

Cancellation & Refund Policy

Arvo Platform (usearvo.app / myusearvo.app)

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This page summarizes, in plain terms, how cancellation, the right of withdrawal, and refunds work for Arvo subscriptions. It does not create any right in addition to, or different from, those set out in the Arvo Terms of Sale. In the event of any discrepancy between this page and the Terms of Sale, the Terms of Sale shall prevail.

1. HOW TO CANCEL YOUR SUBSCRIPTION

You may cancel your Arvo subscription at any time, without justification and without any cancellation fee, either directly from your account settings or by contacting team@usearvo.app.

Cancelling stops the automatic renewal of your subscription at the end of your current billing period. It does not, by itself, entitle you to a refund of the period already paid (see Section 3 below for the exceptions).

2. WHAT HAPPENS AFTER YOU CANCEL

Billing frequency	Access after cancellation	Renewal
Monthly	Access to paid features continues until the end of the already-paid monthly period	No further monthly charge
Annual	Access to paid features continues until the end of the already-paid annual period	No further annual charge
Entry (free) / Signature free trial	Ends immediately, or reverts to the free Entry plan, as applicable	Not applicable

After the paid period ends, your account is downgraded to the free Entry plan; your data is preserved in accordance with the retention terms described in the Privacy Policy.

3. RIGHT OF WITHDRAWAL (14-DAY COOLING-OFF PERIOD)

If you qualify as a consumer under French law, you generally benefit from a 14-day right of withdrawal after subscribing to a paid plan, allowing you to cancel without giving any reason (Article L. 221-18 of the French Consumer Code).

However, because Arvo grants you immediate access to the Service upon subscription, and because you expressly consent to this immediate access and expressly waive your right of withdrawal at the time of subscription, this right can no longer be exercised once access to the Service has actually been provided to you (Article L. 221-28, 1° of the French Consumer Code). This waiver, and the consent it is based on, are described in Article 8.2 of the Terms of Sale.

4. WHEN A REFUND IS AVAILABLE

Outside of the right of withdrawal described above, refunds are only granted in the following two cases:

- **Double billing:** you were charged twice for the same subscription period due to a technical error;
- **Plan error:** you were billed for a different plan than the one you actually selected, due to a website error.

No refund, whether full or partial, is granted for a subscription period already paid outside of these two cases — in particular, cancelling mid-period, forgetting to cancel before renewal, or simply no longer wishing to use the Service does not entitle you to a refund of the current period.

5. HOW TO REQUEST A REFUND

To request a refund under one of the cases listed in Section 4, contact team@usearvo.app with information allowing us to identify the transaction concerned (e.g., date, amount, plan). Arvo will verify the alleged error before issuing any refund. Approved refunds are issued to the original payment method via Stripe.

6. FULL TERMS

This page is a summary provided for convenience. The complete, legally binding terms governing termination, the right of withdrawal, and refunds are set out in Articles 8 and 9 of the Arvo Terms of Sale.

7. CONTACT

For any question about cancelling your subscription or requesting a refund, contact us at:

team@usearvo.app