

Refund Policy – Executive AI Presence

Effective Date: May 27, 2026

1. Overview

This Refund Policy applies to purchases of EAP packages from Executive AI Presence (EAP), doing business as Executive AI Presence (“EAP,” “we,” “us,” or “our”). By purchasing a package, you agree to this Refund Policy.

2. Digital, Custom, AI-Generated Product

EAP provides custom, digital, AI-generated and automation-assisted deliverables based on user-submitted information and a specific target job description. Because the service begins processing after submission and produces customized digital work product, refunds are limited as described below.

3. No Refunds After Processing Begins

All sales are final once document generation, AI processing, automation processing, or delivery preparation begins. This includes situations where the user later changes their mind, applies to a different role, dislikes a job posting, decides not to apply, obtains an interview or job through another source, or no longer needs the documents.

4. Refunds Before Processing Begins

If you request cancellation before processing begins, EAP may issue a refund at its discretion. To request cancellation, contact support@executivepursuitai.com as soon as possible after purchase. Because processing may begin quickly after submission, cancellation may not be available.

5. User Input Errors

Refunds are not provided for errors caused by incomplete, inaccurate, misleading, outdated, or poorly written user inputs, including incorrect job descriptions, missing resume information, unsupported metrics, wrong email addresses, wrong company names, wrong job titles, or user omissions.

6. Revision or Correction Requests

If a delivered document contains a clear formatting issue, technical error, missing section, file corruption problem, or obvious system-generated defect, EAP may, at its discretion, correct and redeliver the affected document. Correction or redelivery is the sole remedy for technical or formatting issues and does not create a right to a refund.

7. No Outcome-Based Refunds

Refunds are not available because of job search outcomes or perceived results. EAP does not guarantee interviews, recruiter responses, hiring manager responses, job offers, ATS performance, AI detector results, compensation outcomes, or employment results.

8. Delivery Issues

If you do not receive your documents, contact support. EAP may verify the purchase, confirm the email address, and redeliver the files. Non-receipt caused by incorrect email input, spam filtering, inbox limits, third-party outages, or user-side technical issues does not automatically entitle the user to a refund.

9. Duplicate Charges

If you believe you were charged more than once for the same package, contact us with proof of payment. Verified duplicate charges may be refunded to the original payment method.

10. Chargebacks

Before filing a chargeback, you agree to contact EAP and allow a reasonable opportunity to investigate and resolve the issue. Improper chargebacks may result in suspension of access, refusal of future service, and recovery of fees or costs where permitted by law.

11. How to Request Support

To request support, correction, redelivery, or review of a payment issue, contact support@executivepursuitai.com. Include your name, email address used for purchase, target role, target company, approximate purchase date, and a clear description of the issue.

12. Changes to This Policy

EAP may update this Refund Policy at any time. The version posted at the time of purchase generally applies to that purchase unless a later version is more favorable to the customer or required by law.