



Neurish - Payment & Cancellation Policy

Last updated: June 2026

This Payment & Cancellation Policy (“Policy”) explains how payments, subscriptions, renewals, cancellations, and refunds work on the Neurish platform. ExploreBuddy Ltd (trading as Neurish) is a Scotland- based company operating across the United Kingdom.

By subscribing to Neurish, you agree to the terms of this Policy.

1. Subscription Overview

Neurish offers subscription- based access to premium features.

Subscriptions are:

- Managed through the App Store (iOS) or Google Play Store (Android)
- Billed automatically at the interval selected
- Linked to your Apple ID or Google account
- Non- transferable

Neurish does not process card details directly.

2. Payment Processing

Payments are securely processed by:

- Stripe
- RevenueCat
- Apple App Store
- Google Play Store

Neurish does not store or access your full payment information.

3. Pricing

Subscription prices:

- Are displayed clearly before purchase
- Include VAT where applicable
- May vary by region (App Store / Play Store rules)
- May change with notice

If prices change, you will be notified by Apple/Google before renewal.

4. Free Trials

If Neurish offers a free trial:



- You will not be charged until the trial ends
- You may cancel at any time before the trial ends
- If you do not cancel, the subscription will renew automatically

Free trials are limited to one per user unless otherwise stated.

5. Automatic Renewal

Subscriptions renew automatically unless cancelled.

Renewal:

- Occurs 24 hours before the end of the billing period
- Is charged to your Apple ID or Google account
- Continues until cancelled

Neurish cannot cancel subscriptions on your behalf.

6. How to Cancel

You must cancel through your device's app store:

iOS (Apple App Store)

Settings → Apple ID → Subscriptions → Neurish → Cancel

Android (Google Play Store)

Google Play → Profile → Payments & Subscriptions → Subscriptions → Neurish → Cancel

Cancellations:

- Take effect at the end of the current billing period
- Do not generate partial refunds
- Must be completed before the renewal date

Deleting the app does not cancel your subscription.

7. Refunds

Refunds are handled by:

- Apple for iOS purchases
- Google for Android purchases
- Stripe for web purchases (if enabled)

Neurish cannot issue refunds directly for App Store or Play Store purchases.

Refund eligibility is determined by:



- App Store refund policies
- Google Play refund policies
- UK consumer law

Users may request refunds through:

- Apple: reportaproblem.apple.com
- Google: play.google.com/store/account

Neurish will comply with lawful refund decisions.

8. Failed Payments

If a payment fails:

- Apple/Google may retry the charge
- Access to premium features may be paused
- Your subscription may be cancelled if payment cannot be processed

You may need to update your payment method in your app store account.

9. Promotions and Discounts

Promotional pricing:

- Will be clearly displayed
- Applies only for the stated period
- May not be combined with other offers
- Will revert to standard pricing after the promotional period

10. Chargebacks

If a chargeback is initiated:

- Access to Neurish may be suspended
- Your account may be reviewed
- Neurish may provide evidence to the payment provider

Fraudulent chargebacks may result in account termination.

11. Third-Party Terms Apply

All payments are subject to the terms of Apple and Google. Neurish cannot override or modify these terms.

12. Your Responsibilities

You are responsible for:



- Managing your subscription
- Ensuring your payment method is valid
- Cancelling before renewal if you no longer wish to subscribe
- Keeping your device account details secure

Neurish is not responsible for:

- Incorrect Apple/Google account settings
- Forgotten renewals
- Charges resulting from failure to cancel

13. Changes to This Policy

We may update this Policy to reflect:

- Legal changes
- Platform updates
- Pricing changes
- Subscription model changes

We will notify users of significant updates.

14. Contact Us

If you have questions about this Policy:

contact@explorebuddy.co.uk

This Policy is governed by the laws of Scotland. Any disputes will be handled by the Scottish courts.