

# Delivery Policy

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"Website", "referator.cz" refer to "https://www.referator.cz", "https://www.ensayador.com", any future versions of the Website, or any affiliates thereof.

This Delivery Policy ("Policy") outlines the terms and conditions related to the delivery of services provided by the website/app, referator.cz ("Service" or "https://ensayador.com/"), operated by company101 s.r.o ("Owner Company"). By accessing or using the Service, you agree to comply with this Policy. If you do not agree with any part of this Policy, you may not access or use the Service.

## 1. Nature of the Service

**Software-Based Service:** The Service provided by the Owner Company is a software-based AI writing assistant tool. The content generated by the AI is accessible online and can be directly consumed through the Service. As such, there is no physical delivery involved in the provision of the Service.

## 2. Availability and Access

**Online Accessibility:** The Service is available online and can be accessed through a compatible web browser or mobile device with an internet connection. The Owner Company strives to ensure a high level of availability and accessibility to the Service but does not guarantee uninterrupted or error-free access.

## 3. Refunds and Returns

**Refund Policy:** Due to the nature of the content provided by the Service, which is software-based and directly consumable, refunds for the Service are not possible. Once the content is accessed or utilized, it cannot be returned or refunded.

**Quality and Performance:** The Owner Company endeavors to provide a reliable and accurate Service. However, if you encounter any issues or have concerns regarding the quality or performance of the Service, please contact us at [info@referator.cz](mailto:info@referator.cz) so that we can address the matter promptly.

#### 4. Customer Support

**Support Channels:** The Owner Company aims to provide customer support to address any queries or issues related to the Service. You can contact us at [info@referator.cz](mailto:info@referator.cz) for assistance or clarification regarding the Service.

**Response Time:** The Owner Company will make reasonable efforts to respond to customer support inquiries within a reasonable time frame. However, response times may vary depending on the complexity and volume of inquiries received.

#### 5. Modifications

**Policy Updates:** The Owner Company reserves the right to modify the terms and conditions of this Delivery Policy at any time. Any changes to this Policy will be effective immediately upon posting the revised version on the Service. It is your responsibility to review this Policy periodically for any updates or changes.

#### 6. Contact Information

If you have any questions or concerns regarding this Delivery Policy, please contact us at [info@referator.cz](mailto:info@referator.cz)

By accessing or using the Service, you acknowledge that you have read, understood, and agreed to this Delivery Policy.