

Refund Policy

Last updated: May 26, 2026

This Refund Policy explains when payments, account balance top-ups, direct checkout purchases, AI-generated websites, AI-generated articles, and other paid digital services may or may not be refundable.

Trafium is operated by TRAFIUM LIMITED LIABILITY COMPANY, a company registered in the Republic of Armenia (“Trafium”, “TRAFIUM LLC”, “we”, “us”, or “our”).

This Refund Policy forms part of our Terms of Service and Payment Policy. By adding funds to your Trafium account balance, purchasing a digital service, completing checkout, generating a website, generating an article, or using any paid feature, you agree to this Refund Policy.

1. General Refund Principle

Trafium provides digital services, AI-generated content, AI-generated websites, AI-generated articles, SEO automation, API-based processing, WordPress-related publishing tools, exports, and other digital outputs.

Because these services involve digital delivery, AI processing, API usage, generated content, customized output, and automation, payments are generally non-refundable once service usage has started.

2. Payment Providers

Trafium may accept payments through supported payment providers, including Lemon Squeezy, CryptoCloud, crypto payment providers, card payment providers, PayPal or wallet-based checkout providers where available, or other providers made available on trafium.ai.

If a payment is processed through a third-party payment provider, refunds may also be subject to that provider’s policies, payment network rules, fraud-prevention rules, chargeback-prevention practices, tax handling, technical limitations, and legal obligations.

A payment provider may issue, reject, delay, review, reverse, or require a refund according to its own policies, payment network rules, chargeback-prevention practices, compliance obligations, or applicable law.

3. Lemon Squeezy Payments

If payment is processed through Lemon Squeezy, refunds may be subject to Lemon Squeezy’s policies, payment network rules, fraud-prevention rules, chargeback-prevention practices, and legal obligations.

Lemon Squeezy may, where required or appropriate under its rules or payment network requirements, issue or require a refund even if Trafium's general refund policy would otherwise limit refunds after service usage has started.

If Lemon Squeezy rejects, reverses, refunds, disputes, reviews, cancels, or fails to confirm a payment, Trafium may delay, suspend, cancel, or reverse the related balance credit, order, digital service, or account access where appropriate.

4. Unused Account Balance

Unused account balance may be reviewed for refund upon request.

A balance amount is generally considered unused only if it has not been used to start, purchase, generate, export, publish, process, or automate any Trafium service.

Refunds of unused balance are not automatic and may be subject to:

- payment method limitations;
- payment provider rules;
- Lemon Squeezy policies, if applicable;
- CryptoCloud or crypto payment provider rules, if applicable;
- blockchain network fees;
- provider fees;
- exchange rate differences;
- fraud checks;
- sanctions and compliance checks;
- chargeback or dispute status;
- minimum refund thresholds;
- applicable law.

5. Used Account Balance

Account balance is considered used once you confirm an order and Trafium starts providing the selected digital service.

This includes, but is not limited to, starting:

- AI website generation;
- AI article generation;
- SEO content generation;
- semantic keyword clustering;
- website structure generation;
- metadata generation;
- content checks;
- WordPress publishing;
- autoposting;
- content export;
- HTML or CMS export;

API-based processing;
automation tasks;
customized digital output creation.

Used account balance is generally non-refundable.

6. Direct Checkout Purchases

Trafium may allow users to purchase certain digital services directly through checkout without first adding funds to an account balance.

A direct checkout purchase is generally non-refundable once Trafium starts providing the selected digital service, including website generation, article generation, SEO content generation, publishing, export, API processing, or automation.

If a direct checkout payment is refunded, reversed, disputed, charged back, or not confirmed by the payment provider, Trafium may suspend, cancel, restrict, or reverse the related order, service access, or generated output where appropriate.

7. AI-Generated Websites

Payments or balance used for AI-generated websites are generally non-refundable once website generation starts.

This applies even if:

- you do not like the generated result;
- you change your mind;
- you provided incorrect prompts, keywords, URLs, instructions, settings, or business information;
- you selected the wrong configuration;
- you no longer need the website;
- your WordPress website, hosting, plugin, theme, or CMS has compatibility issues;
- you expected different SEO results, ranking, traffic, sales, or conversions;
- you expected a different style, structure, layout, or wording;
- you choose not to publish or use the generated website.

Trafium may, at its discretion, provide regeneration, correction, technical assistance, credit adjustment, partial credit, or another remedy instead of a refund.

8. AI-Generated Articles

Payments or balance used for AI-generated articles are generally non-refundable once article generation starts.

This applies even if:

- you do not like the article style;

you change your topic after generation starts;
you provided incorrect keywords, instructions, URLs, or content requirements;
you expected different SEO performance;
you choose not to publish the article;
you require manual editing after generation;
you expected a different structure, tone, length, or wording.

Trafium may, at its discretion, offer regeneration, correction, credit adjustment, partial credit, or another remedy instead of a refund.

9. WordPress Plugin, Publishing, and Autoposting

Payments or balance used for WordPress publishing, plugin-based transfer, autoposting, exports, or automation tasks are generally non-refundable once the task starts.

You are responsible for maintaining your WordPress website, hosting account, plugins, themes, credentials, domain, and connected services.

