

Refund & Cancellation Policy

Updated 13 September 2026 | International edition

About this policy

This Refund and Cancellation Policy applies to AI Menu software and related services supplied by Dabi Technologies LLC through <https://dabi.world>. For help with a subscription, cancellation or refund, contact sales@dabi.world.

14-day free trial and automatic renewal

The standard new-venue trial lasts 14 days. A valid card is required through Stripe Checkout, but no subscription fee is charged during the trial. Checkout displays your selected plan, price, currency, billing frequency and trial end before you agree. Unless you cancel before the trial ends, the subscription renews monthly at the disclosed price. Cancel during the trial to avoid the first subscription charge. There is no subscription payment to refund during free access. A separately agreed complimentary or pilot arrangement applies only as expressly stated in writing.

Cancelling a paid subscription

You may request cancellation at any time by emailing sales@dabi.world from the account email. Include your venue name and requested cancellation date. Unless you request immediate closure, cancellation takes effect at the end of the current paid billing period and prevents future renewal charges. We will confirm the effective date and any remaining access in writing.

When a refund is available

We will correct and refund duplicate charges, charges taken in error, and charges taken after an effective cancellation where no further payment was due. If a paid service is not delivered or materially fails to meet the agreed description, contact us so we can investigate and provide the remedy required by applicable law and your agreement. Depending on the circumstances, this may include providing the service correctly, a proportionate refund, or a full refund. A remedy that the law entitles you to choose remains your choice.

Other cancellation requests

For a change of mind after a paid service has started, fees for service already supplied are normally not refundable. Any refund for an unused period will be assessed against the agreed plan and the circumstances of your request. This does not restrict refunds or other remedies required by applicable law, or any more favourable refund promise made to you when purchasing.

How to request a refund

Email sales@dabi.world with your account email, venue name, invoice or payment reference, payment date and a description of the issue. Please do not send full card numbers, passwords or security codes. We may request reasonable information needed to locate the payment and assess your request. We aim to respond within five business days and will explain the outcome or any further information needed.

How refunds are paid

Approved refunds are returned to the original payment method wherever possible. We aim to submit an approved refund within 14 business days; your bank or payment provider may take additional time to display it. We will confirm the refund amount and submission date. No refund processing fee is charged by Dabi Technologies LLC.

Venue purchases and your rights

This policy covers payments to Dabi Technologies LLC for its software and services. Purchases of food, beverages or other services directly from a venue are handled by that venue under its own terms and applicable law. Nothing in this policy excludes or limits rights or remedies that cannot lawfully be excluded. If we cannot resolve a complaint, you may contact the competent authority or pursue any remedy available under applicable law.

Updates and contact

Policy changes will be published at dabi.world. Changes do not remove rights attached to an earlier payment or an existing refund request. Dabi Technologies LLC | <https://dabi.world> | sales@dabi.world. Effective date: 13 September 2026.