

Refund and Cancellation Policy

Status	Current
Version	1.0
Date	23 July 2026

1 Scope

This Refund and Cancellation Policy applies to Services provided by Wavelet Systems Ltd (“Wavelet”, “we”, or “us”). It is incorporated into and forms part of our Terms of Service, and the order of precedence set out there applies. Terms defined in the Terms of Service have the same meaning in this policy unless otherwise stated.

2 Delivery

Our services are delivered electronically; we do not ship physical goods. Provisioning of infrastructure normally begins once your order is accepted and your payment method is authorized. Services prepared to your specifications are delivered according to the schedule agreed with you or your account representative.

3 Billing

Payments are processed by Stripe, Inc. We do not store full payment account details. Charges recur according to the arrangement agreed with you, typically monthly, and in some cases annually or on a pay-as-you-go basis. Usage-based charges, where applicable, are calculated and invoiced at the end of each billing period. All prices are in U.S. dollars unless stated otherwise and are exclusive of taxes, which are added where we are required to collect them.

4 Cancellation

4.1 How to Cancel

You may cancel your services at any time by contacting your account representative or by emailing billing@waveletsys.com. A cancellation request takes effect when received. Requests received outside business hours take effect at the start of the next business day. For this purpose, business hours are 9:00 a.m. to 5:00 p.m. Eastern Time on weekdays, excluding public holidays observed in Ohio.

4.2 Effect of Cancellation

For recurring arrangements billed monthly, cancellation takes effect at the end of the current billing period, and you will not be charged for subsequent periods. For arrangements billed annually, cancel-

lation takes effect at the end of the current prepaid term, and prepaid annual fees are not refunded on a pro-rata basis except as described below or in a Signed Agreement. For pay-as-you-go arrangements, you remain responsible for charges accrued through the effective cancellation date.

4.3 Cancellation by Us

We may suspend or terminate services for non-payment, breach of our Terms of Service or Acceptable Use Policy, violation of applicable law or export controls, or activity that threatens the security or stability of our infrastructure or other customers. Where we terminate for cause, no refund is due. Where we terminate for convenience, we will refund prepaid, unused fees as described in Section 5.3.

4.4 Your Data After Cancellation

You may export your data at any time before the effective cancellation date, and for the export period specified in your Order or Signed Agreement following cancellation. Where no such period is specified, you may export your data for thirty (30) days following the effective cancellation date. Except where you have purchased a backup service, you are responsible for maintaining your own backups; you may not rely on us to retain or restore your data. After the applicable export period, data is deleted from active systems.

5 Refunds

5.1 General Position

Because our infrastructure capacity is reserved and consumed in real time, and because our services are prepared to each customer's specifications, fees for services already delivered are generally non-refundable. The circumstances below are the principal exceptions.

5.2 Billing Errors

If you are charged in error, such as a duplicate charge, a charge after a valid cancellation, or a charge inconsistent with your agreed pricing, contact us within sixty (60) days of the charge and we will refund the incorrect amount in full.

5.3 Pro-Rata Refunds

We will refund prepaid, unused fees on a pro-rata basis for any full billing periods remaining after the effective termination date where:

- (a) you terminate because of our uncured material breach;
- (b) we terminate for convenience; or
- (c) either party terminates following a prolonged force majeure event under the Terms of Service.

No pro-rata refund is due for the billing period in which termination takes effect, or where we terminate for cause.

5.4 Service Credits

Where your agreement includes a Service Level Agreement, failure to meet the committed availability level entitles you to service credits as calculated in that SLA. Service credits are your sole and exclusive

remedy for failure to meet the uptime commitments in that SLA, are applied against future invoices, and are not issued as cash refunds.

This does not limit any right you have to terminate for our uncured material breach and to receive a refund under Section 5.3.

5.5 Non-Refundable Items

The following are not refundable:

- (a) usage-based charges for resources actually consumed;
- (b) setup, onboarding, or migration fees, once the work has been performed;
- (c) third-party costs incurred on your behalf; and
- (d) fees for periods during which services were suspended or terminated due to your breach.

5.6 How to Request a Refund

Email billing@waveletsys.com or your account representative with your account identifier, the charge in question, and the reason for the request. We aim to respond within five (5) business days.

Approved refunds are issued to the original payment method through Stripe within ten (10) business days; your bank or card issuer may take additional time to post the credit.

5.7 Chargebacks

Please contact us before initiating a chargeback. Chargebacks filed without prior contact may result in suspension pending resolution.

6 Consumer Rights

Nothing in this policy limits any statutory rights you may have as a consumer under applicable law. Because our services are prepared to each customer's specifications, they are customized services; where customized or digital services have been fully performed with your consent, any statutory right of withdrawal that might otherwise apply to a distance contract is generally lost once performance has begun. Where mandatory consumer law grants rights that this policy would otherwise restrict, those rights prevail.

7 Changes

We may update this policy from time to time. Material changes affecting refund or cancellation rights will be communicated to active customers by email at least 30 days before taking effect and will not apply retroactively to purchases already made.

8 Contact

Wavelet Systems Ltd
Attn: Billing
6545 Market Avenue N.
North Canton, Ohio, 44721 United States

billing@waveletsys.com