Privacy Policy

Refund and Cancellation Policy

Last updated: April 25, 2026

This Refund and Cancellation Policy applies to purchases of paid products, services, subscriptions, plans, credits, assessments, admissions strategy services and other digital services offered by STORI AI (“ STORI ”, “ we ”, “ us ” or “ our ”).

1. All Purchases Are Final

Except where a refund is expressly required by applicable law, all purchases made through STORI are final and non-refundable.

Once payment has been successfully completed, you acknowledge that you have purchased access to a digital service and/or service deliverable. STORI does not provide refunds merely because you subsequently decide that you no longer require the service, change your mind, do not use the service, or are dissatisfied with the service.

2. No Refunds for Change of Mind or Non-Use

Refunds will not ordinarily be provided for:

• Change of mind after purchase;

• Failure to use the service after purchase;

• Failure to complete onboarding or provide required information;

• Failure to attend or participate in an available session, interview, assessment or other service interaction;

• Failure to use all features or credits included in a purchased plan;

• Partial use of a purchased service;

• Dissatisfaction with AI-generated recommendations, analysis, writing guidance or other outputs;

• Changes in university, programme, country or admissions plans after purchase;

• Changes to personal circumstances after purchase;

• Failure to obtain admission, an offer, visa, scholarship, employment or any other desired outcome; or

• Failure to achieve a particular admissions result.

3. No Guaranteed Admissions Outcome

STORI provides admissions strategy, analysis, guidance and AI-assisted tools. STORI does not guarantee admission to any university or programme and does not guarantee a particular application, scholarship, visa, employment or admissions outcome.

Accordingly, failure to achieve a desired admissions outcome does not create a right to a refund.

4. Digital Services

STORI's products and services may be delivered digitally and may become available immediately following purchase.

Where access to a digital service has been provided, activated, consumed or otherwise made available to you, you acknowledge that the service has commenced.

5. Subscriptions and Recurring Payments

Where STORI offers a subscription or recurring-payment service, the subscription may continue until cancelled in accordance with the cancellation instructions displayed at the time of purchase.

Cancellation of a recurring subscription generally prevents future renewal charges but does not create a right to a refund for amounts already paid, except where required by applicable law or expressly stated in the applicable offer.

6. Duplicate or Unauthorised Transactions

If you believe that you were charged more than once for the same purchase or that a transaction occurred without your authorisation, contact business@stori.co.in promptly with the relevant transaction information.

STORI may investigate duplicate or potentially unauthorised transactions and take appropriate corrective action where the facts establish an error or unauthorised transaction.

7. Technical Problems

If you experience a genuine technical issue that prevents you from accessing a purchased service, please contact STORI at business@stori.co.in .

STORI may, at its discretion and subject to applicable law, attempt to restore access, correct a technical issue or otherwise provide a reasonable service remedy.

A technical support remedy does not automatically constitute or create a right to a monetary refund.

8. Third-Party Payment Platforms

Payments may be processed through third-party payment providers or app-store platforms.

Where a purchase is made through a third-party platform, that platform's applicable payment, cancellation and refund procedures may also apply.

Nothing in this policy is intended to remove or restrict any mandatory rights or remedies available to you under applicable law or the mandatory policies of the relevant payment or app-store provider.

9. Chargebacks and Payment Disputes

Before initiating a payment dispute or chargeback, please contact STORI so that we can investigate the transaction and attempt to resolve the issue.

Nothing in this section prevents you from exercising any rights available to you under applicable law or the rules of your payment provider.

10. Statutory Rights

This Refund and Cancellation Policy does not exclude, limit or waive any consumer right, refund right, cancellation right or other remedy that cannot lawfully be excluded or restricted under applicable law.

Where applicable law requires STORI to provide a refund, cancellation, replacement, correction, compensation or other remedy, STORI will comply with that legal requirement.

11. Contact

For payment, cancellation or refund-related questions:

[STORI LEGAL ENTITY NAME]

[REGISTERED OFFICE ADDRESS]

Email: business@stori.co.in

Any request should include your registered email address and relevant transaction or order details so that we can identify the purchase.