

## Charges, Refund and Cancellation Policy

ROAR is a cloud-based service which is delivered to users via the internet and does not involve the delivery of physical goods to users of the service.

You agree that ROAR may charge to your credit card or other payment mechanism selected by you and approved by ROAR ("Your Account") all amounts due and owing for the Services, including taxes and service fees, set up fees, subscription fees, or any other fee or charge associated with Your Account.

We will begin to provide the ROAR service to you as soon as your payment has been approved and we activate Your Account.

ROAR may change prices at any time, including changing from a free service to a paid service and charging for Services that were previously offered free of charge; provided, however, that ROAR will provide you with prior notice and an opportunity to terminate Your Account. If ROAR changes the price of a Service to which you are subscribed and will not charge you for a previously free Service unless you have been notified of the applicable fees and agreed to pay such fees.

You agree that in the event ROAR is unable to collect the fees owed to ROAR for the Services through Your Account, ROAR may take any other steps it deems necessary to collect such fees from You and that You will be responsible for all costs and expenses incurred by ROAR in connection with such collection activity, including collection fees, court costs and attorneys' fees. You further agree that ROAR may collect interest at the lesser of 1.5% per month or the highest amount permitted by law on any amounts not paid when due.

You may cancel your subscription at any time. If you cancel, you will not be billed for any additional terms of service, and service will continue until the end of the current Subscription Term. If you cancel, you will not receive a refund for any service already paid for.

We operate a "no refunds" policy across all our accounts/ plans and all fees charged for the use of the service (including any VAT or other sales taxes charged on the fees) are NON-REFUNDABLE.

The above policy does not affect any statutory rights that you may have as a consumer to claim a refund.

If you have a complaint about ROAR we would encourage you to first contact us at [support@theroar.io](mailto:support@theroar.io) so we can discuss your concerns. We will try to resolve any disagreements that do arise between us quickly and efficiently.