Refund Policy for SAYRIL

Version of 10.11.2026

This is a translation for convenience. The Russian text is legally binding.

Licensor: Kadurin Aleksandr Anatolevich, INN (Taxpayer ID) 111603182707 (details about the Licensor are given on the “Seller Information” page). The Refund Policy applies to licenses for the SAYRIL program and forms part of the contract concluded under the Offer, together with the License Agreement. Terms are used in the meanings defined in the Offer.

1. Summary table

Ground	When it can be demanded	How much is refunded
The License has not been granted within the time limit set by clause 6.2 of the Offer (clause 2.1)	before it is granted	the full amount paid (clause 3.1)
A consumer withdraws from SAYRIL Base of proper quality (clause 2.2)	within seven days, not counting the day of purchase	the full amount paid (clause 3.1)
A consumer withdraws from a paid month of the Subscription (clause 2.3)	until the end of the paid month	part of the fee (clause 3.1); for a month that has not yet started, the full amount paid (clause 3.4)
A defect of the Program (section 5)	if the defect is discovered within a reasonable time, but within two years from the day the License was granted	the amount is determined by law (section 5)
Missed time limits, inaccurate or incomplete information about the Program, another breach (section 5)	within the time limits established by law	the amount is determined by law (section 5)
An excess payment (section 8)	within the time limits established by law	the full excess amount (clause 8.2)
An Organization's Order (clause 2.4)	in the cases of clause 2.4	under clause 2.4, for the Order as a whole

The conditions of each ground are set by the clause named in the table; the time limit for sending the money is set by section 6.

2. Grounds for a refund

2.1. Money is refunded only in the cases provided for by law; the contract provides for no voluntary refund beyond the law. In particular, money is refunded in the following cases:

– the License has not been granted within the time limit set by clause 6.2 of the Offer, and the Licensee withdrew from the contract before it was granted (clause 6.1(a) of the License

Agreement; clause 2 of Article 310, clause 1 of Article 450.1 and the second paragraph of clause 4 of Article 453 of the Civil Code of the Russian Federation; for a consumer, also clause 2 of Article 46 of the Unified Rules in the Field of Consumer Protection approved by Decree No. 6 of the Supreme State Council of the Union State of 6 December 2024, hereinafter the Unified Rules);

- the Program does not match its description, has another defect, or the information about it was inaccurate (section 5);
- the Licensee is a consumer, and consumer protection legislation gives the Licensee the right to withdraw from the contract (clauses 2.2 and 2.3);
- an excess payment (section 8).

2.2. The Unified Rules provide for a consumer's right to withdraw from a digital product of proper quality and demand a refund of the amount paid for it within seven days, not counting the day of its purchase (Article 48). This clause and clause 2.3 apply to the extent this rule applies to the contract. A Licensee who is a consumer may withdraw from SAYRIL Base within seven days, not counting the day of purchase, and receive the amount paid. Days are counted in Moscow time. The Licensor does not set a longer period.

2.3. Under Article 48 of the Unified Rules, if a digital product involves continuous access and periodic payment of a fee, the part of the fee proportional to the remaining paid period is refunded. A Licensee who is a consumer may, until the end of a paid month of the Subscription, withdraw from that month and receive the part of the fee calculated under section 3.

2.4. Consumer protection legislation does not apply to the contract with an Organization (clause 12.2 of the Offer), so clauses 2.2 and 2.3 do not apply to that contract. Money is refunded to an Organization in the cases provided for by civil legislation (in particular, if the License is not granted on time or the Licensor commits a material breach) and in the case of an excess payment (section 8). Early termination of the contract at the Organization's initiative and the settlements in that case are determined by a separate agreement of the parties. A refund to an Organization is made for the Order as a whole. This clause does not apply to a citizen who is a consumer.

2.5. Each payment is accounted for separately; a demand covers the Order as a whole.

3. Refund amount

3.1. The full amount paid is refunded if the License has not been granted on time and the Licensee withdrew from the contract before it was granted, and also when a consumer withdraws from SAYRIL Base (clause 2.2) or from a Subscription month that has not yet started (clauses 2.3 and 3.4). For an excess payment, the full excess amount is refunded (section 8). For defects and other breaches, the amount is determined by law (section 5). When a consumer withdraws from a Subscription month that has started (clause 2.3), part of the fee is refunded:

refund = amount paid × remaining time ÷ total paid time.

3.2. The total paid time runs from the start to the end of that month, and the remaining time from the moment the demand is received to the end of the month; both are calculated using exact timestamps. The result is rounded up to the kopeck and does not exceed the part of the payment that has not yet been refunded.

3.3. Example: 690 ₽ was paid for a month; the month has 31 days, that is, 744 hours; the demand was received when 200 hours remained until the end of the month. Refund = 690 × 200 ÷ 744 =

185.4838… ₽, rounded up to 185.49 ₽.

3.4. If a consumer withdraws under clause 2.3 from a month paid in advance that has not yet started, the remaining time equals the total paid time, so the full amount paid is refunded; the current month continues in effect. On withdrawal from the current month, the next month that has already been paid for is refunded in full.

3.5. Nothing is withheld from the refund amount. Fees of the bank and of the payment service (acquiring) and other expenses of the Licensor for accepting the payment and for refunding the money are borne by the Licensor.

3.6. The recipient's bank may charge a fee for crediting the money under its own contract with the recipient. The Licensor has no influence over this fee, and it does not change the amount the Licensor sends.

