

INFINITE ATOM TECHNOLOGIES LLC

Refund & Cancellation Policy

Effective Date: March 23, 2026 | Document Version 2.0 | infinite-atom.com

// 1. OVERVIEW

This policy governs all subscription fees, vendor space charges, service payments, and digital product purchases made to Infinite Atom Technologies LLC. By subscribing or purchasing, you agree to this policy.

// 2. SUBSCRIPTION FEES

2.1 Non-Refundable

Monthly and annual subscription fees are non-refundable once charged, except as described in Section 4 or as required by applicable law.

2.2 Cancellation — Monthly

Cancel at any time through account settings or by contacting infiniteatomtech@gmail.com. Cancellation takes effect at the end of the current billing period. Vendor space remains active and visible until the end of the paid period. No partial refunds for unused days.

2.3 Cancellation — Annual

Annual subscriptions may be cancelled at any time. No refund is issued for the unused portion of an annual subscription period except in the circumstances described in Section 4. Upon cancellation, the vendor space remains active until the end of the annual period.

2.4 Founding Merchant Cancellation

Founding Merchant cancellation permanently retires the Founding Merchant slot. No refund is issued for the current period. The slot cannot be reinstated under any circumstances. Please review the Founding Merchant Agreement before cancelling.

// 3. PRE-LAUNCH COMMITTED SUBSCRIPTIONS

Partners who signed subscription commitment agreements prior to platform launch are bound by those signed documents. A 6-month pre-launch commitment creates a binding obligation to pay the full 6-month subscription regardless of early cancellation request, unless Infinite Atom fails to deliver the vendor space as described. Mid-term cancellation of a committed subscription does not relieve the obligation to pay the committed amount.

// 4. REFUND ELIGIBILITY

4.1 Circumstances Where Refunds May Be Issued

- Platform-wide outages lasting more than 72 consecutive hours that prevent access to your vendor space — prorated credit or refund at Infinite Atom's discretion
- Verified billing errors or duplicate charges — full refund of the erroneous amount
- Platform shutdown — prorated refund of unused prepaid annual subscription
- Other circumstances where Infinite Atom determines in good faith that a refund is appropriate

4.2 Not Eligible for Refunds

- Partial billing periods following cancellation
- Suspension for policy violations
- Feature changes or service modifications
- Failure to use the vendor space
- Dissatisfaction with traffic or sales performance
- Mid-term cancellation of annual subscriptions
- Final billing period of Founding Merchant cancellation

4.3 Requesting a Refund

Email infiniteatomtech@gmail.com with your account email, charge amount, charge date, and reason. Requests are reviewed within 5 business days. Approved refunds are processed through Stripe and appear within 5-10 business days.

// 5. DIGITAL PRODUCTS

Digital downloads including STL files, design files, and other digital products are non-refundable once accessed or downloaded. If a digital product is materially defective or not as described, contact infiniteatomtech@gmail.com within 7 days of purchase for review. Infinite Atom may issue a refund or replacement at its discretion.

// 6. SERVICE PURCHASES

One-time service purchases including website builds and AI service packages are governed by the specific service agreement at time of purchase. In the absence of a specific agreement, fees are non-refundable once work commences.

// 7. TIER CHANGES

7.1 Upgrades

Upgrades take effect immediately. The rate difference is prorated for the remainder of the current period.

7.2 Downgrades

Downgrades take effect at the start of the next billing period. No credit for the current period rate difference.

7.3 Founding Merchant

Founding Merchants cannot downgrade while maintaining their slot. Downgrading requires cancellation, permanently retiring the slot.

// 8. CHARGEBACKS

Initiating an unauthorized chargeback for a charge not covered by this policy may result in immediate vendor space suspension. Unauthorized chargebacks may result in permanent account termination and collection proceedings.

// 9. FUTURE SERVICES

As new services and features are added to the Platform, refund terms specific to those services will be published and incorporated into this policy. Stripe subscription refund mechanics apply to all subscription-based charges processed through the platform.

// FUTURE PLATFORM DEVELOPMENT

Infinite Atom Technologies LLC is an evolving platform. As new features, services, and capabilities are introduced — including but not limited to on-platform commerce, digital downloads, AI services, Infinite Atom Cloud infrastructure services, community features, and payment integrations — additional terms specific to those features will be published and incorporated into this Agreement by reference. Users and partners will be notified of material additions with a minimum of 14 days written notice before taking effect. Continued use of the platform after notice constitutes acceptance of supplemental terms.

// ARBITRATION & DISPUTE RESOLUTION

PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS YOUR LEGAL RIGHTS.

Any dispute, claim, or controversy arising out of or relating to this Agreement or the use of the platform that cannot be resolved through good-faith negotiation within 30 days shall be resolved by binding arbitration administered by the American Arbitration Association under its Consumer Arbitration Rules. The arbitration shall take place in Fairfield County, Ohio. The arbitrator's decision shall be final and binding. Each party shall bear its own costs and attorneys fees unless the arbitrator determines that a party acted in bad faith.

CLASS ACTION WAIVER: You agree that any arbitration or legal proceeding shall be conducted solely on an individual basis. You waive any right to bring or participate in a class action, class arbitration, or representative proceeding of any kind.

EXCEPTION: Either party may seek emergency injunctive relief in the courts of Fairfield County, Ohio to prevent irreparable harm pending arbitration. Nothing in this section prevents Infinite Atom from seeking collection of unpaid subscription fees through appropriate legal channels.

// GOVERNING LAW

This Agreement is governed by the laws of the State of Ohio, United States, without regard to conflict of law principles. Any matters not subject to arbitration shall be resolved exclusively in the state or federal courts located in Fairfield County, Ohio. Both parties consent to personal jurisdiction in those courts.

// SEVERABILITY

If any provision of this Agreement is found to be invalid, illegal, or unenforceable, that provision shall be modified to the minimum extent necessary to make it enforceable, or severed if modification is not possible. The remaining provisions of this Agreement shall continue in full force and effect.

// ENTIRE AGREEMENT

This Agreement, together with all documents incorporated by reference, constitutes the entire agreement between the parties with respect to its subject matter and supersedes all prior negotiations, representations, warranties, and understandings. No amendment to this Agreement shall be binding unless made in writing and either agreed to by both parties or communicated with the required notice period.

// CONTACT

For questions about this Agreement: infiniteatomtech@gmail.com

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Infinite Atom Technologies LLC | Lancaster, Ohio | Entity #5205141 | Document Version 2.0