscription, you are paying for access to the Service for the full billing period you selected (monthly or annual), and that access is made available to you immediately upon payment.

Canceling a subscription stops future automatic renewals but does not entitle you to a refund for the current or any prior billing period, including any unused portion of that period. After cancellation, you may continue using paid features until the end of the period that has already been paid for.

3. When a Refund May Be Available

While subscriptions are generally non-refundable, a refund may be available in the following circumstances:

- the refund is required by applicable law;
- you were charged in error, such as by a duplicate charge;
- a material technical issue prevented you from accessing the Service and could not be resolved within a reasonable time;
- you were charged after a cancellation should have taken effect;
- Paddle or Hitmeet approves a refund at its discretion.

Refund requests are reviewed on a case-by-case basis. A refund request does not guarantee that a refund will be granted.

4. Situations That Are Not Eligible for a Refund

Except where required by applicable law or otherwise approved under this policy, refunds are generally not provided for reasons such as:

- simply changing your mind after a purchase;
- not using the Service, or underusing it, during a paid billing period;
- forgetting to cancel a subscription before it automatically renewed;
- dissatisfaction with features, limitations, or AI-generated results that were available and described at the time of purchase;
- loss of access caused by a violation of our Terms of Service that led to suspension or termination of your account.

5. Plan Upgrades

You may upgrade your subscription to any higher-priced plan during an active billing period. This may include changing from a monthly plan to another monthly plan, from a monthly plan to an annual plan, or from one annual plan to a higher-priced annual plan.

When you upgrade, Paddle calculates the applicable prorated amount based on your existing subscription and the new plan, and displays the amount due before the transaction is completed.

Any amount charged for a plan upgrade is subject to this Refund Policy. Upgrading to a higher-priced plan does not automatically entitle you to a refund of amounts previously paid for your existing subscription.

Refunds related to plan upgrades are handled in accordance with the criteria described in Section 3, Paddle's applicable refund policies, and applicable law.

6. How to Request a Refund

To request a refund, you may contact Paddle through the support or refund options available at paddle.net or through the "Manage subscription" or "View receipt" links in your Paddle transaction email. You may also contact Hitmeet at legal@hitmeet.com and we will assist with your request.

When contacting us, please provide:

- the email address associated with your Hitmeet account;
- the date of the charge and, if available, the order or receipt number;
- the reason for your refund request.

7. Refund Processing

If a refund is approved, it will be processed by Paddle to the original payment method used for the purchase. Processing times depend on your payment provider and can typically take several business days to appear on your statement after the refund is issued.

Hitmeet does not store complete payment card numbers or full payment card details on its own servers; refund processing is handled by Paddle in accordance with its applicable terms and privacy policy.

8. Chargebacks and Payment Disputes

If you believe you were charged incorrectly, we encourage you to contact us or Paddle first so that the issue can be investigated and resolved as quickly as possible. If a chargeback or payment dispute is initiated, access to the Service may be temporarily suspended while the matter is reviewed, where permitted by applicable law.

9. Account Deletion and Refunds

Deleting your Hitmeet account is a separate action from requesting a refund and does not itself trigger a refund. If you believe you are entitled to a refund, please submit your request before or instead of deleting your account, as account deletion may make it more difficult for us to verify your purchase history.

10. Your Statutory Rights

Nothing in this Refund Policy limits or excludes any rights you may have under applicable consumer protection laws. Where Paddle acts as the Merchant of Record, applicable statutory withdrawal and refund rights are handled in accordance with Paddle's Buyer Terms and Refund Policy and applicable law.

11. Changes to This Policy

We may update this Refund Policy from time to time. Material changes will be communicated by updating the "Last updated" date above and, where appropriate, by providing additional notice. Continued use of the Service after an updated policy becomes effective constitutes acceptance of the updated policy, to the extent permitted by applicable law.

12. Contact Information

Hitmeet is operated by its owner, registered as a sole proprietor (FOP) under the laws of Ukraine.

Hitmeet

Website: hitmeet.com

Service Provider: Viktor Fesenko, Individual Entrepreneur (FOP)

Country: Ukraine

Email: legal@hitmeet.com