

REFUND POLICY

fixin — operated by AM Solutions, LLC

Effective Date: August 22, 2025 Last Updated: July 23, 2026

This Refund Policy explains how refunds work for paid subscriptions to the fixin mobile application (the "App") and related services operated by AM Solutions, LLC ("we," "us," or "our"). It forms part of, and should be read together with, our Terms of Service.

1. 30-Day Money-Back Guarantee

We stand behind fixin. If you are not satisfied with a paid subscription for any reason, you may request a full refund within 30 days of your initial subscription purchase — no questions asked.

This guarantee applies to the first subscription charge on your account. There is nothing you need to prove and no specific reason required; just contact us (or your app store) within the 30-day window.

2. How to Request a Refund

How you request a refund depends on how you bought your subscription.

Purchases through the Apple App Store or Google Play

If you subscribed through Apple or Google, your purchase is processed by that app store, and refunds are handled directly by them under their policies. We are not able to issue refunds for in-app purchases ourselves, but we are happy to help point you in the right direction. To request a refund:

- Apple App Store: visit reportaproblem.apple.com, or go to Settings > [your name] > Media & Purchases > Purchase History on your device.
- Google Play: visit play.google.com/store/account or use the Google Play Help refund request form.

Purchases billed directly by us

If you subscribed directly through us (not through an app store), email enginee@amsolutions-sea.com with the email address on your account and the date of purchase, and we will process your refund.

3. Subscriptions, Renewals, and Cancellation

Subscriptions renew automatically until cancelled. A refund is different from a cancellation:

- Refund: returns money you have already paid, subject to the 30-day guarantee above.
- Cancellation: stops future renewals so you are not charged again. Cancelling does not, by itself, refund a charge you have already paid.

To avoid a future renewal charge, cancel before your renewal date — through your Apple or Google account settings for in-app subscriptions, or by contacting us for direct subscriptions. After you cancel, you keep access until the end of the period you already paid for.

The 30-day guarantee applies to your initial purchase. Renewal charges after the first 30 days are generally non-refundable, but if something goes wrong, contact us — we review requests in good faith and will always comply with applicable law and app-store rules.

4. How Refunds Are Issued

Approved refunds are returned to the original payment method. For purchases through Apple or Google, the timing and method are controlled by the app store. For purchases billed directly by us, refunds are typically issued within 5–10 business days, though your bank or card issuer may take additional time to post the credit.

5. Your Statutory Rights

Nothing in this policy limits any refund or cancellation rights you may have under the consumer-protection laws that apply to you. Where local law gives you stronger rights than this policy, those rights apply.

6. Changes to This Policy

We may update this Refund Policy from time to time. We will post changes with a revised "Last Updated" date, and the policy in effect at the time of your purchase governs that purchase.

7. Contact Us

Questions about a refund or this policy? Contact us:

AM Solutions, LLC

Email: engineering@amsolutions-sea.com

Phone: 206-295-8274

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