

Refund Policy

Last updated: 17.8.2026

This Refund Policy applies to subscriptions of TimeNTable sold by Aiso Oy ("Aiso", "we", "us"), Business ID 2960709-2, VAT FI29607092, Insinöörinkatu 30, 2nd floor, 33720 Tampere, Finland. It forms part of Aiso's Terms of Service.

Orders are placed through Paddle.com Market Limited ("Paddle"), which is the Merchant of Record for all orders. Paddle handles payments, invoicing, refunds, chargebacks, and enquiries and complaints relating to them. Support for the Service itself is provided by Aiso as set out in the Terms of Service.

Paddle's Buyer Terms apply to the purchase in addition to this Policy. In the event of conflict, Paddle's Buyer Terms prevail in matters for which Paddle is responsible as Merchant of Record.

1. Refunds

Refunds are handled by Paddle as Merchant of Record. A refund is requested at <https://paddle.net> by locating the order with the email address used for the purchase. Paddle reviews each request under its own terms and decides at its own discretion. Aiso does not guarantee that a refund will be granted.

Where the Customer needs help with a payment, an invoice, or a refund request, Paddle can be contacted at help@paddle.com.

2. Cancelling a subscription

The Customer may cancel its subscription at any time in the account settings, at <https://paddle.net>, or by contacting Aiso. Cancellation stops future renewals. Access to the Service continues until the end of the current paid billing period.

Fees already paid are not refunded for the unused part of the current billing period, except where Aiso terminates or discontinues the Service as set out in Section 16 of the Terms of Service, or where a refund is required by law.

Where the Customer terminates in order to switch to another provider, the switching and exit provisions in Section 16 of the Terms of Service apply.

3. Abuse

Aiso may refuse or reverse a refund, and may suspend or terminate the account, where Aiso identifies abuse of this Policy, including repeated refund requests, fraudulent activity, or chargeback abuse, or where the Customer is in breach of the Terms of Service.

Paddle has independent discretion to approve or decline refund requests under its own terms.

4. Changes to this Policy

Aiso may update this Policy. A change takes effect when the updated Policy is published, and the "Last updated" date at the top of this Policy shows when it was last revised. Where a change materially reduces the Customer's rights, Aiso notifies the Customer by email or in-product notice at least fifteen (15) days before it takes effect.

5. Contact

Questions about this Policy: info@timentable.fi.