

# Yuduuu Payment Policy

**Version 1.0, effective from 15 March 2025**

Yuduuu offers certain features and services in exchange for payment of a one-time or recurring fee (referred to as "Paid Services"). The use of Paid Services is subject to the terms stated within this policy, as well as the terms stated in the Terms of Service ([https://yuduuu.com/help/terms\\_of\\_service](https://yuduuu.com/help/terms_of_service)) and Privacy Policy ([https://yuduuu.com/help/privacy\\_policy](https://yuduuu.com/help/privacy_policy)). By using or accessing Paid Services you agree to abide by and be bound by these terms. If you do not understand or agree to these terms do not use or request access to the Paid Services. You must be at least 18 years old to use Paid Services. If you are using the Paid Services on behalf of a company, organization, government, or other legal entity, you represent and warrant that you are authorized to do so and have the authority to bind such entity to these terms, in which case the words "you" and "your" as used in this policy shall refer to such entity. You may only purchase or use a Paid Service if you are legally allowed to use the Paid Service in your country and you live in a country supported by Yuduuu for the applicable Paid Service.

## 1. Who you are paying

When using the Paid Services you enter into an agreement with Yuduuu. We provide you with access to certain Paid Services in return for payment.

## 2. Payment Handling

Payments are handled by the third party payment processor Stripe, Inc. Details of how Stripe uses your payment details can be found on their website (<https://stripe.com/en-gb/privacy>).

Any private personal data that you provide in connection with your use of the Paid Services including, without limitation, any data provided in connection with payment, will be processed in accordance with the Yuduuu Privacy Policy ([https://yuduuu.com/help/privacy\\_policy](https://yuduuu.com/help/privacy_policy)). We may share your payment information with payment service providers to process payments; prevent, detect, and investigate fraud or other prohibited activities; facilitate dispute resolution such as chargebacks or refunds; and for other purposes associated with the acceptance of credit and debit

cards. It is your responsibility to make sure your banking, credit card, debit card, and/or other payment information is up to date, complete and accurate at all times. If you make a payment for a Paid Service, we may receive information about your transaction such as when it was made, when a subscription is set to expire or auto-renew, what platform you made the purchase on, and other information. Yuduuu are not responsible or liable for any errors or delays caused by a payment processor, Apple's App Store, the Google Play Store, your bank, your credit card company, and/or any payment network.

### **3. Changes to terms**

We may change the Payment Policy from time to time. The changes will not be retroactive and the current version of the Payment Policy will be available at [https://yuduuu.com/help/payment\\_policy](https://yuduuu.com/help/payment_policy)

Users of Paid Services will be notified of any changes to the payment policy at least 30 days prior to the changes becoming effective where possible. Changes may be made to the payment policy without prior notification if we perceive the changes necessary to maintain the safety, security or functionality of our services. If you do not agree to any of the changes to the payment policy you can cancel your access to the Paid Services.

We may change the price of any of our Paid Services from time to time. Users of a recurring Paid Service will be notified of the price changes prior to the changes becoming effective. We reserve the right to change the price of any of our Paid Services at any time at our discretion. If you do not agree with the change to the pricing you can reject the price change by cancelling your use of and access to the Paid Service.

### **4. Cancelling**

We reserve the right to limit or prevent your access to Paid Services at any time, for any reason, and at our discretion. In the event that your access to a Paid Service is terminated no further payments will be taken for that Paid Service unless you are notified otherwise.

You have the right to cancel your access to Paid Services at any time. Cancelling your access to a Paid Service will terminate your payment agreement with Yuduuu and prevent any further recurring payments for that Paid Service unless you have been notified otherwise. Details of how you can cancel specific Paid Services can be found in section 6 of this policy or at <https://yuduuu.com/help>

## 5. Refunds

Payments can be refunded at the discretion of Yuduuu. If you think a payment should be refunded contact [info@yuduuu.com](mailto:info@yuduuu.com)

## 6. Specific Paid Services

### 6.1. Business Accounts

Business Accounts are a Paid Service offered by Yuduuu in return for a recurring monthly fee of £19.99. The initial payment is taken immediately when creating a Business Account and further payments are then taken at monthly intervals. Payments will be taken automatically, without prior warning, using the payment details held by Stripe. You can update or change your payment details and payment method used by Yuduuu at any time.

If a recurring payment is unsuccessful you will be notified by email that the payment failed. We will try and take the payment again three days later. If the second payment attempt is successful your business account will remain active and your monthly payments will continue (the next payment will be due one month after the first failed payment attempt). If the second payment attempt is unsuccessful your Business Account will be deactivated and your monthly payments will stop.

Payments are taken automatically and without prior warning. Payments will continue until the Business Account is deactivated or deleted by either you or Yuduuu.

Deactivating a Business Account will disable most of its features and stop the recurring payments. Deactivated business accounts can be activated to restore all of the features and restart the recurring payments. Details on how Business Accounts can be deactivated and activated and which features are affected can be found at [https://yuduuu.com/help/business\\_accounts](https://yuduuu.com/help/business_accounts)

When a Business Account is deactivated the features are disabled immediately and the payment cycle is terminated, regardless of when the previous payment was made. When a Business Account is activated a new payment cycle is started and an initial payment is taken immediately, regardless of when the account was deactivated.