Trafium is not responsible for refunding orders affected by:

incorrect WordPress credentials;
hosting restrictions;
plugin conflicts;
theme conflicts;
server errors;
third-party downtime;
CMS limitations;
expired domains;
blocked API access;
user configuration errors;
unauthorized or unsupported website environments;
changes made by the user after delivery;
issues caused by third-party plugins, themes, hosting, or external services.

10. Crypto Payments and Refunds

Crypto payments are blockchain-based and may be irreversible.

If a crypto refund is approved, the refund may be reduced by:

blockchain network fees;
payment provider fees;
exchange rate differences;
transaction costs;
operational costs;
underpayment or overpayment handling costs;
costs caused by incorrect user payment details.

Crypto refunds may be made in the original cryptocurrency, stablecoin, another supported cryptocurrency, fiat equivalent, account balance credit, or another method selected by Trafium, where permitted by law and payment provider rules.

Trafium is not responsible for losses caused by wrong wallet addresses, wrong blockchain networks, expired invoices, user payment errors, blockchain congestion, wallet errors, exchange errors, or irreversible blockchain transactions.

11. Chargebacks and Payment Disputes

If you dispute a payment, initiate a chargeback, or cause a payment to be reversed, Trafium may suspend, restrict, cancel, or reverse the related balance credit, order, digital service, generated output, or account access where appropriate.

You must not misuse chargebacks, payment disputes, refund requests, or payment provider processes.

If you believe there is a billing or payment issue, you should contact Trafium first at billing@trafium.ai.

12. Non-Refundable Cases

Unless required by applicable law, required by a payment provider, or approved by Trafium at its discretion, refunds are not provided for:

- used account balance;
- AI-generated websites after generation starts;
- AI-generated articles after generation starts;
- generated SEO structures;
- generated metadata;
- generated keyword clusters;
- exported materials;
- published content;
- autoposting tasks;
- WordPress publishing actions;
- API-based processing;
- completed or started automation tasks;
- direct checkout purchases after service usage starts;
- incorrect user prompts;
- incorrect user keywords;
- incorrect user URLs;
- incorrect user instructions;
- incorrect user settings;
- unsupported hosting or CMS environment;
- third-party outages;
- plugin conflicts;
- theme conflicts;
- payment provider delays outside Trafium's control;

search engine ranking expectations;
traffic, conversion, revenue, or sales expectations;
failure to use the purchased output;
change of mind;
duplicate user-created orders that were both used.

13. Refundable Cases

Trafium may consider refunds in limited cases, including:

duplicate payment for the same unused balance top-up or unused order;
payment received but balance not credited due to Trafium's confirmed technical error;
confirmed technical failure caused by Trafium that prevents delivery of the purchased service;
unused account balance refund request;
cases where a refund is required by applicable law;
cases where a payment provider requires a refund under its rules.

Trafium may request information, screenshots, transaction IDs, wallet addresses, order IDs, payment provider references, account details, logs, or other evidence before reviewing a refund request.

14. Alternative Remedies

Instead of a refund, Trafium may offer, at its discretion:

regeneration;
technical correction;
account balance credit;
partial credit;
manual review;
additional generation attempt;
support assistance;
service extension;
another commercially reasonable remedy.

15. Refund Request Process

To request a refund, contact us at:

billing@trafium.ai

Your request should include:

your Trafium account email;
payment date;
payment amount;
payment method;

payment provider, if known;
crypto transaction hash, if applicable;
Lemon Squeezy order ID or payment reference, if applicable;
order ID or project name, if available;
description of the issue;
screenshots or supporting evidence, if available.

Refund requests must be submitted within 14 days after the relevant payment or issue, unless a longer period is required by applicable law or payment provider rules.

Submitting a refund request does not guarantee that a refund will be approved.

16. Refund Processing Time

If a refund is approved, processing time may depend on the payment method, payment provider, crypto network, blockchain congestion, compliance checks, payment network rules, and operational review.

Crypto refunds may take longer than traditional payment methods because of blockchain confirmations, wallet verification, payment provider review, or network conditions.

Card, PayPal, wallet, or Lemon Squeezy refunds may take additional time depending on the payment provider, payment network, customer bank, or wallet provider.

17. Consumer Rights

Nothing in this Refund Policy limits any mandatory consumer rights that cannot be waived under applicable law.

If you are a consumer in a jurisdiction that provides a statutory withdrawal or cancellation right for digital content or digital services, you acknowledge that by confirming an order, using your account balance, completing checkout, starting AI generation, generating a website, generating an article, exporting content, or enabling publishing, you request immediate performance of the digital service.

Where permitted by applicable law, you acknowledge that your right of withdrawal may be lost or limited once performance of the digital service has started.

18. Abuse

Trafium may refuse refunds, suspend accounts, or restrict access if we detect refund abuse, fraud, payment manipulation, repeated refund requests after usage, chargeback abuse, crypto payment abuse, provider dispute abuse, or violation of our Terms of Service.

19. Changes to This Refund Policy

We may update this Refund Policy from time to time.

If we make material changes, we may provide notice through Trafium, by email, or by posting a notice on trafium.ai.

Your continued use of Trafium after the updated Refund Policy becomes effective means you accept the updated Refund Policy.

20. Contact

For refund questions, contact us at:

TRAFIUM LIMITED LIABILITY COMPANY

Email: billing@trafium.ai

Website: <https://trafium.ai>