

# purchase terms & conditions

## Terms & Conditions for online purchases via my.texthelp.com

### Subscription purchase

All products purchased via my.texthelp.com are done so on a 12 month subscription basis.

#### Auto-renewal

If purchasing online with credit / debit card, you will be automatically opted in to auto-renew. (Customers purchasing using PO will not be opted in to auto-renew). Email reminders will be sent close to renewal time to let you know when your auto-renew is happening.

If you wish to opt-out of auto-renewal then you can do so by visiting my.texthelp.com. You'll need to sign in, click on the license you want to opt-out and follow the instructions. Find out more about opting out here.

## Billing Cycle

The subscription fee for any Texthelp product and any other charges you may incur in connection with your use of the product, such as taxes and possible transaction fees, will be charged on a yearly basis to your credit/debit card on the calendar day corresponding to the commencement of your subscription (details of which are available in-product and online via my.texthelp.com)

## Payment Methods

Texthelp uses Stripe to process all credit/debit card information. If a payment is not successfully settled, due to card expiration, insufficient funds, or similar, and you do not change your Payment Method or cancel your account, we may suspend your access to our product(s) until we have obtained a valid Payment Method.

Cancelling your subscription

You can cancel your Texthelp subscription at the end of any 12 month term or within 30 days of your purchase date.

If your policy is set to renew automatically, you'll need to contact us at least four working days before your renewal date to make sure payment isn't collected. Find out how to cancel your subscription here.

Contact us to cancel your subscription here.

Changing payment details at renewal

Please contact us at least four working days before your renewal date if you'd like to change your payment details or payment method.

#### Refunds

Within 30 days of purchase if a customer requests this.