

Cancellations and refunds

2026-10-19-v1 · EN

Provider: Cahut Patricio Egyéni vállalkozó · 7624 Pécs, Mogorós köz 6., Hungary · info@hevu.eu
<https://hevu.eu/imprint.php?lang=en>

1. Scope

HEVU is subscription software. For purchases through Paddle, Paddle is the contractual reseller handling payments and invoices. This policy supplements the HEVU terms. Mandatory consumer rights and the Paddle terms applicable to your purchase take precedence over any narrower provision. A consumer buys outside their trade or profession.

2. Trial, monthly price and cancellation

The new offer includes 14 days free, then HUF 15,000 per user per month excluding applicable VAT. Other currencies use the amount accepted at checkout. A payment method is required; monthly billing starts automatically after the trial unless you cancel beforehand. Cancel through the Paddle portal opened from your HEVU account, your confirmation email or paddle.net. Cancelling during the trial prevents the first charge. Later ordinary cancellation normally takes effect at the end of the paid period. Cancellation and a refund are separate actions; uninstalling does neither.

3. EU and EEA consumer withdrawal

For a distance service contract, you generally have 14 calendar days from conclusion to withdraw without giving a reason. Under Paddle's free-trial rule, you also have 14 calendar days after the first payment following the trial to withdraw and receive a full refund of that first payment. For this offer, HEVU does not treat downloading or using the software alone as waiving this right. Later monthly renewals do not themselves start another withdrawal period, unless applicable law provides more. This right is separate from the trial and does not restrict remedies for faulty services.

4. Business purchases and later renewals

Consumer withdrawal rights do not automatically apply to trade or professional purchases. We do not offer a general money-back guarantee for non-use, forgetting to cancel or the start of another billing period. Paddle may consider a discretionary request submitted within 14 days of the transaction; a request does not guarantee a refund. Rights arising from breach of contract, incorrect or duplicate charges and mandatory law remain available.

5. Faulty or unavailable service

For persistent access problems or a material fault, contact info@hevu.eu so we can put it right. Consumer digital-service law provides for correction at no cost and, where its conditions are met, a price reduction or termination and refund. You need not wait for the trial to end; these remedies do not expire with the 14-day withdrawal period. If the problem remains unresolved, contact Paddle support too.

6. Requests, deadlines and repayment

Request withdrawal or a refund at paddle.net, through the support link on your receipt or in the Paddle portal. For eligible EU transactions, the portal provides an online withdrawal option during the withdrawal period. A clear withdrawal statement is sufficient; no mandatory form or reason is required. For example: "I withdraw from my HEVU subscription contract. Purchase email: ...; transaction/date: ...; name: ...". Contact info@hevu.eu if you need help. Do not send passwords or full card details. A valid consumer withdrawal must be repaid within 14 days of receipt of the statement. For other approved refunds, Paddle normally processes repayment within 14 days of approval, using the original payment method where possible; bank posting may take longer. No extra fee is charged for a statutory repayment.

7. Access, earlier contracts and complaints

A subscription ended with a refund provides no further paid access; this does not automatically delete customer data. The privacy notice governs data handling. Earlier licences bought through other channels remain subject to their original contracts and mandatory law. You may complain to HEVU and Paddle; the European Consumer Centre can help with cross-border consumer disputes. This policy does not exclude statutory authority, alternative dispute resolution or court remedies. The accepted price and trial of an existing subscription, including a Paddle subscription, do not change automatically because of this new offer.

This document originates in Hungarian; translations may differ. The Hungarian text governs interpretation, without reducing mandatory consumer rights or protections arising from information supplied at purchase and applicable language requirements.