

# Refund and Billing Policy

Fellowship Intelligence LLC | Last Updated: May 2026

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## Purpose & Scope

This Refund and Billing Policy explains the payment terms, billing practices, and refund conditions applicable to services, diagnostics, software platforms, and programs offered by Fellowship Intelligence LLC ("Fellowship Intelligence," "we," "us," or "our"). This policy applies to all engagements entered through the Fellowship Intelligence website, written service agreements, statements of work, and subscription-based platforms.

## Payment Terms: General

Prepaid Basis No Credit Extended All Fellowship Intelligence services are billed on a prepaid Fellowship Intelligence does not extend credit, maintain basis. Payment is required in full prior to commencement accounts receivable, or issue invoices with future of any engagement, delivery of any work product, or payment due dates as a standard practice. Any deviation activation of any platform access, unless otherwise from prepaid terms must be explicitly documented in a expressly specified in a written agreement signed by an signed written engagement agreement. authorized representative of Fellowship Intelligence.

## Diagnostic Engagements

Diagnostic programs, including structured assessments and organizational diagnostics, require full prepayment prior to initiation. Due to the analytical and preparatory work required to design, configure, and deliver diagnostic programs, fees paid for diagnostic engagements are non-refundable once the engagement has commenced.

Commencement is defined as the delivery of any intake materials, scheduling confirmation, or initiation of any preparatory analysis by Fellowship Intelligence.

## Advisory and Consulting Services

Advisory and consulting services are billed under one of the following structures, as defined in the applicable engagement agreement:

Fixed-Fee Engagements Retainer-Based Services A fixed price agreed upon prior to the start of work, Ongoing advisory access billed on a recurring prepaid covering the full defined scope of the engagement. basis. Each billing period is paid in advance prior to Payment is due in full before work begins. the period of access. Retainer fees are non- refundable for the active billing period.

Work delivered under any advisory or consulting engagement is non-refundable. Unused advisory capacity within a retainer period does not carry forward and is not subject to credit, rollover, or refund.

## **Governance Installation Services**

Governance installation engagements cover the structured activation of an AI governance system inside a client organization. This includes the operationalization of policies, integration of governance controls into existing workflows and decision processes, and delivery of role-specific operator training tied directly to the installed governance structure. Governance installation is the organizational layer, it is not software development, technical systems implementation, or automation engineering.

All governance installation fees are prepaid in full prior to commencement of the engagement, as defined in a separately executed written engagement agreement or statement of work.

Commencement is defined as the delivery of any intake materials, initiation of any organizational assessment, or scheduling confirmation of the first installation session, whichever occurs first.

Fees paid for governance installation engagements are non-refundable once the engagement has commenced. Work commenced or resources committed under a governance installation engagement are non-refundable regardless of whether the client proceeds to completion.

No milestone-based, deferred, or contingent payment structures are available unless expressly authorized in a written agreement signed by an authorized representative of Fellowship Intelligence.

## **Billing Disputes**

Notify in Writing Good Faith Review Waiver of Late Disputes If a client believes a billing error Fellowship Intelligence will review Disputes not raised within the has occurred, the client must billing concerns in good faith and thirty (30) day window are notify Fellowship Intelligence in issue a written determination waived. writing within thirty (30) days of within a reasonable time. the billing date.

## **Chargebacks and Payment Reversals**

Clients agree to contact Fellowship Intelligence directly to resolve any billing concern before initiating a chargeback or payment reversal with their financial institution.

Important: Improper or abusive chargebacks may result in immediate suspension of services, termination of account access, and pursuit of available legal remedies.

## **Payment Processing**

Third-Party Processors Card Data Security Third-Party Terms Payments may be processed Fellowship Intelligence does not Use of third-party payment through third-party payment store full payment card processors is subject to the terms processors or financial service information. and privacy policies of those providers. providers.

## **Governing Law**

State of Nevada Dispute Resolution This policy is governed by and construed in accordance Any billing disputes not resolved through the process with the laws of the State of Nevada, without regard to described above are subject to the dispute resolution conflict of law principles. provisions of the applicable

engagement agreement.

## **Policy Updates**

Fellowship Intelligence may update this Refund and Billing Policy periodically. Updated versions will be posted on the Fellowship Intelligence website with a revised "Last Updated" date.

## **Contact**

Questions regarding billing, refunds, or payment terms may be directed to:

Fellowship Intelligence LLC 732 S. 6th St. #6433, Las Vegas, NV 89101

**(702) 802-8264**

**Billing inquiries: [billing@fellowshipintelligence.com](mailto:billing@fellowshipintelligence.com)**

**General inquiries: [contact@fellowshipintelligence.com](mailto:contact@fellowshipintelligence.com)**

**[www.fellowshipintelligence.com](http://www.fellowshipintelligence.com)**

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