

Service Reliability, Refunds, Credits & Course Guarantee

Version 1.0 | Effective: August 2026 | hello@dahnjay.tech | dahnjay.tech

ATTORNEY & CFO REVIEW PENDING — DRAFT

This document is an operational/legal draft. It must be reviewed by qualified legal counsel and DJT's CFO before final publication. Sections marked [ATTORNEY DECISION REQUIRED] or [CFO DECISION REQUIRED] require specific decisions before this document is finalized.

PLAIN-LANGUAGE SUMMARY	
Subscription Uptime	DJT targets 99.5% monthly uptime for core platform services. AI features and third-party integrations may experience additional variability outside DJT's control.
Planned Maintenance	DJT aims to schedule maintenance during low-traffic windows. Advance notice is provided where possible.
Refunds — General Rule	Subscription fees are generally non-refundable except where DJT fails to meet defined uptime commitments, a documented billing error occurred, or applicable consumer law requires a refund.
DJT Credits	Credits are non-refundable and expire if unused at account termination. Credits cannot be converted to cash.
Courses	DJT provides implementation support first. If you complete required material, follow supported steps, and a verified material defect in DJT's instructions blocks the advertised build, the purchase may qualify for refund review. Business results are not guaranteed.
How to Claim	Submit claims within 30 days via the DJT dashboard or hello@dahnjay.tech . DJT targets 10-business-day resolution.

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1. Scope & Purpose

This document establishes the Service Reliability, Refund, Credit, and Course Guarantee policies for Dahn Jay Tech ("DJT," "we," "our"). It applies to all DJT subscription plans, the DJT Credit system, and DJT educational course purchases.

This policy is incorporated into and governed by the DJT Terms of Service. Capitalized terms not defined here have the meanings given in the Terms of Service. This policy does not create any warranty or guarantee beyond what is explicitly stated here.

[ATTORNEY DECISION REQUIRED] Legal counsel must confirm whether this document meets the standard for enforceable SLA and refund terms in the United States and Kenya, and whether any mandatory consumer-law rights (including Kenya Consumer Protection Act) override any limitation stated here.

2. Service Reliability & Uptime Commitment

2.1 Uptime Target

DJT targets 99.5% monthly uptime for core platform services as measured across any rolling 30-day calendar month. Core platform services include account authentication, the DJT dashboard, Atlas AI (excluding AI provider outages), and data storage.

[CFO / ATTORNEY DECISION REQUIRED] The 99.5% uptime target equates to approximately 3.65 hours of allowed downtime per month. If DJT prefers a different commitment level (99.0%, 99.9%, or best-effort), this must be decided and updated here before publication.

2.2 What Counts as Downtime

- The DJT platform is completely inaccessible to all users in a region for more than 5 consecutive minutes.
- Core authenticated features (login, dashboard, Atlas) are unavailable.
- Confirmed by DJT monitoring or verified customer report.

2.3 What Does NOT Count as Downtime

- Scheduled maintenance windows communicated in advance.
- Outages caused by third-party services (AI providers, payment processors, email providers, telephony, integration partners).
- Performance degradation that does not result in complete feature unavailability.
- Outages caused by customer misuse, credential compromise, or customer-side infrastructure issues.
- Beta, preview, or experimental features not designated as core platform services.
- Force majeure events (natural disasters, war, government action, internet backbone failures).

2.4 Monitoring

DJT operates internal uptime monitoring. Customers may also use publicly available uptime monitoring services. DJT does not warrant that any specific third-party monitoring service will reflect DJT status accurately.

3. Planned Maintenance

DJT aims to schedule planned maintenance during low-traffic periods, preferring off-peak hours. DJT provides advance notice of planned maintenance with a reasonable lead time where technically feasible. Planned maintenance is excluded from uptime calculations.

Emergency maintenance required to address critical security vulnerabilities, data integrity risks, or infrastructure failures may be performed without advance notice. DJT will communicate the reason and estimated duration as soon as practical.

4. Incident Response & Status Communication

When DJT identifies or is notified of a platform incident:

- DJT investigates and prioritizes incidents based on severity and scope of impact.

