Causal Chamber®

Refund Policy

Version 1.0 – Effective Date 16th November 2026

Changelog

- version 1.0 (16.11.2026): Initial version

About this policy

This Refund Policy applies to Remote Lab credits ("**Credits**") purchased from Causal Chamber GmbH, Luegislandstrasse 40, 8605 Gutenswil, Switzerland ("**we**", "**our**", or "**us**"). It forms part of our General Terms and Conditions (the "**Terms**").

Our order process is conducted by our online reseller Paddle.com. Paddle.com is the Merchant of Record for all card orders and processes refunds for them.

1 Unused credits

You may request a full refund of a top-up within 14 days of purchase if none of its Credits have been used.

If some Credits from a top-up have been used, you may request a refund of the unused portion within the same 14 days.

This 14-day window does not limit the refund on account closure in section 4.

2 Used credits

Credits consumed by experiments are non-refundable.

If an experiment failed because of a fault in our hardware or infrastructure, we restore the Credits it consumed to your account.

3 Free credits

Credits granted free of charge, for example at sign-up, in promotions or as part of solidarity pricing, cannot be refunded or exchanged for money.

4 Account closure

When you close your account, or if we close it for reasons other than a breach of our Terms, we refund the remaining balance of paid Credits on request.

5 How to request a refund

Email support@causalchamber.ai with your account email and order number, or contact Paddle directly at https://paddle.net.

Approved refunds are issued by Paddle to the original payment method, in the currency charged.

6 Invoiced purchases

Credits purchased by invoice or purchase order may be refunded under the same conditions. Other invoiced services are governed by your order form.

7 Your statutory rights

Nothing in this policy limits any rights you have under applicable consumer protection law.

8 Contact us

If you have any questions about this Refund Policy, get in touch with us at:

Causal Chamber GmbH, Luegislandstrasse 40, 8605 Gutenswil, Switzerland, support@causalchamber.ai.