

RESTBOARD Subscription, Cancellation & Refund Policy

Effective Date: July 7, 2026

Last Updated: July 7, 2026

This Subscription, Cancellation & Refund Policy (“Policy”) explains how subscriptions, recurring billing, cancellations, refunds, and electronic delivery work for RESTBOARD.

This Policy applies to subscriptions and purchases of RESTBOARD software services provided by **RESTBOARD INC**, a Florida corporation (“RESTBOARD,” “we,” “us,” or “our”).

This Policy is part of and supplements our **Terms of Service**. If there is any conflict between this Policy and the Terms of Service, the Terms of Service will control, except where applicable law requires otherwise.

1. Company Information

RESTBOARD INC
7901 4TH ST N STE 300
ST PETERSBURG, FL 33702
United States

Email: hello@restboard.ai

Website: <https://www.restboard.ai>

2. Type of Product

RESTBOARD is a cloud-based business software platform for food service businesses, including restaurants, catering companies, commercial kitchens, and food production teams.

RESTBOARD is provided as an online software subscription.

No physical products are sold or shipped.

3. Electronic Delivery and Access

RESTBOARD is delivered electronically.

After subscription activation, payment confirmation, and any required account setup or onboarding, customers receive online access to the RESTBOARD platform.

Access may be provided through a web application, account login, onboarding communication, invitation link, or other electronic method.

Because RESTBOARD is a digital software service, there is no physical shipping, physical delivery, or return shipment.

4. Subscription Plans

RESTBOARD may offer different subscription plans, such as:

RESTBOARD Core

RESTBOARD Pro

RESTBOARD Scale

Plan names, features, pricing, billing periods, and limits may change over time.

The applicable plan, price, billing period, and included features will be shown on the checkout page, payment link, invoice, order form, subscription confirmation, or written agreement provided to the customer.

5. Billing Period

RESTBOARD subscriptions may be billed monthly, annually, or on another billing period shown at checkout or agreed in writing.

Unless stated otherwise, subscription fees are charged in advance for the upcoming billing period.

6. Automatic Renewal

RESTBOARD subscriptions renew automatically at the end of each billing period unless cancelled before the renewal date.

By subscribing, the customer authorizes RESTBOARD INC and its payment processor to charge the selected payment method automatically on a recurring basis according to the selected subscription plan.

Before completing a subscription purchase, the checkout page, payment link, invoice, or order confirmation should disclose:

- the subscription price;
- the billing period;
- that the subscription renews automatically;
- how the customer can cancel;
- applicable taxes or fees, where shown.

7. Payment Authorization

By completing a subscription purchase, the customer authorizes RESTBOARD INC and its payment processor, including Stripe where applicable, to charge the selected payment method for:

- subscription fees;
- renewal fees;
- applicable taxes;
- approved add-ons;
- implementation or onboarding fees, if agreed;
- other charges agreed in writing.

The customer is responsible for keeping an active and valid payment method on file.

8. Failed Payments

If a payment fails, RESTBOARD or its payment processor may retry the payment.

If payment remains unsuccessful, RESTBOARD may:

- notify the customer;
- request updated payment information;
- temporarily suspend access;
- limit platform features;
- cancel the subscription;
- take other commercially reasonable steps to collect unpaid amounts.

RESTBOARD is not responsible for service interruptions caused by failed payments, expired cards, insufficient funds, payment processor issues, or inaccurate billing information.

9. Cancellation by Customer

Customers may cancel their RESTBOARD subscription at any time by:

- using the customer billing portal, if available;
- using any cancellation option available inside the RESTBOARD account, if available;
- contacting RESTBOARD by email at hello@restboard.ai.

If a customer subscribed online, RESTBOARD will provide an online or email-based cancellation method and will not require the customer to cancel only by phone where applicable law requires an easy online cancellation method.

10. When Cancellation Takes Effect

Unless otherwise required by law or agreed in writing, cancellation takes effect at the end of the current paid billing period.

After cancellation, the customer may continue to access RESTBOARD until the end of the paid billing period, unless the account is suspended or terminated due to violation of the Terms of Service, non-payment, security risk, fraud, or prohibited activity.

To avoid renewal charges, customers should cancel at least 24 hours before the next billing date.

11. No Automatic Prorated Refunds

RESTBOARD generally does not provide automatic prorated refunds for:

- partial months;
- unused time;
- unused features;
- customer inactivity;
- failure to use the service;
- cancellation after renewal;
- business changes on the customer's side.

This does not limit any refund rights required by applicable law.

12. Refund Policy

Subscription fees are generally non-refundable, except where required by law or where RESTBOARD determines, in its reasonable discretion, that a refund is appropriate.

RESTBOARD may issue a refund in situations such as:

- duplicate charges;
- billing errors;
- incorrect charges caused by RESTBOARD or its payment system;
- confirmed unauthorized charges;
- charges made after a properly submitted cancellation request, where the delay was caused by RESTBOARD;
- other cases required by applicable law.

Refund requests should be sent to:

hello@restboard.ai

The request should include the customer's business name, account email, invoice number if available, payment date, and reason for the refund request.

13. Refund Review Process

RESTBOARD will review refund requests in good faith.

Approval of one refund does not guarantee future refunds.

