

## Payment and refund

Xopero Software S.A.

### GENERAL PROVISIONS

All orders of services provided by IT System are payable in advance with a valid payment method accepted by IT System. IT System only accepts payments made by certain credit and debit cards approved by IT System or its payment processor.

By providing payment information to IT System or its payment processor you represent that the provided data is true, accurate and complete. You represent also that you are authorized to use provided data in order to complete payment and that you authorize IT System or its payment processor to charge your card or to process your payment.

IT System hereby reserves the right to contact the appropriate authorities in case there is reasonable suspicion that your payment cards are used in an illegal way.

IT System emphasizes that complaints regarding any charge or payment processed by IT System filed after 90 days after that charge or payment had been made may be difficult to consider due to the lapse of time. If you believe that a charge or a payment is incorrect, please contact us by opening a support case at [support@xopero.com](mailto:support@xopero.com).

Your statutory rights remain unaffected.

### SERVICES WITH LIFETIME LICENSES

You may withdraw from a purchase of a service with lifetime license at any time and for any reasons within 14 days of the purchase and receive a full refund of fees paid. However you lose the right of withdrawal as soon as IT System starts performing its obligations by providing you with a license key to the purchased services.

You hereby declare that you acknowledge and agree that IT System starts performing its obligations immediately after you have completed your purchase of service with lifetime license and that your right of withdrawal is lost as soon as you are provided with a license key to the purchased services.

### SUBSCRIPTION-BASED SERVICES

By purchasing any subscription-based services from IT System you agree that the service will be automatically renewed on the day that subscription expires and that the payment card associated with the subscription will be automatically billed upon renewal date. Subscription will be renewed for the same period as your original subscription and for a not-discounted price as of the date of purchasing the original subscription.

Subscription-based services will be activated or reactivated as soon as you provide advance payment for these services. Activation or reactivation of said services also depends on if you provided true, accurate and complete registration information as may be required by IT System.

You are allowed to cancel your subscription free of charge at any time during the first 90 days of the subscription or the renewal period and receive a full refund of fees paid. The right to receive refund is lost if you cancel your subscription after 90 days since the purchase of the subscription or the renewal. Any renewal fees are due upon the expiration of your subscription. IT System is allowed to

immediately suspend your account and disable any service features in case IT System or its payment processor is unable to process a payment in order to renew your subscription by its renewal date. Account remains suspended until the payment is successfully processed.



If your account remains suspended due to a lack of payment IT System is allowed to close your account and delete all of your data 30 days after sending a notice to your e-mail address that the payment is overdue.

To avoid being charged with renewal fees you have to cancel your subscription or close your account before your subscription expires.

*[End]*