

# Picky Assist – Refund & Cancellation Policy

This document has been last updated on 1<sup>st</sup> December, 2018

## 1) Subscriptions, Payments and Billing

### 1. Free Trial

1. We offer full functionalities of our Services under a Free Trial. In case you register for this service, we will make it available to you free of charge, for a trial basis, until the earlier of (a) the end of the free trial applicable to you; (b) the start date of any subscription purchased by you; or (c) termination of the trial by us at our sole discretion.

### 2. Subscription Plans & Fees

1. In order to avail access to different features/services from the platform, you may be required to choose (and pay for) specific subscription plans, as designed and defined by us. The plans and pricing are subject to change subject to term and commercial agreement for any subscription plans signed by us with you which will uphold over any pricing changes
2. We have a pre-set, tier based, subscription plans which have been structured based on many factors like number of bots, number of interactions, and many other modules.
3. You may choose a relevant subscription plan of your choice (or that is prescribed by us), by making an upfront payment of the prescribed fees. We have flexible billing plans, should you wish to term based payments.
4. We reserve the right to change all/any of the subscription plan tiers, its pricing and the features offered at any time and without prior notice.

### 3. Subscription Changes (Upgrade/Downgrade)

5. Picky Assist provides easy upgrade/downgrade options from your chosen subscription.

#### 6. Plan Upgrade

Whenever you would want to upgrade your subscription plan, you can do so from the platform.

#### 7. Plan Downgrade

If you ever wish to downgrade your existing subscription plan, you may choose to do so from the platform. Downgrades will be applied only at the end of the current billing term. All subsequent bills will be generated based on the downgraded plan amount.

8. For immediate downgrades, you may reach out to us at [support@pickyassist.com](mailto:support@pickyassist.com)

#### **4. Subscription Cancellation**

1. All subscription cancellations will be done manually.
2. You may cancel your account(s) at any point of time. If you wish so, please reach out to us at [support@pickyassist.com](mailto:support@pickyassist.com) for processing cancellations.
3. No refunds will be processed for subscription cancellations (as described in 5 Refund Policy)
4. All cancellation requests will be processed only at the end of the billing period including monthly and yearly subscriptions.

#### **5. Refund Policy**

1. NO REFUNDS will be offered for remaining unused days, on cancellation from an existing Subscription Plan
2. NO REFUNDS will be offered if a downgrade is requested before the end of current billing term.
3. There will be NO REFUNDS for the amount left in your Picky Assist Account if you are closing an account with us.
4. In case of any queries, you can write to us at [support@pickyassist.com](mailto:support@pickyassist.com)