

# ParseExtract.com - Refund Policy

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At ParseExtract.com, we strive to provide high-quality API services for document and web page parsing, as well as table and structured data extraction. Please review our refund policy carefully before making any purchases.

## General Refund Policy

- **No Refunds After Payment:** All payments made for our services are final. We do not offer refunds once a payment has been processed.
- **Payment Validity and Expiration:** Any payment made has a validity period of **180 days** from the date of purchase. After this 180 day period, the payment will expire, and any unused portion will not be refunded.
- **No Refunds for Unused Payments:** We do not provide refunds for any unused portion of your payment, regardless of the reason.

## Incorrect or Damaged API Output

- **No Refunds for Incorrect or Damaged Output:** While we aim for accuracy, we do not provide refunds if the output of our API is incorrect or damaged.
- **Excessive Errors:** In cases of excessive errors that significantly impact your ability to use our service, you may **contact us directly**. We will review such situations on a case-by-case basis and, at our sole discretion, *may consider a refund*.

## Service Closure

- **Refund for Balance on Service Closure:** In the event that ParseExtract.com decides to cease operations or close its service, we may, at our discretion, refund any remaining balance of your payment that could have been used by you prior to the closure.

## Service Outages and Third-Party Issues

- **No Responsibility for Service Outages:** ParseExtract.com is not responsible for providing refunds for any service outages, disruptions, or similar events that may cause loss or inconvenience to the user.
- **Third-Party Provider Disclaimer:** Our services utilize third-party Large Language Model (LLM) APIs and cloud providers. We will not be held responsible for providing refunds for any issues, errors, or service interruptions arising directly from these third-party providers.

## Contact Us

If you have any questions or require clarification regarding our refund policy, please don't hesitate to contact us at [contact@parseextract.com](mailto:contact@parseextract.com)

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