



Kong Resume — Refund Policy

Last Updated: May 19, 2026

This Refund Policy applies to all purchases, subscriptions, and transactions made through **Kong Resume**, available at kongresume.com, owned and operated by **Avalora Labs Pvt Ltd, Pakistan**.

By purchasing any paid subscription or service from Kong Resume, you agree to this Refund Policy.

1. All Transactions Are Non-Refundable

All payments made to Kong Resume are final and non-refundable.

Once a payment is completed, Kong Resume does not provide refunds, partial refunds, credits, reversals, or money-back compensation, except where required by applicable law.

This applies to all paid plans, subscriptions, upgrades, add-ons, usage credits, promotional offers, or any other paid service offered by Kong Resume.

2. No Refunds for Unused Usage

No refunds will be provided for unused resume generations, unused credits, unused subscription time, failure to use the service, accidental purchases, change of mind, dissatisfaction with generated output, or failure to get interviews or job offers.



3. No Refunds After Resume Generation

Because Kong Resume provides digital AI-generated services, once your payment is made and access is provided, the transaction is non-refundable.

This includes situations where you generate one or more resumes and later decide not to use them.

4. Downtime or Maintenance Compensation

If Kong Resume experiences maintenance or website downtime for a full day, we may compensate affected paid users by adding one extra day to their active subscription.

This is the only standard compensation provided for downtime.

This compensation does not apply to:

1. Short interruptions lasting less than one full day.
2. Scheduled or emergency maintenance that does not last a full day.
3. Issues caused by the user's device, internet, browser, or account.
4. Issues caused by third-party services, including LinkedIn, payment providers, cloud providers, AI providers, or hosting providers.
5. Problems caused by misuse, abuse, or violation of Kong Resume's Terms and Conditions.
6. Events outside our reasonable control.

5. Subscription Cancellation

You may cancel your subscription to stop future billing. Cancellation does not refund any amount already paid.

After cancellation, you may continue to access your paid plan until the end of the current billing period, unless your account is suspended or terminated for violation of our Terms.



6. Failed Payments

If your payment fails, your subscription may not activate or may be suspended until payment is successfully completed.

Kong Resume is not responsible for bank fees, payment processor fees, currency conversion fees, card charges, or other charges imposed by third parties.

7. Duplicate or Technical Billing Issues

If you believe you were charged more than once due to a technical billing error, contact us at hi@avaloralabs.com with payment proof.

We may investigate the issue, but this does not guarantee a refund. Any resolution will be handled at our discretion or as required by applicable law.

8. Chargebacks

If you initiate a chargeback without first contacting us, we may suspend or terminate your account and restrict access to Kong Resume.

We reserve the right to dispute chargebacks where a valid transaction was made.

9. Contact

For billing or refund-related questions, contact:

Avalora Labs Pvt Ltd
Website: kongresume.com
Email: hi@avaloralabs.com