

## **Purchase, Cancellation and Refund Policy**

Astral Coach (“our” or “we” or “us”) offers premium features for purchase via periodical and automatically renewing subscriptions (“Subscription”). A description of included premium features for different Subscription types are available within our website or mobile apps.

### **Purchase**

How to subscribe. You may activate a Subscription in one of the following two ways:

You can also make a purchase directly from us on our website using a credit card, debit card, PayPal or other payment method that we permit from time to time (a “Website Subscription”). All payments in relation to Website Subscriptions are handled directly by us.

You may choose to use these premium features by authorizing us to charge Subscription fees to your selected payment method including credit card, mobile payment, or similar as selected by you at the payment screen. When you place a purchase order for a Subscription (each a “Transaction”), we may request from you to provide additional information relevant to your selected payment method for the Transaction, such as your credit card details and billing address (“Payment Information”). You represent and warrant that you have the legal right to use and share any such Payment Information, authorize us to provide your Payment Information to our third-party service providers in order to complete your Transaction, and agree to pay the Subscription fees and any additional charges (applicable taxes and other fees) with the provided Payment Information.

During a Transaction, we may offer a free or discounted trial which may not include all premium features. Please note that if a trial is offered, this shall be explicitly stated on the payment screen at the time of the Transaction. You authorize us to charge you the full Subscription fees at the end of the trial period.

### **Subscription Period**

You agree to be automatically charged a Subscription fee for the chosen Subscription type at the time of the Transaction or after the end of the trial period (if any). You acknowledge that all Subscriptions are recurring and will renew automatically at the end of each Subscription period (each day, week, month, 3 months, 6 months, year, or otherwise, depending on the option selected by you at the time of the Transaction) until you cancel as described in this document. We may offer different lengths of Subscription period from which to choose. We may change the Subscription period lengths that we offer from time to time, but we will not change the length of your Subscription period while it is active. Each Subscription period will automatically renew on the day that it expires for another period of the same length of time. For example, a weekly subscription would automatically renew on the same day each week and a monthly subscription would automatically renew on the same day each month. You will be charged for the following Subscription period in advance on the renewal date, unless you cancel the Subscription in advance of the renewal date in accordance with these Terms.

### **Subscription Price Change**

We reserve the right to change our pricing terms for Subscriptions at any time. Changes to the pricing terms will not apply retroactively and will only apply for Subscription renewals after the date of such change. . If you do not agree to a Subscription fee increase, please remember that you can always cancel your Subscription before your next Subscription period starts. . If you do not cancel your Subscription after receiving notice of a change in Subscription fee, you will be obliged to pay the new Subscription fee from the date on which the next Subscription period commences.

### **Subscription for Non payment**

Suspension for non-payment. We may immediately suspend your access to the Astral Coach if your Subscription is not paid by you until such time as the full amount has been paid. If any amount remains unpaid following our notice to you, we may end your rights under these Terms

All payments made are non-refundable and non-transferable except as expressly provided in this document.

### **Cancellation**

You may cancel the renewal of your subscription anytime from the destination of your Transaction (e.g. Website). You will not receive a refund for the fees you already paid for your current Subscription period and you will continue to receive the premium features until the end of your current Subscription period. Please note that deleting the application or emails do not cancel or end your subscription. If you cancel your Subscription, the cancellation will take effect at the end of your then-current paid Subscription period. You will continue to be able to access the Astral Coach until that time.

**Website Subscription:** If you have a Website Subscription and you would like to cancel it, then you must log in to your account through our Website. From here please follow <https://www.astralcoach.com/en/login?clickToFooterManageSubscription=true> than click unsubscribe. You may contact us to cancel your Website Subscription by reaching us at [support@astralcoach.desk360.com](mailto:support@astralcoach.desk360.com).

### **Refunds**

You may be eligible for a refund only from the destination of your Transaction (Website).

Our website: We provide refunds at our sole discretion and subject to laws and regulations and our policies that may be published from time to time.

To request a refund, you may contact us your Website Subscription by reaching us at [support@astralcoach.desk360.com](mailto:support@astralcoach.desk360.com).

If you have any further questions about purchase, cancellation or refund, please get in touch with us via the chat functionality on our website or e-mail at [support@astralcoach.desk360.com](mailto:support@astralcoach.desk360.com).