

Refund & Cancellation Policy

Neural — operated by Dar Al Mohtawa Al Araby FZ LLC

Effective date: 01 August 2026 Last updated: 01 August 2026

1. Who we are

This Refund & Cancellation Policy (the "Policy") applies to all purchases made on **neural.arabize.com** (the "Platform"), the online Arabic-language AI translation service marketed as "Neural" (the "Service"). The Service is owned and operated by **Dar Al Mohtawa Al Araby FZ LLC**, a free zone limited liability company licensed in the Emirate of Sharjah, United Arab Emirates (license no. **4418940.01**), with its registered address at Business Centre, Sharjah Publishing City Free Zone, Sharjah, UAE ("the Company", "we", "us"). By completing a purchase on the Platform, you agree to this Policy.

2. What you are buying

The Service is a digital, software-as-a-service product delivered online. Depending on the plans available at the time of purchase, you may buy:

- **Subscription plans** — monthly or annual access to the Service, billed in advance and renewed automatically at the end of each billing period unless cancelled; and/or
- **Prepaid credit packages** — a defined volume of translation usage (e.g. words, pages, or credits) purchased in advance and consumed as you use the Service.

Because the Service is delivered digitally and access (or credits) is provisioned immediately upon successful payment, delivery is deemed complete at the moment your account is activated, upgraded, or credited.

3. Payments

All payments are processed securely by our payment service provider, **Paymob**. We do not collect or store your full card details. Prices are stated at checkout in **AED or USD** and are inclusive of applicable UAE VAT unless stated otherwise. Your bank or card issuer may apply its own currency conversion rates and fees, which are outside our control.

4. Cancelling a subscription

- You may cancel your subscription at any time from your account settings on the Platform, or by emailing us at the address in Section 9.
- Cancellation takes effect at the end of your current billing period. You retain full access to the Service until that date, and you will not be charged again.

- Amounts already paid for the current billing period are non-refundable, except in the cases described in Section 6. We do not provide pro-rata refunds for partial billing periods.
- To avoid being charged for renewal, cancel at least 24 hours before the renewal date.

5. Prepaid credits

- Purchased credits are non-refundable once any portion of the package has been consumed, except in the cases described in Section 6.
- Unused credit packages (0% consumed) are non-refundable once purchased.
- Credits are valid for 1 month or 1 year from the date of purchase unless stated otherwise at checkout and expire thereafter without refund.
- Credits have no cash value, are non-transferable, and cannot be exchanged for cash except where a refund is due under this Policy.

6. When we will refund you

We will issue a full or proportionate refund, at our reasonable discretion and in line with applicable UAE consumer protection law, where:

- you were charged twice for the same purchase, or charged an incorrect amount, due to a billing or technical error;
- payment was taken but the Service, subscription, or credits were not provisioned to your account, and we are unable to provision them within a reasonable time of you notifying us;
- a documented technical failure on our side made the Service materially unavailable to you for a prolonged period during a paid subscription; or
- a charge was made without your authorization (subject to our verification and that of Paymob and your card issuer).

What is not refundable: change of mind after use of the Service; dissatisfaction with machine-translation output quality (the Service is AI-based and output quality is not guaranteed); consumed credits; partial billing periods after cancellation; failure to use the Service during a period you paid for; and suspension or termination of your account for breach of our Terms of Use.

7. How to request a refund

- Email **neural@arabize.com** from the email address registered to your account within **30 days** of the charge.
- Include: your account email, the transaction date and amount, the Paymob transaction reference (from your payment receipt), and a brief description of the issue.
- We will acknowledge your request within 2 business days and give you a decision within 7 business days.

- Approved refunds are made to the original payment method through Paymob. Funds typically appear within 7–14 business days depending on your bank or card issuer; we cannot refund to a different card or in cash.

8. Chargebacks

If you believe a charge is wrong, please contact us first — most issues are resolved faster than a card dispute. If a chargeback is filed on a charge we consider valid, we may suspend the associated account while the dispute is investigated with Paymob and the card schemes.

9. Contact & governing law

Dar Al Mohtawa Al Araby FZ LLC — Business Centre, Sharjah Publishing City Free Zone, Sharjah, UAE — neural@arabize.com.

This Policy is governed by the laws of the United Arab Emirates as applicable in the Emirate of Sharjah. Nothing in this Policy limits any rights you have under mandatory UAE consumer protection law. We may update this Policy from time to time; the version published on the Platform at the time of your purchase applies to that purchase.