

Refunds, Credits, and Billing Policy

Effective date: November 1, 2025

Purpose

This policy explains how GuardRail handles billing disputes, credits, refunds, upgrades, downgrades, and plan transitions.

General Rule

Fees are generally non-refundable except as required by law or expressly stated in this policy.

Trial Expiry

If a trial converts to a paid membership, fees become payable from the date of conversion in accordance with the plan selected.

Plan Upgrades

If you upgrade to a higher plan, GuardRail may apply prorated billing or credits according to the plan logic presented at checkout.

Vendor-to-Client Upgrades

If an organisation with an active Vendor Professional membership upgrades to a Client membership that includes Vendor Professional functionality, unused Vendor Professional value may be applied as account credit toward the Client membership rather than refunded, unless required by law.

Downgrades and Cancellations

Downgrades and cancellations normally take effect at the end of the current billing period unless otherwise stated.

Failed Payments

If payment fails, GuardRail may retry payment processing, notify the billing contact, restrict features, or suspend the account until payment is resolved.

Billing Disputes

Billing disputes should be raised promptly at support@guardrail.club.