

DEFECT/OPS

Refund Policy

Effective date: 9 May 2026 | Last reviewed: 9 May 2026

Plain English summary

We offer a 14-day free trial with no credit card required, so you can evaluate DefectOps before spending anything. If you subscribe and change your mind, you have 30 days from the date of your first charge to request a full refund, no questions asked. After 30 days, refunds are available in specific circumstances set out below. All refund requests are handled through Paddle, our payment processor, or by contacting us directly.

Free trial	14 days, no credit card required
Post-purchase refund window	30 days from the date of first charge
How to request	admin@defectops.com or via Paddle's buyer portal
Refund processed by	Paddle (our Merchant of Record)
Processing time	5-10 business days to your original payment method
Governing law	Australian Consumer Law + Paddle's Seller Agreement

1. Free trial

All DefectOps plans include a 14-day free trial. During the trial:

- no credit card or payment details are required;
- you have full access to all features of your selected plan;
- your trial will not automatically convert to a paid subscription - you must actively choose a plan and enter payment details to continue; and
- if you do not subscribe at the end of the trial period, your account and data will be retained for a further 30 days before deletion.

TIP The free trial is the best way to confirm DefectOps is right for your project before any money changes hands. We encourage you to use it fully before subscribing.

2. 30-day satisfaction refund

If you subscribe to DefectOps and decide within 30 days of your first charge that the product is not right for you, we will provide a full refund of that first payment - no questions asked.

This applies to:

- new subscriptions on the Starter or Pro plan; and
- upgrades from Starter to Pro (refund applies to the difference charged at upgrade).

This refund window does not apply to:

- subsequent monthly renewals (see Section 3 for renewal charges); or
- accounts that have previously received a satisfaction refund from DefectOps.



The 30-day window runs from the date of the charge, not from the date you first log in. If you have subscribed but not yet used the product, the clock is still running. Contact us promptly if you wish to request a refund.

3. Monthly renewal charges

After the first payment, your subscription renews automatically each month on the same date. Renewal charges are generally non-refundable, except in the circumstances described in Section 4.

To avoid being charged for a renewal you do not want:

- cancel your subscription at any time through your account settings or by emailing support@defectops.com;
- cancellation takes effect at the end of the current billing cycle - you retain access until that date; and
- we recommend cancelling at least 24 hours before your next renewal date to allow processing time.

NOTE

We do not send renewal reminder emails by default. You can view your next billing date at any time in your account settings under Billing.

4. Refunds after the 30-day window

Outside the 30-day satisfaction window, we will issue a full or pro-rata refund in the following circumstances:

Circumstance	Refund available	Notes
We materially reduce core platform functionality mid-subscription	Pro-rata refund for unused days	You must notify us within 14 days of the change taking effect.
Platform unavailability exceeding 72 continuous hours	Pro-rata refund for downtime period	Subject to verification of outage duration. Excludes scheduled maintenance windows.
Duplicate charge due to billing error	Full refund of duplicate amount	Contact us with evidence of the duplicate transaction.
Australian Consumer Law guarantee applies	As required by law	ACL guarantees cannot be excluded. See Section 6.
Charge following cancellation request	Full refund	If we charge you after a valid cancellation request, we will refund in full.
Other circumstances at our discretion	Case by case	We will always consider genuine cases fairly.

5. How to request a refund

You have two options to request a refund:

Option A — Contact DefectOps directly (recommended)

Email us at admin@defectops.com with the subject line 'Refund Request' and include:

- your account email address;
- the date of the charge you are disputing;
- the amount charged; and
- a brief reason for the request (for satisfaction refunds within 30 days, no reason is required).

We will review your request and respond within 2 business days. If approved, we will initiate the refund through Paddle and you will receive a confirmation email.

Option B — Contact Paddle directly

As our Merchant of Record, Paddle handles all payment transactions and can process refund requests directly. You can contact Paddle via:

- the buyer support link included in your payment receipt or invoice email from Paddle;
- Paddle's buyer portal at www.paddle.com/support; or
- the 'Report a Problem' link in the Paddle payment confirmation you received.

Paddle's support team will verify your purchase and process the refund in accordance with their buyer protection policy and our refund terms. Processing typically takes 5-10 business days to appear on your original payment method.



If you raise a chargeback with your bank or card provider before contacting us or Paddle, we may be unable to process a voluntary refund in parallel. We strongly encourage you to contact us or Paddle first - we aim to resolve all genuine requests fairly and promptly.

6. Australian Consumer Law

Nothing in this Refund Policy limits, excludes, or modifies any rights you have under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) or any other applicable consumer protection legislation that cannot be excluded by contract.

Under Australian Consumer Law, you may be entitled to a remedy if a service:

- is not fit for the purpose you told us you needed it for;
- does not match our description or any sample we provided; or
- is not delivered with due care and skill.

If you believe you have a consumer law guarantee claim, please contact us at support@defectops.com. We will assess your claim promptly and provide the appropriate remedy.

7. UK and European customers

If you are located in the United Kingdom or a European Economic Area member state, you may have additional statutory cancellation rights under the Consumer Rights Act 2015 (UK) or Directive 2011/83/EU (EU). Specifically:

- you have a 14-day right to cancel a digital services contract from the date of purchase without giving a reason, unless you have expressly requested that the service begin during that

period and acknowledged that your right to cancel will be lost once the service is fully performed;

- by starting your free trial or subscription, you acknowledge that the service begins immediately; and
- if you have not used the service at all within the 14-day period, you may still exercise your statutory cancellation right for a full refund.

These statutory rights are in addition to our 30-day satisfaction refund policy and are not limited by it.

8. Changes to this policy

We may update this Refund Policy from time to time. We will notify account holders by email at least 14 days before any material changes take effect. The current version of this policy will always be available at www.defectops.com/refunds.

Changes do not apply retrospectively - the policy in effect at the time of your charge applies to that charge.

9. Contact us

Refund requests	admin@defectops.com Subject: Refund Request
Paddle buyer support	www.paddle.com/support
General enquiries	admin@defectops.com
Response time	Within 2 business days
Refund processing time	5-10 business days via Paddle to your original payment method

This Refund Policy forms part of DefectOps' Terms of Service. In the event of any conflict between this policy and the Terms of Service, the Terms of Service will prevail except where this policy is more favourable to you.

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