ThaiTax

Cancellation and Refund Policy

Service provider	Plizz (Thailand) Co., Ltd.
Effective date	14/11/2026
Contact	thaitax@plizz.co

1. Scope

ThaiTax is online accounting and tax software for accounting firms and accounting professionals. One billing account can pay for several organisations. This policy applies to ThaiTax service fees paid directly to the service provider.

The amount paid, the organisations covered, and the service period are determined by the details shown before payment confirmation and the payment confirmation documents.

2. Cancellation and stopping renewal

A person authorised to manage the billing account can turn off renewal for each organisation on the billing account page, within the deadline shown in the system for the next charge.

Once cancellation is successful, access continues until the end of the paid service period. There is no cancellation fee.

If the system cannot turn off renewal, a person authorised to manage the billing account can email a cancellation request to thaitax@plizz.co before the deadline shown in the system for the next charge. The request must clearly identify the billing account and the organisation for which renewal should be cancelled. Whether the request was submitted on time is determined by when the service provider received the email, not when our team replied.

Submitting a request may not automatically stop a charge that is already being processed. If we verify that the customer submitted the cancellation request on time under the conditions above, but fees for a new billing period were still charged because of a system error or a delay by the service provider in processing the cancellation, we will cancel renewal for that period and refund the amount charged under section 4.

Access continues until the end of the service period correctly paid for before the cancelled period.

Cancellation does not automatically refund payments that have already been completed.

3. When fees are not refundable

Prepaid service fees are non-refundable, except for duplicate payments and fees charged for a new billing period after a timely cancellation request, subject to the conditions in section 4.

Fees for the remaining time are not refunded if you change your mind, do not use the service, reduce the number of organisations, or cancel before the end of the paid service period. Your right to use the service continues until that period ends.

This policy does not limit any rights provided by law.

4. When fees are refundable

We refund payments in the following cases:

- **Duplicate payments for the same charge:** We refund the full duplicate amount received. This refund does not include the original, valid payment.
- **Fees charged for a new billing period after a timely cancellation request:** Once we verify that the conditions in section 2 are met, we refund the full amount received for the billing period that should have been cancelled. This refund does not include fees correctly charged for previous billing periods.

We do not deduct refund fees or payment processing fees from the amount due for refund in either case.

5. How to request a refund

Email your refund request for a case covered by section 4 to thaitax@plizz.co and include the following information:

- The billing account name or organisation name.
- The receipt number, transaction number, or proof of payment.
- The payment date and amount.
- Details of the payment for which you are requesting a refund. For a timely cancellation request, include a copy of the cancellation email or information that helps us verify the original request.
- Your name and contact details.

Our team will not ask for your full card number, card security code, or one-time password (OTP).

If information is missing, our team will identify the additional information needed and confirm when all required information has been received.

6. Processing times

- We acknowledge your request within 2 business days.
- We notify you of the decision within 5 business days after receiving all information needed to review your request.
- We process the refund within 30 business days after approval and receipt of all information needed to make the refund.

For all deadlines above, business days are Monday to Friday, excluding Saturdays, Sundays, and bank holidays in Thailand.

If further investigation is needed during the review of your request, our team will explain the reason and provide the date of the next update before the decision deadline. Once the refund is approved and all information needed to make the refund has been received, we will process the refund within 30 business days.

Our team will provide the refund amount, processing date, and reference number.

The 30-business-day period is the deadline for the service provider to process the refund. It does not include the time the bank takes to credit the refund to your card, as described in section 7.

The date on which the service provider processes the refund may differ from the date the funds reach your account or appear as a credit on your card. The time taken to receive the funds depends on the refund method described in section 7.

7. Refund methods

Credit and debit cards

Refunds are made through the original payment transaction to the card used for payment. Credit card refunds generally appear in the next billing cycle. Debit card refunds generally take approximately 30–60 days after the refund is processed.

The time taken depends on the card-issuing bank, so we do not guarantee an exact date for the funds to arrive.

PromptPay or bank transfer

We transfer the refund within the processing period stated in section 6 to an account verified as belonging to the payer or a person entitled to receive the funds.

If the payer’s name differs from the name on the receipt, our team may request additional evidence. We will not automatically reject a request solely because the names differ.

If the bank or payment service provider encounters an issue, our team will provide status updates and follow up until the outcome is known.

8. Accounting documents and tax

The service provider will prepare the relevant accounting documents as applicable.

Refunds relating to withholding tax are separate from refunds of service fees. Check the conditions on the payment page or contact our team at thaitax@plizz.co.

9. Changes to this policy

The service provider will clearly state the effective date when this policy is adopted.

Changes will not reduce the refund rights for payments already made under the previous policy.