

ISPRING REFUND AND CANCELLATION POLICY

1. Fees and Payment Terms

1.1. The Customer shall pay fees for the Products in the amounts and payable on the terms set forth in the applicable invoicing terms.

The fees may be made by Customer through use of an authorized credit card or, if agreed to by iSpring, by another method of payment. iSpring accepts major debit and credit cards (collectively, "Payment cards") for online orders via third-party payment gateway provider Razorpay.

iSpring, at its sole discretion, sets the prices for Products in Indian Rupee by default. The Customer undertakes to make payment of invoices, in the currency stated on the invoice.

iSpring reserves the right to change the prices or applicable charges upon fifteen (15) days prior notice to Customer (which may be sent by email to the address Customer have most recently provided to iSpring).

iSpring is not responsible for any (i) payment failure resulting from inaccurate payment card details provided by Customer when placing an online order, (ii) any restrictions applicable to payment card by Customer's bank, (iii) payment gateway failure, or (iv) misuse, abuse, unauthorized use, or fraudulent use of Payment cards.

Unless otherwise provided in the applicable invoicing terms, the Product is purchased as Subscription for the term specified in the applicable invoicing or packaging for the Product (the "Subscription Term").

1.2. Automatic Subscription Renewals. To allow payment for the Initial Term of a Subscription, valid credit card information is due at the time of purchase. Customer agrees that the payment card specified by Customer for Automatic Subscription Renewals is, and will continue to be, an account that Customer owns or is otherwise legally authorized to use, and that Customer will maintain sufficient availability under Customer's credit card limit, or sufficient funds in the account linked to Customer's debit card, as applicable, to make payments.

A purchased Subscription will renew automatically at the end of the Initial Term (the "Billing Date") and at the end of each term thereafter unless and until Customer gives notice of his/her intention to terminate a purchased Subscription pursuant to these Purchase Terms. If Customer does not give iSpring notice of such intention, Customer's credit card will be charged for the renewal term of a purchased Subscription on Customer's Billing Date. Unless otherwise notified in advance by iSpring pursuant to these Purchase Terms, the renewal charge will be equal to the original purchase price for a Subscription.

1.3. Notice of Automatic Renewal. If applicable, iSpring will send a reminder email to the email address of record for Customer's account approximately one week before Customer's Billing Date. Customer acknowledges and agrees that this notice is provided as a courtesy only, and iSpring is not obligated or required to provide such notice. Customer acknowledges and agrees that (i) Customer's failure to read, (ii) inability to receive, or (iii) the failure of iSpring to send the email does not create any liability on the part of iSpring.

2. Termination or Cancellation.

a) By iSpring.

(i) If payment is not made on the Billing Date, as described above, Customer will have until the one (1) month anniversary of Customer's Billing Date (in Texas and Massachusetts, this grace period will be thirty-one (31) days) to correct the credit card information on file and post a payment to Customer's Subscription. If after the expiration of this grace period Customer has not made any payment on Customer's Subscription, Customer's non-payment may result in suspension of the Product to Customer and subsequent termination of Customer's Subscription.

(ii) If payment cannot be charged to Customer's credit card or Customer's charge is returned for any reason, including through a chargeback, iSpring reserves the right, in its sole and absolute discretion, to suspend or terminate Customer's access and account, thereby terminating the Subscription. If a charge made to Customer's credit card is declined, iSpring may make up to five (5) attempts to bill that card over a thirty (30) day period.

(iii) If Customer wishes to reactivate his/her Subscription after such termination, there will be no setup or reactivation fees, provided, however, accounts terminated for non-payment will be reactivated only on receipt of the full amount past due and a written request to reinstate the account. When an expired account is reactivated, the new term begins on the date of reactivation. When an expired Subscription is reactivated, the new term begins on the date of reactivation.

(iv) iSpring reserves the right to cancel automatic renewals upon fifteen (15) days prior notice to Customer (which may be sent by email to the address Customer has most recently provided to iSpring).

b) Cancellation by Customer. Customer will have the right to cancel his/her Subscription by sending email to iSpring Customer Care Center at sales@ispring.com. After such cancellation, Customer's Subscription will remain active until the end of then-applicable period.

3. Refund Policy

Except as otherwise in these Purchase Terms or in the invoicing terms, (i) fees are based on the Product purchased and not actual usage, (ii) payment obligations are non-cancelable and fees paid are non-refundable, and (iii) quantities purchased cannot be decreased during the relevant Subscription Term.

Except as otherwise set forth in these Purchase Terms, in the event of early termination of the Subscription, the Customer shall not be entitled to a refund of any prepaid fees.

iSpring has a 30-day money-back guarantee for a lifetime license of iSpring desktop Products. If the Customer wants a refund for an iSpring desktop Product Subscription, the Customer shall provide iSpring with detailed information about the reasons the Product didn't help the Customer achieve his/her learning goals.

Any refund request following the Product purchase date will be subject to prior authorization by iSpring, and acceptance of such request shall be at the sole discretion of iSpring, unless otherwise provided by applicable law.

iSpring Support Team will try their best to resolve the issue. If the solution is not found, the Product doesn't work correctly or doesn't fit the Customer's learning objectives, e.g., doesn't support the PowerPoint transition effects or animations that the Customer uses in his/her learning materials, iSpring will refund the payment and credit the amount to the Customer's bank account within 5-7 working days as of the acceptance of the Customer's request for refund.

Products purchased during special offers are not covered by the money-back guarantee, nor are any of our SaaS products like iSpring Learn. You are welcome to try out the features and options of our SaaS products during the 14-day free trial to make sure they meet your requirements perfectly.

If a Product shows any defects or does not function properly, Customer may contact iSpring here:

For Product support: support@ispring.com

For Sales support: sales@ispring.com