

# Refund Policy

**Last updated:** [11/01/2026]

Oneway Connect provides access to a **recruitment software platform**, including AI-generated assessments, behavioural insights, and analytics tools.

Due to the digital and on-demand nature of our services, the following refund terms apply:

## 1. Subscriptions

Monthly subscription payments are **non-refundable** once processed.

If you cancel your subscription, you will continue to have access to the platform until the end of your current billing cycle. No partial refunds are provided for unused time or unused credits.

## 2. Premium & Premium Plus Plans (One-Off Purchases)

Premium and Premium Plus plans are **once-off purchases** and are **non-refundable** once activated.

These plans provide immediate access to enhanced platform features, assessment credits, and AI-generated services. As value is delivered immediately upon activation, refunds cannot be issued.

## 3. Assessment Credits

Assessment credits (including generation credits and usage credits) are **non-refundable**, whether included in a subscription or purchased separately.

Credits represent access to AI computation and platform resources and cannot be exchanged for cash or refunded once allocated.

## 4. Technical Issues

If you experience a verified technical issue that prevents access to the platform or significantly disrupts service, please contact us at [[hello@onewayconnect.io](mailto:hello@onewayconnect.io)] within **7 days** of the issue occurring.

At our discretion, we may provide:

- Additional credits, or
- Extended access time

Refunds are not guaranteed and will be assessed on a case-by-case basis.