

# REFUND POLICY

Last updated: June 30, 2026

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## 1. Overview

This policy describes how fees, cancellations, and refunds work for the OQY Labs outbound automation service (“the Service”). It applies alongside the service agreement signed for your specific engagement, which takes precedence in the event of any conflict.

## 2. Setup Fee

Engaging OQY Labs involves a one-time setup fee, due before work begins. This fee covers the initial build and configuration of your outbound system, including pipeline setup, integration with your tools, and initial campaign configuration. Once we have begun this work, the setup fee is non-refundable, regardless of when the engagement ends.

## 3. Monthly Subscription Fee

After setup, the Service is billed on a recurring monthly basis. If you cancel partway through a billing cycle, the Service will continue until the end of that cycle, but no refund will be issued for the unused portion of the month.

## 4. No Minimum Term

There is no minimum commitment to use the Service. You may sign up and stay for as long as it makes sense for your business, with no fixed contract length.

## 5. Cancellation

You may cancel the Service at any time by providing 30 days’ written notice to [hello@oqylabs.com](mailto:hello@oqylabs.com). The Service will remain active, and billing will continue, through the end of the notice period.

## 6. What Happens to Your Data

Your data, including any contact lists, enrichment notes, and outreach sequences built through the Service, belongs to you. Upon cancellation, we will export your data and provide it to you at offboarding upon request. We do not retain client data for use outside of an active engagement beyond what is needed to fulfill this export.

## 7. Disputes and Exceptions

If you believe a billing error has occurred, or have a question about a specific charge, please contact us within 30 days of the charge. We will review the issue and respond with our findings. Refunds outside of the terms above are issued solely at our discretion.

## **8. Contact Us**

If you have any questions about this Refund Policy, please reach out to us at [hello@oqylabs.com](mailto:hello@oqylabs.com).