- DJT communicates known incidents through the DJT platform dashboard and/or registered account email.
- Post-incident summaries are provided for significant platform incidents affecting a substantial portion of customers.

[ATTORNEY DECISION REQUIRED] Whether DJT should commit to specific incident response timelines (e.g. 15-minute acknowledgement, 1-hour status update) in this document must be decided by legal counsel and operations.

5. Third-Party Integrations & AI Infrastructure

DJT integrates with third-party services including AI providers, payment processors, email providers, telephony carriers, cloud infrastructure, and integration partners. DJT cannot guarantee the uptime, performance, or availability of third-party services.

Interruptions originating from a third-party service that DJT has no direct control over are not attributable to DJT for uptime calculation or refund eligibility purposes. This includes, without limitation:

- AI model providers (Anthropic, OpenAI, or others) — AI response generation may be unavailable or degraded during provider outages.
- Payment processors (Stripe, Flutterwave, M-Pesa, Wise) — payment processing may be affected by provider status.
- Google, Microsoft, Telnyx, WhatsApp/Meta — integrations depend on these providers being operational.
- Cloud hosting and CDN infrastructure — DJT uses reputable providers but cannot control their availability.

DJT works to implement fallbacks, retries, and redundancy where technically feasible, but does not guarantee zero third-party service failures will affect customers.

6. Subscription Refund Policy

6.1 General Rule — Non-Refundable

Subscription fees are generally non-refundable. DJT provides access to the platform immediately upon subscription activation. Customers are encouraged to evaluate DJT on free-tier or trial access where available before subscribing to a paid plan.

[CFO DECISION REQUIRED] Whether DJT offers a free trial period and its duration must be decided before publication. A trial period, if offered, should be documented here.

6.2 Exceptions Where Refunds Apply

Refunds are available in the following specific circumstances:

Exception	Condition	What DJT Provides
SLA Breach Credit	Uptime fell below 99.5% due to DJT infrastructure failure in a billing month	Service credit applied to next billing cycle (see Section 7). Credit is the default remedy — cash refund requires separate CFO approval.
Verified Billing Error	DJT charged an incorrect amount due to a system error	Refund of the overcharged amount to original payment method within 10 business days of confirmation.
Consumer Law	Applicable law in your jurisdiction mandates a refund right that cannot be contractually waived	DJT complies with applicable mandatory consumer protections.
Duplicate Charge	Same period or same product charged twice due to system error	Refund of the duplicate charge amount.

[ATTORNEY DECISION REQUIRED] Kenya Consumer Protection Act and applicable US consumer laws may create mandatory refund rights that override contractual limitations. Legal counsel must confirm what mandatory rights cannot be disclaimed.

6.3 Non-Refundable Situations

- Cancellation mid-period — unused days remaining in a paid billing cycle are not refunded.
- Change of mind or business direction — discovering DJT does not fit your business needs after subscribing.
- Third-party service outages — AI provider, payment processor, telephony, or integration partner failures outside DJT's infrastructure.
- Feature requests not fulfilled — DJT does not guarantee any specific feature will be added to the platform.
- Account suspension for policy violations — accounts suspended for Terms of Service violations are not eligible for refunds.
- Delays caused by customer inaction — implementation delays caused by the customer's failure to complete onboarding, connect integrations, or provide required information.

7. SLA Credits — Uptime-Based Compensation

If DJT fails to meet the 99.5% monthly uptime target due to DJT infrastructure failure, affected customers may request a service credit applied to their next billing cycle.

[CFO DECISION REQUIRED] The credit calculation formula must be approved before publication. Example formula: if uptime drops below 99.5% in a calendar month, eligible customers receive a credit equal to 10% of their monthly subscription fee for that month, applied to the next billing cycle. Maximum credit: 30% of one monthly fee. This is illustrative only — the actual formula requires CFO sign-off.

