

# REFUND POLICY

*fixin — operated by AM Solutions, LLC*

Effective Date: August 22, 2025    Last Updated: September 25, 2026

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This Refund Policy explains how refunds work for paid subscriptions to the fixin mobile application (the "App") and related services operated by AM Solutions, LLC ("we," "us," or "our"). It forms part of, and should be read together with, our [Terms of Service](#).

## 1. 30-Day Money-Back Guarantee

We stand behind fixin. If you are not satisfied with a paid subscription for any reason, you may request a full refund within 30 days of your initial subscription purchase — no questions asked.

This guarantee applies to the first subscription charge on your account. There is nothing you need to prove and no specific reason required; just contact us within the 30-day window.

## 2. How to Request a Refund

Subscriptions are billed directly by us through our secure checkout. To request a refund, email [help@fixin-support.com](mailto:help@fixin-support.com) with the email address on your account and the date of purchase, and we will process your refund.

## 3. Subscriptions, Renewals, and Cancellation

Subscriptions renew automatically until cancelled. A refund is different from a cancellation:

- **Refund:** returns money you have already paid, subject to the 30-day guarantee above.
- **Cancellation:** stops future renewals so you are not charged again. Cancelling does not, by itself, refund a charge you have already paid.

To avoid a future renewal charge, cancel before your renewal date — use **Cancel Subscription** in the Plan section of your Account page at [ams-fixin.com](https://ams-fixin.com), or contact us. After you cancel, you keep access until the end of the period you already paid for.

The 30-day guarantee applies to your initial purchase. Renewal charges after the first 30 days are generally non-refundable, but if something goes wrong, contact us — we review requests in good faith and will always comply with applicable law.

## 4. How Refunds Are Issued

Approved refunds are returned to the original payment method, typically within 5–10 business days, though your bank or card issuer may take additional time to post the credit.

## **5. Your Statutory Rights**

Nothing in this policy limits any refund or cancellation rights you may have under the consumer-protection laws that apply to you. Where local law gives you stronger rights than this policy, those rights apply.

## **6. Changes to This Policy**

We may update this Refund Policy from time to time. We will post changes with a revised "Last Updated" date, and the policy in effect at the time of your purchase governs that purchase.

## **7. Contact Us**

Questions about a refund or this policy? Contact us:

AM Solutions, LLC

Email: [help@fixin-support.com](mailto:help@fixin-support.com)

Phone: (206) 295-8274

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