

## **CANCELLATION & REFUND POLICY**

This **Cancellation & Refund Policy** (hereinafter referred to as the “**Policy**”) shall govern the relationship between **TURBODOCX, INC.**, having its principal office at **201 N US HIGHWAY 1 STE D10 #1085 Jupiter, FL 33477** (hereinafter referred to the “**Company**” or “**TurboDocx**” or “**us**” or “**our**” or “**we**”), and the users who purchase the subscription on TurboDocx (hereinafter referred to “**you**” or “**your**” or “**user(s)**”) on our website – [www.TurboDocx.com/](http://www.TurboDocx.com/) (hereinafter individually as well as collectively, referred to as the “**Platform**” or “**Site**” or “**Website**”).

Please read this Policy carefully, as it forms a binding agreement between you and TurboDocx. This Policy shall be read in conjunction with our **Terms of Service**.

### **1. DEFINITIONS**

Unless expressly stated otherwise, all the capitalized terms used in this Policy shall have the same meaning as ascribed to them in the **Terms of Service**.

### **2. ACCEPTANCE OF THIS POLICY**

By purchasing a subscription on our Site, you hereby represent that you have read, understood, and agreed to be bound by this Policy, our **Terms of Service**, and **Privacy Policy** statement, and any future updates and additions to these policies, as published from time to time at the website, or as otherwise may be communicated to you via email.

### **3. SERVICES DESCRIPTION**

We use our best endeavour to provide accurate and materially complete description of all the services, subscription, and its features. However, we do not warrant that such description will always be accurate, complete, reliable, current or error-free. We reserve the right to bring new features, and/or take out certain features of our services at any time at our sole discretion.

#### 4. SUBSCRIPTION

- a) **Free and Paid Service:** You may become a member of TurboDocx free of charge. However, free membership then will only entitle you to participate in some of the features available as part of the Service. In order to access some additional premium features, you must become a paying subscriber to the Service by purchasing one of our paid subscription plans.
- b) **Pricing Disclaimer and Reservation of Right:** We endeavour to provide accurate and up-to-date pricing information with respect to the services and subscriptions. We reserve the right to modify and update the prices of our subscriptions plans at any time at our sole discretion. However, the subscription that you purchase at a certain price shall hold good for you until the expiry of the duration of such subscription.

#### 5. CANCEL ANYTIME

##### **Self-Service Customers**

We do not offer any refunds for subscriptions purchased through our self-service option, either for partial use, non-use, or any other reason. However, if you do not find our services useful, you can cancel at any time. Please note that the subscription will only end at the conclusion of your current billing cycle. You can cancel by going to your account settings. If you face any issues, please contact us at [team@turbodocx.com](mailto:team@turbodocx.com).

##### **Enterprise Customers**

For enterprise customers who have signed an order form:

##### **1. Governing Documents:**

- a. Your relationship with us is primarily governed by the written terms in your order form.
- b. If applicable, you may also have a Master Service Agreement (MSA). Not all customers will have an MSA.
- c. In cases where both exist, the order form and MSA together constitute your full agreement with us.
- d. These written documents take precedence over any verbal agreements or general policies.

**2. Cancellation Process:**

- a. If explicitly stated in writing (in your order form or MSA, if you have one): Follow the cancellation process outlined in these documents. This may include specific notice periods, procedures, and any associated fees.
- b. If not explicitly stated in writing: Early cancellation is not permitted. You are required to fulfill the entire term of the contract, including full payment for the agreed-upon period.

**3. Contract Duration and Payment:**

- a. The term of your subscription is as specified in your written agreement (order form or MSA).
- b. Unless otherwise explicitly stated in writing, you are obligated to pay for the entire agreed-upon term, regardless of usage or desire to cancel early.

**4. Refunds and Credits:**

- a. Any refund or credit policies must be explicitly stated in your written agreement (order form or MSA) to be valid.
- b. In the absence of written terms regarding refunds or credits, no refunds or credits will be issued for early cancellation or reduced usage.

**5. Renewal Terms:**

- a. Automatic renewal terms, if any, will be specified in your written agreement.
- b. If not explicitly stated, do not assume any automatic renewal or easy termination at the end of the term.

**6. Modifications to Service or Terms:**

- a. Any changes to the service or terms must be mutually agreed upon in writing.
- b. Verbal agreements or promises not reflected in written amendments to your contract are not binding.

**7. Support and Inquiries:**

- a. For any questions about your contract terms, renewal, potential cancellation, or to request contract review, please contact your designated account manager or our enterprise support team at [team@turbodocx.com](mailto:team@turbodocx.com).

- b. Always refer to your written agreement(s) in any discussions about your service terms.

For both self-service and enterprise customers, we are committed to providing high-quality service and support. If you have any concerns or questions about your subscription, please don't hesitate to reach out to our customer support team.

## **6. GOVERNING LAW AND DISPUTE RESOLUTION**

Unless provided by the relevant statute, rules or directives applicable to the jurisdiction in which you reside, in case of any claims, disputes or controversies arising out of or in relation to the services, or this Policy, the same shall be dealt with as per the Governing Law and Dispute Resolution clause as mentioned in the **Terms of Service**.

## **7. UPDATES TO THIS POLICY**

We may add to or change or update this **Cancellation & Refund Policy** at any time, from time to time, entirely at our own discretion, with or without any prior written notice. You are responsible for checking this Policy periodically. Your use of the platform after any amendments to this Policy shall constitute your acceptance to such amendments.

Last updated on **November 01, 2023**