How to Claim	Submit a credit request via the DJT dashboard or hello@dahnjay.tech within 30 days of the affected month with your account email, the affected month, and a description of the impact experienced.
Verification	DJT reviews the claim against internal monitoring records and confirms whether the uptime threshold was missed due to DJT infrastructure.
Credit Application	Approved credits are applied to the next billing cycle. Credits are non-transferable, non-cashable, and do not carry over beyond one billing cycle.
Maximum Credit	[CFO DECISION REQUIRED] Maximum credit per month is a pending decision. See above.
Sole Remedy	SLA credits are the sole and exclusive remedy for uptime failures unless a documented billing error also occurred.

8. DJT Credits — Non-Monetary Platform Credits

8.1 What Are DJT Credits

DJT Credits are non-monetary units that power AI features within the DJT platform, including Atlas AI conversations, AI phone calls, AI-generated content, and other AI-powered operations. Credits are denominated in DJT Credit units and consumed as AI operations are performed.

8.2 Credit Pricing & Allocation

Credits are allocated monthly based on subscription plan or purchased as add-on packs. Current Credit pricing, plan allocations, and per-feature costs are published at dahnjay.tech/pricing and within the DJT dashboard.

[CFO DECISION REQUIRED] Specific credit amounts per plan, per-feature costs, and add-on pack pricing must be reviewed and approved before publication and must stay current with any pricing changes.

8.3 Credit Non-Refundability

- Credits allocated as part of a subscription plan are non-refundable and are consumed by AI operations.
- Purchased Credit packs are non-refundable except in the case of a documented billing error.
- Unused Credits do not carry over at account termination or downgrade unless the plan explicitly provides for carryover.
- Credits cannot be converted to cash or monetary value under any circumstances.
- Credits are non-transferable between accounts.

8.4 Credit Rollover

Monthly plan Credits that are unused within a billing cycle may roll over to the next cycle up to a maximum rollover amount determined by plan. Rollover limits and any rollover entitlements are specified within the DJT dashboard on the Credits page.

[CFO DECISION REQUIRED] Whether credits roll over, rollover caps by plan tier, and the maximum rollover period must be decided before publication.

8.5 Credit Anomalies & Disputes

If you believe Credits were consumed incorrectly due to a platform error, submit a credit dispute within 30 days at hello@dahnjay.tech with your account email, the approximate date of the anomaly, and any supporting details. DJT reviews disputed Credit transactions against usage logs. Verified errors are credited back to your account. DJT does not issue cash refunds for Credit anomalies.

9. Course Guarantee & Refund Policy

9.1 DJT Course Philosophy

DJT educational courses are designed to teach specific implementation skills and build verifiable platform capabilities. DJT is committed to providing quality instruction and does not want customers to feel stuck. If you encounter difficulty, DJT offers implementation support as a first step.

9.2 Conditions for Course Refund Eligibility

A course purchase may qualify for refund review only if ALL of the following conditions are met:

- The customer completed the core modules required for the advertised deliverable.
- The customer followed the implementation steps as described in DJT course materials.
- The customer engaged with the DJT implementation support process.
- A verified, material defect in DJT course content — not in the customer business, platform, or market — is confirmed by DJT to have blocked the advertised technical deliverable.
- The refund request is submitted within 30 days of the original purchase date.

9.3 What Is NOT Covered by the Course Guarantee

- Business results, revenue, income, customer acquisition, or profit targets — DJT does not guarantee business outcomes.
- App Store or third-party platform approval decisions — these are outside DJT's control.
- Market conditions, competitive dynamics, or customer demand.
- Failure to complete or engage with the course materials.
- Implementation challenges caused by the customer business environment, third-party accounts, or customer-side technical issues.
- Buyer remorse or change of business direction.
- Courses that have been completed and resulted in the advertised technical deliverable.

9.4 Implementation Support First

Before a refund is considered, DJT offers implementation support. If you are struggling with a course, please reach out to hello@dahnjay.tech with subject line "Course Support." DJT will work with you to resolve the issue. A refund request submitted without first engaging implementation support may be returned for support engagement.

