

REFUND POLICY

Last updated June 17, 2021

Thank you for your purchase. We hope you are happy with your purchase. In the event this Refund Policy conflicts with any agreement you have with Moi-ID, including, but not limited to, the Moi-ID [Terms Of Service](#) (each referred to as "Agreement"), such Agreement will govern. Capitalized terms used in this policy but not defined shall have the same meaning ascribed to them in the Agreement.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Refund Policy:

- **You** mean the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Sarva Labs Inc, 16192 Coastal Highway, Lewes, Delaware 19958-9776, United States
- **Service** refers to the Website.
- **Website** refers to Moi-ID, accessible from <https://www.moi-id.life>.

Moi-ID Premium Subscriptions

Except as described below, Moi-ID Premium Subscriptions ("Individual Paid Service" subscriptions) are non-refundable, and no prorated refunds or credits will be offered for partially used subscriptions. However, if we issue a refund or credit in one instance, we are under no obligation to issue the same refund or credit in the future.

We reserve the right to issue refunds or credits at our sole discretion in the following situations:

1. Where we materially modify the Moi-ID [Terms Of Service](#) during a billing period and such modification ("Terms Modification") adversely affects you, we may refund a portion of your Individual Paid Service subscription fee equal to the remaining unused term of the Individual Paid Service subscription, as we determine appropriate or as may be required by applicable law. To be eligible for a refund, you must provide written notice which must (a) identify your account and (b) request cancellation of the specific Individual Paid Service. The cancellation will be effective upon our receipt of your notice and our determination that you are authorized to effect such cancellation. Please contact us to know more on how to provide notice.
2. As described in the [Terms Of Service](#) section entitled, "Section 10 - MODIFICATIONS TO THE AGREEMENT.," where a modification or interruption of any part of the Moi-ID service adversely affects you and alternative remedies as specified in our [Terms Of Service](#) are not available, we may refund a portion of your Individual Paid Service subscription fee equal to the remaining unused term of the Individual Paid Service subscription, as we determine appropriate or as may be required by applicable law.

DISCLAIMER: IF YOU CANCEL YOUR STORAGE PLAN OR WHEN YOUR STORAGE PLAN EXPIRES, YOUR STORAGE LIMITS WILL RESET TO THE FREE LEVELS FOR EACH PRODUCT AT THE END OF YOUR BILLING CYCLE. IF YOU REACH OR EXCEED THE FREE STORAGE LIMIT: YOU WILL GET 10 DAYS TO DOWNLOAD YOUR DATA. AFTER THIS PERIOD YOUR CONTENT WILL GET DELETED STARTING FROM OLDEST FIRST.

Duplicate payment

Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) in 7 working days post intimation by the customer.

QUESTIONS

If you have any questions concerning our refund policy, please contact us at:

info@sarva.ai