



**SmartBusiness**



# **REFUND POLICY**

*Last Updated: February 28, 2026*



## 1. INTRODUCTION

This Refund Policy ("Policy") governs the financial relationship between **Peculiar Enterprises Company Limited** ("the Company," "we," "us") and the users ("User," "you") of the SmartBusiness application. Our goal is to provide a transparent and fair process regarding subscription payments.

Because SmartBusiness is a digital Software-as-a-Service (SaaS) product, we provide a comprehensive evaluation period to ensure the software meets your business requirements before any financial commitment is made.

## 2. EVALUATION PERIOD (15-DAY FREE TRIAL)

To ensure total satisfaction, SmartBusiness provides a **15-day Free Trial period** upon account registration.

- **Purpose:** This trial is intended to allow you to test all features, integrations, and reporting tools.
- **No Obligation:** No credit card information is required to start the trial, and no charges will be incurred during this period.
- **User Responsibility:** We strongly encourage users to utilize this 15-day window to determine if the Service is suitable for their specific bookkeeping and business management needs.

## 3. SUBSCRIPTION AND REFUND ELIGIBILITY

### 3.1 No-Refund Policy

Upon the expiration of the 15-day trial, you may choose to upgrade to a paid subscription. By purchasing a subscription, you acknowledge that the Service is "digital goods" delivered immediately upon payment.

**All payments made to Peculiar Enterprises Company Limited are final and non-refundable.**

This includes:

- Monthly or annual subscription fees.
- Add-on feature charges.
- Setup or migration fees (if applicable).

### 3.2 Rationale

As the Service is accessible immediately upon payment and the user has had 15 days to evaluate the software, the Company does not offer pro-rated refunds for unused portions of a subscription term.



## 4. CANCELLATION AND AUTO-RENEWAL

### 4.1 Voluntary Cancellation

You may cancel your SmartBusiness subscription at any time through your Account Settings.

- **Access After Cancellation:** Upon cancellation, your account will remain "Active" with full access until the final day of your current paid billing cycle.
- **Post-Cycle:** Once the billing cycle ends, your account will move to a "Deactivated" state. We will retain your data for thirty (30) days to allow for reactivation or data export, after which it may be permanently deleted.

### 4.2 Managing Renewals

If your subscription is set to auto-renew, it is your responsibility to cancel the subscription **at least 24 hours before the renewal date** to avoid being charged for the next period.

## 5. EXCEPTIONAL CIRCUMSTANCES

While we maintain a strict no-refund policy, **Peculiar Enterprises Company Limited** may, at its sole and absolute discretion, consider refund requests under the following rare conditions:

- **Technical Failure:** If a verified technical defect in the SmartBusiness platform prevents you from using the service for more than seven (7) consecutive days, provided our technical team has been notified and was unable to resolve the issue.
- **Duplicate Billing:** If you were accidentally charged twice for the same subscription period due to a system error.

*Note: Dissatisfaction with software features or a change in business circumstances does not qualify for an exception.*

## 6. CONTACT FOR ASSISTANCE

If you believe you have been charged in error or have questions regarding your billing history, please contact our Billing Department:

- **Email:** pel@pel.tz
- **Subject Line:** Billing Inquiry - [Your Business Name]

Please include your account email address and a copy of your transaction receipt to expedite your request.



## **7. AMENDMENTS TO THIS POLICY**

**Peculiar Enterprises Company Limited** reserves the right to modify this Refund Policy at any time. Any updates will be posted on this page with a revised "Last Updated" date. Continued use of the SmartBusiness app following the posting of changes constitutes your acceptance of such changes.