

Refund and Cancellation Policy

Version 1.0 — Effective August 25, 2026

UAV Data LLC

This policy explains how cancellation, refunds, and failed payments work for UAV Data, operated by UAV Data LLC. UAV Data subscriptions are billed monthly in advance, and payment is required before content can be uploaded. This policy is part of our Terms of Service.

1. Cancelling your subscription

You can cancel at any time from your account's billing settings — no phone call or support ticket required. Cancellation takes effect at the end of the billing period you have already paid for. You keep full access until then, and you will not be charged again after that.

2. Refunds

Because subscriptions are billed monthly and can be cancelled at any time, fees already paid are generally non-refundable, and we do not prorate partial months when you cancel. We will always refund charges that are our mistake — including billing errors and duplicate charges — and anything we are required to refund by law. Beyond that, we may issue refunds at our discretion on a case-by-case basis; if you believe your situation warrants one, contact support and we will review it.

3. Storage blocks and add-ons

Add-ons such as additional storage blocks are billed with your subscription and follow the same rules: you can remove them at any time, the change takes effect at your next renewal, and amounts already billed are not prorated.

4. Failed payments

If a renewal charge fails, we will retry the payment over the following days and email you so you can update your payment method. While a payment is outstanding, your account's ability to upload new content may be suspended. If payment continues to fail, your subscription will be cancelled and your content will be handled as described in our [Data Retention Policy](#).

5. Billing questions and disputes

If a charge looks wrong, contact us before disputing it with your card issuer — genuine billing errors are refunded promptly, and contacting us first is usually faster than a chargeback. Charges appear on your statement under a UAV Data descriptor.

6. How refunds are issued

Approved refunds are issued to the original payment method through Stripe, our payment processor. Depending on your bank, a refund typically appears within 5 to 10 business days.

7. Contact

Billing questions and refund requests can be sent to support@uav-data.com.