Refunds, when approved, are generally returned to the original payment method unless another method is required or agreed.

Processing times may depend on Stripe, the customer's bank, card network, or payment provider.

14. Chargebacks and Payment Disputes

Customers are encouraged to contact RESTBOARD at hello@restboard.ai before initiating a chargeback or payment dispute.

If a customer initiates a chargeback without first contacting RESTBOARD, RESTBOARD may suspend or limit account access while the dispute is reviewed.

Nothing in this Policy limits any rights a customer may have under applicable payment card network rules or consumer protection laws.

15. Taxes

Prices may not include sales tax, VAT, GST, use tax, or other applicable taxes unless stated otherwise.

RESTBOARD may calculate, collect, and remit taxes where required by law, based on the customer's billing information, location, tax status, and applicable tax rules.

Customers are responsible for providing accurate billing and tax information.

EU, EEA, UK, Swiss, or Czech business customers may be asked to provide a valid VAT ID or tax identification number. Where applicable, VAT may be handled under reverse charge rules if the transaction qualifies.

16. Plan Changes, Upgrades, and Downgrades

Customers may request to upgrade, downgrade, or change their subscription plan, subject to available plan options and RESTBOARD approval.

Plan changes may affect pricing, features, usage limits, billing dates, and access to certain modules.

If a plan change results in additional fees, the customer may be charged immediately or at the next billing date, depending on the billing setup.

Downgrades may result in loss of access to certain features, modules, integrations, data views, or support levels.

17. Free Trials, Discounts, and Promotions

RESTBOARD may offer free trials, discounted plans, promotional pricing, or early-access pricing.

Trial, discount, and promotional terms may be limited in time and may be subject to additional conditions.

If payment information is collected for a trial, the customer may be charged automatically when the trial ends unless the subscription is cancelled before the trial expiration date, where permitted by law and disclosed at checkout.

Promotional pricing does not guarantee that the same price will remain available after the promotional period ends.

18. Price Changes

RESTBOARD may change subscription pricing from time to time.

For existing customers, RESTBOARD will provide reasonable notice of material price changes before they take effect, unless the change applies only to new purchases, upgrades, add-ons, or agreed custom services.

Continued use of RESTBOARD after a price change becomes effective may result in billing at the updated price.

19. Account Suspension or Termination

RESTBOARD may suspend or terminate access if:

- payment is overdue;
- the customer violates the Terms of Service;
- the account appears fraudulent, abusive, unlawful, or high-risk;
- use of the service creates security, legal, operational, financial, or reputational risk;
- RESTBOARD is required to act by law, payment processor rules, or third-party provider requirements.

If an account is suspended or terminated for violation of the Terms of Service, the customer may not be entitled to a refund.

20. Customer Data After Cancellation

After cancellation or termination, access to customer data may be limited or removed after a reasonable period, unless otherwise required by law or agreed in writing.

Customers are responsible for exporting and preserving any business records they are legally required to keep.

RESTBOARD may retain certain records as necessary for legal, tax, accounting, security, backup, fraud prevention, dispute resolution, and compliance purposes.

21. B2B Use

RESTBOARD is primarily intended for business and professional use.

By subscribing, the customer represents that the service is being purchased for business or professional purposes, unless RESTBOARD expressly agrees otherwise in writing.

Business customers are responsible for ensuring that RESTBOARD is suitable for their operations and legal requirements.

22. EU and Czech Consumer Rights

RESTBOARD is primarily a B2B SaaS platform.

However, if a customer is legally considered a consumer under EU or Czech law, mandatory consumer rights may apply.

For distance contracts involving digital services, EU consumer law may provide a 14-day withdrawal right, subject to legal exceptions and conditions.

If a consumer requests immediate access to RESTBOARD during the withdrawal period, the consumer may be required to provide express consent to immediate performance and acknowledge that the withdrawal right may be limited or lost once performance begins, where permitted by law.

Nothing in this Policy limits mandatory consumer rights that cannot be waived under EU or Czech law.

23. California Customers

If California automatic renewal laws apply, RESTBOARD will provide required automatic renewal disclosures, obtain required consent, and provide a cancellation method that is reasonably easy to use.

California customers may cancel by using the available customer billing portal, account cancellation option, or by contacting:

hello@restboard.ai

RESTBOARD will not require California customers to use an unnecessarily difficult cancellation process where applicable law requires a simple cancellation method.

Nothing in this Policy limits rights that cannot be waived under California law.

24. Florida Customers

RESTBOARD is a Florida corporation and aims to provide transparent subscription, billing, cancellation, and refund terms.

Nothing in this Policy is intended to limit any rights that cannot be waived under applicable Florida law.

25. Relationship to Terms of Service

This Policy is part of and subject to RESTBOARD's Terms of Service.

Customers should review the full Terms of Service before subscribing.

Terms of Service:

<https://www.restboard.ai/wp-content/uploads/2026/07/terms-of-service.pdf>

Privacy Policy:

<https://www.restboard.ai/wp-content/uploads/2026/07/privacy-policy.pdf>

26. Contact

For questions about subscriptions, billing, cancellation, refunds, or account access, contact:

RESTBOARD INC

7901 4TH ST N STE 300

ST PETERSBURG, FL 33702

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