

Refund policy

When you can get your money back, and how to ask.

Last updated 24 September 2026. Online at <https://odobase.com/refund-policy>

Summary

A full refund on a new subscription if you ask within 14 days of your first payment, no reason required. You can cancel at any time, and if you have not subscribed before, a paid plan starts with a 14-day free trial, so you can try Odobase before paying anything at all.

1. Merchant of record

Our order process is conducted by our online reseller, Polar (Polar Software, Inc.). Polar is the Merchant of Record for all our orders: it processes your payment, charges any sales tax or VAT that applies, issues your receipts, and handles customer service enquiries about billing and refunds.

2. Refund window (14 days)

We offer a full money-back guarantee on all new subscriptions. You are eligible for a full refund if you request it within 14 calendar days of your initial payment date.

If you are not satisfied with what you have purchased, you may request a refund within that period and no reason is required.

3. How to request a refund

To request a refund within the 14-day window, tell us. You can do that by any of the following:

- Email us at info@odobase.com
- Email Polar directly at support@polar.sh

Refunds are returned to the payment method used for the original purchase. How quickly the money appears is set by your bank or card issuer, not by us.

4. Cancellations

You may cancel your subscription at any time.

If you cancel after the 14-day refund window has passed, you will not be charged for the next billing period, but the current payment is not refunded. You keep access to your account until the end of the period you have already paid for.

5. Free trial

The first time you subscribe to a paid plan, we provide a 14-day free trial so you can evaluate Odobase before being charged. The trial is for first-time subscribers only: if your account has held a paid subscription before, a new subscription is charged from its first day. If you cancel before the trial expires, you are not charged at all.

If your trial converts to a paid subscription, the 14-day refund window described above begins on the day your first payment is processed.

6. Contact us

If you have any questions about this Refund Policy, please contact us:

- Email: info@odobase.com
- EqualPixels, F-16 Ali View Garden, Phase 3, Lahore Cantt, Lahore 58200, Pakistan

This document is published in English. If it is made available in another language, the English version governs.