



Last updated: 14 April 2026

1. How to cancel

You can cancel your Wendy subscription at any time in one of two ways:

- In the app: go to Settings, select Subscription, and choose Cancel subscription
- By email: send a cancellation request to support@meetwendy.co.uk from the email address associated with your account

Cancellation takes effect at the end of your current billing period. You will retain full access to your paid plan features until that date.

2. What cancellation means for your access

Once your paid period ends, your account reverts to the Free plan. Your data (saves, reminders, conversation history) is preserved. You can re-subscribe at any time to restore Plus or Pro features.

3. 14-day cooling-off period (statutory right)

Under the Consumer Contracts Regulations 2013, you have the right to cancel any new subscription within 14 days of your first payment and receive a full refund. This applies to your first payment on each plan.

- You must request the refund within 14 calendar days of your first payment for that plan
- You must not have substantially used the Service during that period
- You must email support@meetwendy.co.uk with your refund request

What counts as "substantially used"? We consider the Service substantially used if you have sent more than 5 messages to Wendy, connected Google integrations and used them, or otherwise made meaningful use of paid features beyond basic exploration. If you are unsure, contact us and we will assess your case fairly.

Cooling-off refunds will be processed within 14 days of your cancellation request being accepted, via the original payment method.

4. Refunds after the 14-day period

Monthly plans



We do not offer refunds for monthly subscription payments after the 14-day cooling-off period. This is because monthly plans are paid in advance for the upcoming period and access is provided immediately. You can cancel at any time to prevent future charges.

Annual plans

If we introduce annual plans in the future, we will offer pro-rata refunds for cancellations made within the first 6 months of an annual subscription. The refund will cover the unused complete months remaining in the year. Cancellations after 6 months of an annual plan will not be eligible for a refund, but access will continue until the annual period ends.

Exceptional circumstances

We review refund requests on a case-by-case basis where exceptional circumstances apply (such as serious illness or bereavement, or a prolonged service outage that materially affected your use). Email support@meetwendy.co.uk with details and we will respond within 5 business days.

5. Free plan cancellation (account deletion)

If you are on the Free plan and wish to stop using Wendy entirely, you can delete your account via Settings. Account deletion is permanent and removes all your data within 30 days. If you change your mind, contact us within 30 days and we may be able to recover your account.

6. Your data after cancellation

After your subscription ends (whether cancelled or lapsed due to non-payment):

- Your account and all associated data (messages, saves, reminders, integrations) are retained for 30 days
- After 30 days, your data is permanently deleted from our systems
- Billing records are retained for 7 years as required by UK tax law, but all personal usage data is deleted
- You can request immediate deletion at any time by emailing support@meetwendy.co.uk

7. How to request a refund

1. Email support@meetwendy.co.uk from the email address on your account with the subject line "Refund request"
2. Include your account email, the reason for your request, and the payment date



3. We will acknowledge your request within 2 business days and let you know whether it is approved
4. Approved refunds are processed within 5 to 10 business days and returned to your original payment method
5. Stripe may take a further 5 to 10 business days to show the credit on your statement, depending on your bank

8. Exceptions - when refunds will not be issued

We reserve the right to decline refund requests where:

- Your account has been terminated for a breach of our Terms and Conditions (including abuse of the Service)
- The refund request is made after the applicable refund window
- You have made repeated refund requests that suggest abuse of our refund policy
- We have reasonable grounds to believe the request is fraudulent

9. Contact

For any cancellation or refund enquiry, contact us at support@meetwendy.co.uk. We aim to respond within 2 business days.

Company: Meet Wendy LTD, a company registered in England and Wales (company number 17178110). Registered office: MEET WENDY LTD, Unit 168041, Courier Point, 13 Freeland Park, Wareham Road, Poole, Dorset, BH16 6FH, UK. Contact: hello@meetwendy.co.uk.

This policy is governed by the laws of England and Wales and complies with the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.