



Document Name

RETURN & CANCELLATION POLICY

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1. CANCELLATION OF SERVICES

1.1. With no prejudice to general stipulations of the Terms of Service the Customer may cancel provision of the Services for future periods with a notice period of 1 (one) month given to the end of a calendar month (preceding the notice period). The date of expiry of the cancellation notice shall deem the date of cancellation of the Services.

1.2. The notice period is not applied in event if the cancellation of the Services is attributed to the failures from the STP's side to provide Services according to the respective subscriptions or in event if the Customer is not satisfied with change of Services as stated in Clause 16.4. of the Terms, in the both cases the cancellation becomes valid on the next working day upon receipt the cancellation notice to the STP's e-mail address as stated below.

1.3. Should the cancellation request is attributed to the STP's failures, STP may object the cause of the cancellation, giving the reply to the Customer within 10 (ten) business days upon receipt of the cancellation request; then the return of amounts shall be done in course of consideration and settlement of the dispute as foreseen in the Terms of Service.

1.4. A premature cancellation of the Services by the Customer prior to the expiry of the subscription period, provided that there were no failures in provision of the Service by STP, shall not release the Customer from the obligation to pay the fee for the period of subscription.

2. RETURNS

2.1. Within 10 working days upon cancellation as above, STP shall either credit the due amount to the Customer's personal account (if the Customer continues using the other Services of STP) or return the due amount to the Customer's account as stated in the cancellation notice. If the Customer has opted the subscription to the fixed period (that conditioned the application of the special price), and if the cancellation the cancellation request is not attributed to the STP's failures, STP shall be entitled to return the part of the payment that exceed the amount of the fee charged for the subscription period.

2.2. The bank commissions shall be deducted from the amounts of returns. STP may deduct the amounts owed by the Customer to STP and repay the net balance.

3. CONTACTS FOR CANCELLATION RETURNS

3.1. The cancellation notices and further information (if any) shall be sent exclusively to email: billing@apifonica.com.

3.2. The cancellation notice shall contain full Customer's details including full Customer's bank/card details. The e-mail message shall have an attached scan of the cancellation notice signed by the Customer / Customer's authorized person, otherwise it can be signed with the electronic signature.