

CutPlanner Cancellation and Refund Policy

V. 1.0 Last Updated: December 31, 2025

This Cancellation and Refund Policy applies to all CutPlanner subscription services and should be read in conjunction with our End User License Agreement (EULA), Terms of Service, and Privacy Policy.

1. Subscription Billing

CutPlanner operates on a monthly subscription model. All subscription fees are:

- Billed in advance on the 5th day of each month
- Due and payable via credit card, bank transfer, check, or cash as agreed upon in writing
- Non-refundable except as outlined in this policy or where required by law

2. 30-Day Money-Back Guarantee

New Customers: If you are not satisfied with CutPlanner within the first 30 days of your initial subscription, we will provide a full refund of your first month's subscription fee.

To request a refund under this guarantee:

- Contact us within 30 days of your initial subscription date
- Provide your account information and reason for cancellation
- Refunds will be processed within 7-10 business days to your original payment method

3. Cancellations After 30 Days

Standard Cancellation: You may cancel your CutPlanner subscription at any time by providing 30 days' written notice to our support team.

Upon cancellation:

- You will continue to have full access to CutPlanner through the end of your current billing period
- No refund will be provided for the current month's subscription fee
- Your subscription will not renew for the following month
- You may request an export of your data (orders, cut sheets, and labels) within 30 days of termination

4. Late Payments and Service Suspension

To maintain uninterrupted service:

- **Payment Due Date:** Monthly fees are due on the 5th of each month
- **Late Fee:** A 10% late fee applies to payments not received by the 15th of the month
- **Suspension:** Accounts with unpaid fees will be suspended on the last day of the month
- **Termination:** Suspended accounts will be terminated at the end of the following month if payment is not received

5. No Retroactive Refunds

CutPlanner does not provide retroactive refunds for:

- Previous billing periods
- Unused portions of a subscription month
- Accounts suspended or terminated for non-payment or breach of terms
- Changes in your business needs or circumstances

6. Service Interruptions

CutPlanner targets 99.9% uptime but does not guarantee uninterrupted service. We are not responsible for service interruptions caused by:

- Internet service provider failures
- Third-party infrastructure providers (hosting, security, payment processors)
- Force majeure events beyond our reasonable control

No refunds or credits will be issued for service interruptions unless required by law.

7. Price Changes

CutPlanner reserves the right to adjust subscription pricing with at least 30 days' written notice. If you do not agree to a price increase, you may cancel your subscription before the new rate takes effect.

8. Data Export Upon Cancellation

After canceling your subscription, you have 30 days to request a one-time export of your customer data in a standard format (CSV, XML, or PDF). After 30 days or upon receiving your data export, CutPlanner will permanently delete your account and all associated data.

9. Exceptions and Special Circumstances

If you believe you have a special circumstance that warrants consideration for a refund outside of this policy, please contact us. We will review each case individually, though we are not obligated to provide refunds beyond what is outlined in this policy.

Need Help or Have Questions?

We're committed to ensuring you get the most value from CutPlanner. If you're experiencing issues or have concerns about your subscription:

- **Email:** support@cutplanner.com
- **Phone:** [Your phone number]
- **Address:** Ainaco Inc. DBA CutPlanner, [Your business address]

We're here to help resolve any problems and ensure CutPlanner works well for your meat processing business.

Related Policies:

[Privacy Policy](#) | [End User License Agreement \(EULA\)](#) | [Terms of Service](#) | [Contact Us](#)