Pending Refund Policy

Effective date: 27 October 2026

Pending is available only to individuals who are 18 years of age or older. This eligibility requirement does not limit any mandatory consumer rights that apply to an eligible purchaser under applicable law.

This policy applies to paid scan packs and monthly subscriptions, including purchases under promotional, private or invitation-only offers, when checkout is enabled. It also applies to any existing founding membership purchased before that offer was withdrawn. Selecting a plan without completing payment does not create a purchase.

Your Rights and Paddle Purchases

Paddle is the reseller and merchant of record for Paddle checkout transactions. Refund and withdrawal requests are subject to applicable consumer law, Paddle's Refund Policy (https://www.paddle.com/legal/refund-policy) and Buyer Terms (https://www.paddle.com/legal/buyer-terms).

Pending does not add a blanket money-back guarantee. Nothing in this Refund Policy limits mandatory consumer rights or Paddle's authority to approve a refund. Using scans does not automatically remove rights you may have under applicable law.

Requesting Help or a Refund

Contact Paddle buyer support at https://paddle.net, use the support link in your receipt, or email hello@pending.to with your account email, transaction reference and a description of the issue.

Do not send card numbers, passwords or private order emails. If additional information is needed, we will explain what is required and how to provide it appropriately.

Refunds approved for Paddle transactions are processed through Paddle to the applicable payment method. The time required for a refund to appear depends on the payment method and payment provider.

Failed Scans and Findings

If a scan fails because of a technical issue, the scan credit is restored. This is separate from a monetary refund. Interrupted requests may require recovery before the credit balance updates. Contact us if the credit is not restored.

A scan credit is used when a scan is successfully completed, even if the scan finds no issues. Pending does not guarantee that a scan will identify every order or shipment issue, confirm that a delivery is lost, or result in a refund from a retailer, merchant or carrier.

A completed scan that finds no results, misses an order or displays incomplete information does not, by itself, create an automatic right to a monetary refund. Information may be missing from the source or may not be identified during automated processing. This does not restrict rights or remedies for a defective or undelivered service under applicable law or Paddle's applicable terms and refund policy. Restoration of a scan credit does not replace a monetary refund where one is required or approved.

No payment is made for a free scan, so there is no payment to refund. Using a free scan does not automatically start a paid subscription or authorize a charge. This does not limit any mandatory consumer rights.

Support and Shipment Enquiries

Support concerns using and operating Pending and investigating technical problems with its service. Pending is not the retailer, sender or carrier and does not resolve shipment or purchase disputes on your behalf. You may need to review the original message or contact those parties yourself for further details. These support limitations do not, by themselves, justify refusing a refund that is required under applicable law or approved by Paddle. Human access to information received from Google is governed by our Privacy Policy.

Cancellation and Approved Refunds

Cancel monthly renewal in Settings → Your plan & scans before the next billing date. Cancellation stops future renewals and preserves the current paid scan allowance until its applicable expiry. Cancellation does not automatically refund payments already completed.

Scan packs and any previously purchased founding memberships have no recurring payment.

A full refund removes unused credits associated with that purchase.

A full refund of an existing founding membership stops future founder allowances, subject to the terms applicable to that purchase and mandatory consumer rights.

Partial monetary refunds preserve scan allowances unless a different resolution is explicitly agreed.

Payment reversals and disputes may suspend the affected purchase's unused credits or access while the matter is reviewed.

A refund of one monthly payment does not by itself cancel future renewals. Subscription cancellation must be managed separately through the available cancellation process.

Account Deletion

Deleting an account ends access and removes remaining credits. Account deletion does not itself request or issue a refund.

If you need assistance with billing or wish to request a refund, contact us or Paddle before deleting your account.