

Returns and Withdrawal Policy

Version 1.0 · effective from 15 August 2026 · aity.tech/documents

DENUMIRE / ENTITY	AITY CLOUD SRL
CUI	39458128 (R039458128)
NR. REG. COM.	J2018000824245
EUID	R00NRC.J2018000824245
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Returns and Withdrawal Policy

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[Romanian version](#) · [Download PDF](#)

This policy describes the right of withdrawal from distance contracts for aity Platform and aity Cloud services concluded with **AITY CLOUD SRL**, a Romanian limited liability company, with its registered office at SACEI no. 1003, Săcel Village, Săcel Commune, Maramureș County, postal code 437290, Romania, tax ID 39458128 (VAT RO39458128), Trade Register J2018000824245, EUID ROONRC.J2018000824245, subscribed and paid-up share capital RON 5,000, correspondence address Str. Heliade Între Vii no. 35, postal code 023382, Sector 2, Bucharest, Romania, telephone [+40735850896](tel:+40735850896) (Monday-Friday, 09:00-18:00 Romanian time), e-mail office@aity.ro, in accordance with **Romanian Government Emergency Ordinance (GEO) no. 34/2014** on Consumer rights. The Romanian and English versions are both official; in case of divergence, the Romanian version prevails.

1. Who benefits

The Right of Withdrawal belongs to **Consumers**: natural persons acting for purposes outside their trade, business, craft, or profession. Business Customers do not benefit from the Right of Withdrawal; they may terminate the Services under article 5 of the [Terms](#).

2. Withdrawal period: 14 days, without giving a reason

The Consumer may withdraw from the contract **without giving any reason, within 14 calendar days** from conclusion of the contract, namely from the date and time when AITY CLOUD SRL sends confirmation of acceptance of the Order on a durable medium, under article 9 of GEO no. 34/2014. Subsequent Provisioning does not change the start of the period.

3. How to withdraw

Before the period expires, you may send an unequivocal statement of withdrawal:

- through the permanent online **"Withdraw from the contract here"** function. The function allows you to provide or confirm your name, the relevant contract or Service, and the electronic address for confirmation. The statement is sent through the separate **"Confirm withdrawal"** control; without undue delay, you receive by e-mail the content of the statement and the date and time it was sent;
- by e-mail to office@aity.ro or support@aity.ro; or
- by post to: AITY CLOUD SRL, Str. Heliade Între Vii no. 35, postal code 023382, Sector 2, Bucharest, Romania.

The online function is in addition to, and does not replace, the option to withdraw by e-mail or post. You may use the model below, but its use is not mandatory.

Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

To AITY CLOUD SRL, with its registered office at SACEL no. 1003, Săcel Village, Săcel Commune, Maramureș County, postal code 437290, Romania, e-mail office@aity.ro:

I/We hereby give notice that I/we withdraw from my/our contract for the provision of the following services:

[DESCRIPTION]

Ordered on **[DATE]** / received on **[DATE, IF APPLICABLE]**

Name of Consumer(s): **[NAME]**

Address of Consumer(s): **[ADDRESS]**

Signature of Consumer(s) (only if this form is notified on paper): **[SIGNATURE]**

Date: **[DATE]**

Delete as appropriate.

We send confirmation of receipt on a durable medium without undue delay, regardless of the channel used.

4. Effects of withdrawal

If the Consumer wants Provisioning before the 14 days expire, the Consumer separately and expressly requests that performance begin and confirms that the Right of Withdrawal for a service contract is lost only after full performance by AITY CLOUD SRL. If withdrawal takes place before full performance, the following rules apply only if the legal conditions for proportionate payment have been met:

SERVICE	WHAT YOU RECEIVE BACK
aity Platform subscription	The price of the remaining unused period is refunded; only the proportionate amount for the Service supplied until withdrawal was communicated may be retained
aity Cloud PAYG	You pay only the actual consumption recorded up to withdrawal
Prepaid Credits	Full refund of unused credits

The Right of Withdrawal for a service is lost only after full performance if the Consumer requested in advance that performance begin and confirmed awareness that the right would be lost at that time. Article 16(1)(m) of GEO no. 34/2014 applies only to a distinct product expressly identified in the Order as digital content not supplied on a tangible medium, not to continuously supplied aity Services.

After withdrawal, AITY CLOUD SRL no longer uses non-personal content supplied or created by the Consumer, except content that has no utility outside the Service, relates only to activity in the Service, has been aggregated and cannot be disaggregated without disproportionate effort, or was created jointly with other persons who may continue to use it. Upon request, eligible content is made available free of charge, without hindrance, within no more than 15 days and in a commonly used, machine-readable format. Normal access may be stopped without preventing retrieval.

5. Refund time and method

We refund the amounts due **within no more than 14 days** from the date we are informed of the withdrawal, using the **same means of payment** used for the Order (card refund through PayU or bank transfer), without fees for the Consumer.

6. Conformity of digital services

Independently of the Right of Withdrawal, Consumers benefit from the **legal guarantee of conformity** for digital content and digital services under GEO no. 141/2021: bringing into conformity, a proportionate price reduction, or termination of the contract. For any lack of conformity, contact support@aity.ro.

Version history

VERSION	DATE	CHANGES
1.0	15 August 2026	First published version.