

Refund Policy

Last updated: April 7, 2026

SN Utils · <https://snutils.com/legal/refund-policy> · Archived July 7, 2026

In Plain English

- This page covers refunds, cancellations, and your rights as a consumer.
- Refund terms depend on your purchase channel, region, and applicable consumer protection law.
- Enterprise (ServiceNow Store) purchases are governed by ServiceNow's own policies.

This Refund Policy applies to Pro and Team subscriptions purchased through our website. It forms part of our [Service Terms](#). Refund eligibility may vary depending on your purchase channel, region, and whether you are acting as a consumer or on behalf of a business.

1. Scope & Eligibility

This policy covers refunds for Pro and Team subscriptions purchased directly through our website. It does not apply to:

- **Community Plan**— The Community Plan is provided at no cost and is not subject to refund terms.
- **Pro Trial**— The 14-day Pro Trial is provided at no cost and does not involve payment. It is not subject to the refund or cancellation provisions in this policy. See [Service Terms, Section 5.2](#).
- **Enterprise (ServiceNow Store)** — Enterprise licenses purchased through the ServiceNow Store are governed by ServiceNow's policies and your organisation's procurement agreements.

2. Voluntary Refund Window

You may request a full refund within 14 days of your initial purchase. The 14-day period starts from the date payment is processed.

- This voluntary refund window applies once per subscription (initial purchase only, not renewals).
- This is in addition to any statutory rights described in Section 3.

3. Consumer Rights

If you are a **consumer** (i.e., purchasing for personal use, not on behalf of a business) in the European Economic Area, you may have a statutory right of withdrawal under Directive 2011/83/EU. This right may allow you to cancel a distance purchase of digital content within 14 days without giving a reason, subject to exceptions set out in applicable law (for example, if performance of the digital content has begun with your prior express consent).

Nothing in this policy limits or affects your statutory consumer rights. Where applicable consumer protection law provides greater protection, those rights prevail.

Business customers: Purchases made on behalf of a legal entity (company, organisation or similar) are not considered consumer transactions, and statutory consumer withdrawal rights do not apply. Refund eligibility for business customers is limited to the voluntary refund window in Section 2 above.

4. Payment Provider & Refund Processing

Depending on your region, your purchase may be processed directly by us or by a third-party payment provider acting as the merchant of record. In either case:

- Refunds are returned to the original payment method used for the purchase.
- Processing times vary by payment provider and financial institution (typically 5–10 business days).
- Where a third-party payment provider acts as the merchant of record, refund handling may be subject to that provider's terms in addition to this policy.

5. Cancellation & Non-Renewal

You may cancel your subscription at any time through your account settings or by contacting support@snutils.com.

- Upon cancellation, you retain access to paid features until the end of your current billing period.
- No partial refund is issued for the remainder of a billing period once the voluntary refund window (Section 2) or any applicable statutory withdrawal period has expired, unless

termination is due to our material breach (see [Service Terms, Section 12](#)).

- After your paid period expires, your account reverts to the Community Plan. Your data and settings are preserved.

For non-renewal notice periods, see [Service Terms, Section 5.3](#).

6. Price Changes

We may adjust pricing with reasonable advance notice. Price changes apply to subsequent renewal periods only — not to any period already paid for. If a price increase is material, you may choose not to renew.

7. Third-Party Platform Changes

Changes to ServiceNow's platform or actions by browser extension stores that affect the availability of the Service are outside our control and do not constitute grounds for a refund. See [Service Terms, Section 8](#).

Where we discontinue or materially reduce a feature under our control that materially affects your subscription, we will offer a pro-rata credit or refund for the unused prepaid period (see [Service Terms, Section 4.1](#)).

8. How to Request a Refund

To request a refund, email support@snutils.com with your order details (email address and approximate purchase date). We will confirm receipt and process eligible requests within 5 business days.

Where your purchase was processed by a third-party payment provider acting as merchant of record, you may also contact that provider's support directly.

For general billing or subscription questions, contact support@snutils.com.

This Refund Policy is part of our [Service Terms](#). By purchasing a subscription, you acknowledge that you have read and understood this policy.

[Service Terms → Privacy & Data Processing Agreement →](#)