9.5 Refund Amount

[CFO / ATTORNEY DECISION REQUIRED] If an eligible refund is approved, the refund amount (full, partial, or pro-rated) must be decided before publication. Example: full refund of the course purchase price. Alternatively: 50% refund if the customer has accessed all modules. This decision requires CFO and legal review.

10. Prohibited & Edge-Case Refund Situations

- Refund abuse — repeated refund requests across multiple subscriptions or accounts may result in account review and access restriction.
- Chargeback fraud — initiating a payment processor chargeback without first contacting DJT support constitutes a breach of the Terms of Service and may result in immediate account suspension.

- Third-party costs — DJT does not refund costs customers incur with third-party services (telephony usage, payment processing fees, third-party software subscriptions, etc.).
- Annual plans mid-year — cancellation of annual plans does not entitle the customer to a refund of remaining months unless a SLA breach or billing error applies.
- Discounted or promotional purchases — promotionally priced subscriptions or courses are non-refundable unless a billing error occurred.

11. How to Submit a Claim

Refund requests, SLA credit claims, Credit disputes, and billing error reports may be submitted through:

- DJT Dashboard (Authenticated): Account Settings > Billing & Credits > Submit Claim.
- Email: hello@dahnjay.tech — use subject line "Refund Request," "Credit Dispute," or "Billing Error."

Include in your claim: account email address, nature of the claim (refund / credit / billing error), the affected subscription period or transaction date, and a description of the issue. For course refund claims, also include your course completion status and a description of the specific defect encountered.

Claims must be submitted within 30 days of the event giving rise to the claim. DJT does not process claims submitted outside this window except where applicable law requires a longer period.

12. Claim Review Process

Acknowledgement	DJT acknowledges receipt of submitted claims within 2 business days.
Investigation	DJT reviews claims against platform records, monitoring data, and usage logs.
Resolution Target	DJT targets resolution within 10 business days of claim submission. Complex cases may take longer.
Outcome Communication	DJT communicates the outcome (approved, partially approved, or denied with reason) via the registered account email.
Appeals	Denied claims may be appealed once by replying to the outcome communication with additional supporting information. Final decisions are made by DJT management.

[ATTORNEY DECISION REQUIRED] Specific claim timelines and appeal rights under applicable US state and Kenya consumer laws must be confirmed before publication.

13. Billing Errors

If DJT identifies or receives notification of a billing error (incorrect charge amount, duplicate charge, charge after cancellation), DJT will investigate and, if confirmed, refund the incorrect amount to the original payment method within 10 business days of confirmation.

Customers who identify a potential billing error should contact hello@dahnjay.tech with their account email, the transaction date, the amount charged, and the expected amount. DJT investigates all reported billing errors.

14. Account Termination & Final Billing

- Cancellation takes effect at the end of the current paid billing period. Access continues until the period end date.
- No refunds are provided for unused days remaining in the current period unless a billing error or SLA breach applies.
- Unused DJT Credits are forfeited at account termination.
- Outstanding balances at termination are due immediately.
- DJT may terminate accounts for policy violations without refund of any prepaid fees.

15. Dispute Resolution & Governing Law

[ATTORNEY DECISION REQUIRED] The governing law, jurisdiction, and dispute resolution mechanism (arbitration, mediation, courts) for this policy require attorney review before publication. The DJT Terms of Service will govern. This section must be consistent with the Terms of Service dispute resolution clause.

In the event of a billing or refund dispute that cannot be resolved through DJT customer support, the dispute shall be governed by the dispute resolution provisions of the DJT Terms of Service.

16. Policy Changes

DJT may update this Service Reliability & Refund Policy at any time. Material changes will be communicated through the DJT dashboard or via registered account email with at least 14 days notice before taking effect for existing subscribers, unless the change is required by law or addresses an emergency security or legal matter.

Continued use of DJT after the effective date of a policy update constitutes acceptance of the updated policy. Customers who do not accept a material change may cancel their subscription before the new effective date.

17. Contact

Email: hello@dahnjay.tech
Website: dahnjay.tech
DJT Platform: Account Settings > Billing & Credits > Submit Claim