

FactChat Credit Purchase and Refund Policy

Effective September 3, 2026

1. Scope of Application

- ① This Policy applies to Credits directly purchased by the Customer or Individual User at their own expense (hereinafter “Purchased Credits”). This includes both purchases made through an institutional account and purchases made by an individual who registers directly.
- ② This Policy does not apply to Credits purchased by the Customer under an institutional agreement or granted to affiliated Individual Users, or Credits provided free of charge by the Provider for events, rewards, or other purposes.
- ③ Credits falling under any of the following subparagraphs are not eligible for a refund.
 1. Credits that have already been used or whose validity period has expired
 2. Credits exchanged among Customers and Individual Users
 3. Credits that are no longer in the account when the balance of the Credits eligible for a refund is finalized
 4. Other Credits acquired through abnormal means
 5. Where withdrawal of subscription or a refund is restricted under applicable laws and regulations
- ④ Except as otherwise prescribed in this Policy, the meanings of “the Provider,” “the Customer,” “Individual User,” “the Service,” and “Credit” used in this Policy are as prescribed in the FactChat Terms of Service.

2. Purchase and Use of Credits

- ① Credits are a means of use deducted when using FactChat’s AI features.
- ② The price of Credits is displayed on the Service screen and may change.
- ③ The payment amount includes value-added tax.
- ④ When payment is completed, Credits are granted to the account, and unless there is a separate reason, Credits granted by the institution are generally used first, followed by Purchased Credits.
- ⑤ Unless there is a separate reason, Credits whose validity period expires first are generally used first.
- ⑥ Purchased Credits shall not be transferred or sold to another account or another person or converted into cash. However, refunds are available in accordance with the refund criteria under Section 4 of this Policy.

3. Validity Period

- ① The validity period of Purchased Credits is 1 year from the date of purchase. When the validity period expires, the remaining Credits expire and are not refundable, except where an exception exists under applicable laws and regulations, including the Provider’s liability.

4. Refund Criteria

Category	Refund Criteria	Deduction
Withdrawal of subscription (within 7 days from the date Credits are granted)	Where no Credits have been used, the full amount is refunded. Where some Credits have been used, the amount corresponding to the unused Purchased Credits is refunded.	None

Simple refund after 7 days	The converted value of the Purchased Credits remaining when the balance of the Credits eligible for a refund is finalized is refunded.	None
Termination of use of an institutional account	In the event of resignation, retirement, change of affiliation, termination of the institution's FactChat agreement, or any similar event, the amount corresponding to the Purchased Credits remaining when the balance of the Credits eligible for a refund is finalized is refunded.	None
Cause attributable to the Provider or erroneous payment	Where use becomes impossible due to termination of the Service, a prolonged failure, or a change in the Provider's policy, or where a duplicate or erroneous payment is confirmed, the relevant amount is refunded. Where damage occurs due to a cause attributable to the Provider, compensation is provided in accordance with applicable laws and regulations.	None

[Refund Amount Calculation Guide]

- ① Eligibility for a refund is determined as of the date the refund application is received. The refund amount is calculated based on the Purchased Credits remaining when the balance of the Credits eligible for a refund is checked and their use is restricted.
- ② Credits used after receipt of the refund application and before the balance is finalized are excluded from the refund.
- ③ Where a refund is issued after partial use, it is calculated based on the actual payment amount for each purchase and the Purchased Credits remaining when the balance is finalized.

- Refund amount for each purchase = Actual payment amount for the relevant purchase × (Purchased Credits remaining when the balance is finalized / Purchased Credits for the relevant purchase)

[Example] Where 5,000 Credits were purchased for KRW 10,000 and 2,000 remain, the refund amount is KRW 4,000. (KRW 10,000 × (2,000 / 5,000) = KRW 4,000)

- ④ A discounted purchase is calculated based on the actual payment amount, and free event or bonus Credits are excluded from the refund. Any amount of less than one won in the final refund amount is rounded up for payment. However, the refund amount shall not exceed the actual payment amount for the relevant purchase.

5. Where an Institutional Account Can No Longer Be Used

- ① Where eligibility to use an institutional account terminates for any of the following reasons and Purchased Credits can no longer be used, the Purchased Credits remaining when the balance of the Credits eligible for a refund is finalized are refunded without deduction.
 1. Where eligibility to use an institutional account terminates due to resignation, retirement, graduation, change of affiliation, or any similar reason
 2. Where the agreement between the affiliated institution and FactChat terminates or the account is terminated by the institution's decision
- ② Where the institution provides the persons concerned and the account termination date, the refund is processed based on such information. Where the Customer or Individual User directly applies for a refund, the Provider may request identity verification materials and materials confirming the termination of account use.

6. Refund Application and Processing

- ① An application may be submitted through the [Refund Application] menu within the Service. Where it is difficult to apply within the Service, an application may be submitted through [Contact Us] or by customer service email.
- ② When applying, please state the account email address, payment date, payment amount, and reason for the refund.
- ③ A refund pursuant to a statutory withdrawal of subscription is processed within 3 business days from the date of withdrawal of subscription. Where payment was made by credit card or a similar means, cancellation of the payment is requested within the same period.
- ④ Any other refund under this Policy is processed within 15 business days from the date on which the necessary verification is completed.
- ⑤ In principle, a refund is issued through the original payment method. Where cancellation through the original payment method is difficult, the refund may be issued by a separate method, in which case the minimum information necessary to process the refund is requested. The time when a canceled card payment is actually reflected may vary depending on the card issuer's circumstances.

7. Payments by Minors and Other Information

- ① Where a Customer under 19 years of age makes a payment without the consent of a legal representative, the agreement may be canceled in accordance with applicable laws and regulations.
- ② Where the agreement is canceled, the refund is processed in accordance with applicable laws and regulations and the refund criteria under this Policy, and where any Service has already been provided, the portion used may be settled to the extent permitted by applicable laws and regulations.

8. Amendment of the Policy and Other Matters

- ① Where this Policy is amended, notice is given 7 days before the effective date, and any material amendment unfavorable to the Customer is notified 30 days before the effective date.
- ② Matters not prescribed in this Policy are governed by the FactChat Terms of Service and applicable laws and regulations.
- ③ Inquiries: contact@mindlogic.ai | 070-5102-6560 | Weekdays 09:00–17:00