3.7. Examples of calculation at the prices on the date of this version:

Case	**Paid**	**Withheld (fees and other expenses)**	**Refunded**
SAYRIL Base; a consumer withdrew from it within seven days, not counting the day of purchase (clause 2.2)	3,490.00 ₽	0.00 ₽	3,490.00 ₽
A consumer withdrew from a SAYRIL Pro month of 30 days (720 hours); the demand was received in the middle of the month, when 360 hours remained until its end (clause 3.1, calculated as in clause 3.3)	690.00 ₽	0.00 ₽	690 × 360 ÷ 720 = 345.00 ₽
A consumer withdrew from a SAYRIL Pro month paid in advance, before it started (clause 3.4)	690.00 ₽	0.00 ₽	690.00 ₽
Excess payment: a SAYRIL Base Order was paid a second time (section 8)	3,490.00 ₽ (second payment)	0.00 ₽	3,490.00 ₽; the License under the first payment remains in effect
An Organization's Order for SAYRIL Corporate Pro, 15 Seats at 590 ₽; the License was not granted on time, and the Organization withdrew from the contract before it was granted (clause 2.4)	8,850.00 ₽	0.00 ₽	8,850.00 ₽ for the Order as a whole

The fee of the recipient's bank for crediting the money (clause 3.6) is not included in the examples: the Licensor sends the amount shown in the “Refunded” column.

4. How to send a demand

4.1. A demand is sent with the “Get a refund” button next to the Order in the “Orders” section of the Personal Account, or by email to sayril-info@mail.ru from the email address of the Personal Account or, if this is not possible, with information that makes it possible to identify the purchase. If an Order has no such button (including an Organization's Order), the demand is sent by email.

4.2. The demand states the Order (the Order number or the date and amount of the payment), the ground and the withdrawal from the purchase. A receipt and an Order number are not required if the purchase can be identified from other information. The full bank card number and its codes are not provided.

4.3. The moment the demand is received is the moment the Licensee confirmed the demand in the Personal Account or the email arrived at sayril-info@mail.ru. The remaining time and the payment time limit are counted from it. If the purchase cannot be identified from the email and the information available to the Licensor, the Licensor requests the missing information; in that case, the remaining time is counted from the arrival of the first email, and the payment time limit from the arrival of the reply. The period in clause 2.2 is not deemed missed if the first email arrived within that period.

4.4. A question to the Licensor and turning off auto-renewal are not refund demands.

5. Defects and breaches

5.1. If the Program does not match the description on the purchase page, the License has not been granted on time, an Activation is refused without good reason, the information about the Program was inaccurate or incomplete, or another defect is found, the Licensee may make the demands provided for by law. In the request, the Licensee describes the defect and may attach information from the “About” window and a screenshot of the error. The Licensor considers the request and fulfills the demand within the time limits established by law.

5.2. Demands concerning defects of the Program may be made if the defect is discovered within a reasonable time, but within two years from the day the License was granted: no warranty period is established for the Program. Demands relating to failure to grant the License, missed time limits, inaccurate or incomplete information about the Program and other breaches are made within the time limits established by law.

5.3. Recordings, transcripts and other unrelated data do not need to be attached to the request.

6. Payment

6.1. The Licensor sends the money within the time limit established by law. Under the Unified Rules, this is no later than seven calendar days from the day the demand is received, and if an expert examination is carried out on a demand concerning a defect, the time limit established for that case. Money is refunded by the same method that was used for payment. If it is impossible to refund the money by the same method, it is transferred to the bank details provided by the Licensee.

6.2. Crediting of the money by the recipient's bank may take longer than the time limit for sending it.

6.3. If the Licensor considers that there are no grounds for a refund, the Licensor informs the Licensee of this within the same time limit, stating the reason.

6.4. The purchase receipt is adjusted in accordance with the rules of the Licensor's tax regime.

6.5. One payment is refunded once: any part of the amount that has already been refunded is not paid again.

7. The License after a refund

7.1. When a demand is satisfied, the rights terminate from the moment the demand is received. On a refund for a Perpetual License, that License terminates. On a refund for a Subscription month that has started, that month and the next paid month terminate, and on a refund for a month that has not yet started, only that month terminates. The activation codes of these rights are revoked. Any refund for a Subscription month turns off its auto-renewal.

7.2. The Licensee's other Licenses remain in effect: a refund for the Subscription does not affect a Perpetual License, and a refund for a Perpetual License does not affect a paid Subscription. The Licensee's recordings and files are not deleted.

7.3. The Program learns of the revocation when it receives the revocation list (clause 2.12 of the License Agreement), and may continue to work until then. After a refund, the Licensee must stop using the Program under the terminated License on all Devices and, if no other valid License remains, uninstall the Program. Use of the Program after the License has terminated infringes the exclusive right of the right holder.

8. Excess payment

8.1. An excess payment is a repeated payment for the same Order, a second payment for a month that has already been paid for, or an automatic charge that went through after auto-renewal was turned off or after the Licensor reported that the charge had failed.

8.2. An excess payment gives no new rights; the License and the paid time are not affected. The Licensor refunds the full excess amount (Article 1102 of the Civil Code of the Russian Federation) within the time limit of section 6. A refund of an excess payment may be demanded within the time limits established by law.

9. Payment disputed through a bank

To get a refund in the cases of section 2, it is not necessary to dispute the payment through a bank: a demand under section 4 is enough. If a payment is reversed or returned by the bank at the payer's demand, the License terminates under clause 8.2 of the License Agreement. An amount returned by the bank is not paid again under this Policy.

10. Relationship with the contract

This Policy determines how money is refunded in the cases provided for by law, how the amount is calculated and how it is paid; on these matters, it applies instead of the provisions of other contract documents. The consumer rights established by law are preserved.