

Refund and Cancellation Policy

Last updated October 16, 2026

Web version: noctic.ink/refunds. This PDF was made on October 16, 2026 from the text published there; later changes appear on the web page.

This policy explains how to cancel what you pay for, and when you get money back. It adds to section 5 of the [Terms of Service](https://noctic.ink/terms) (noctic.ink/terms). Payments for plans are processed by Stripe.

1. Plans

Noctic Plus and Noctic Pro are billed yearly and renew automatically until you cancel. Cancel from your Noctic Account, under Manage billing. Cancelling stops the next renewal; you keep everything you paid for until the end of the period you have already paid for.

2. Your first fourteen days

If you ask within fourteen days of your first payment for a plan, we refund that payment in full and end the plan. After fourteen days, payments are not refunded, except where these terms or the law say otherwise.

3. When we end a plan

If we end your plan without cause, or stop offering a product it covers, we refund the unused part of the period you paid for.

4. Failed payments

If a renewal payment fails, paid features stop straight away rather than being silently downgraded. Nothing is owed for a period you did not pay for.

5. Kick Start

Kick Start is a \$199 USD download, paid once. If it does not work as described, for example if npm run typecheck or npm run build fails on a fresh unzip, write to us within fourteen days of paying. We will either fix it or refund you in full. Refunds go back by the method you paid with.

6. Things that cost nothing

Reserving an Aero™, joining the Developer Program and the free tiers of every product cost nothing, so there is nothing to refund. Nothing is ever charged for a reservation unless you confirm a purchase at release.

7. How to ask

Write to support@noctic.ink from the address on your account, with the receipt or the date and amount of the payment. Refund decisions are made in the first reply. Approved refunds are issued within ten working days; your bank may take a few more days to show them.

8. Your legal rights

This policy does not take away any right to a refund or cancellation that you have under the law where you live, including the Quebec Consumer Protection Act.

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