

Refund and Cancellation Policy

Cancellation of Membership

A member will have the right to cancel Membership at any time with given 4 working days notice to NexShield by sending an email to cancellations@nex-shield.com and include first name, last name and the email address used to create your NexShield services.

Refund Policy

All purchase transactions made through the Site are subject to NexShield's refund policy in effect at the time of purchase. Currently, NexShield's refund policy is that in the event that you cancel a subscription in the middle of your Subscription Term, you will not be entitled to receive a refund for the unused portion of the remainder of that Subscription Term.

You have the right to cancel your Membership at any time by emailing us on cancellations@nex-shield.com.

If you cancel your Membership prior to the expiration of the then-current Payment Period, then Nex Shield

- (i) will discontinue providing the Services on the date you request or, if no date is specified, then Nex Shield will discontinue providing the Services upon the Expiration Date of the current Payment Period, and
- (ii) will not refund any fees paid for the relevant Payment Period based on the cancellation of your Membership or any Services included therein (subject to Applicable Law and these Terms). All outstanding amounts due and payable to Nex Shield upon cancellation, including Fees for Add-Ons, purchased, and processed prior to Nex Shield's receipt of a cancellation request, shall immediately become due and payable upon cancellation, and the obligation to pay for such Services shall survive any expiration, termination, or cancellation of your Membership.

Modification to Prices or Billing Terms

The purchase of products and services on the Site is subject to availability. PRODUCTS AND SERVICES DISPLAYED ON THE SITE MAY NOT BE AVAILABLE AT ALL TIMES AND MAY BE SUBSTITUTED OR DISCONTINUED AT ANY TIME. NexShield RESERVES THE RIGHT, AT ANY TIME, TO CHANGE ITS PRICES AND BILLING METHODS FOR SERVICES SOLD, EFFECTIVE IMMEDIATELY UPON POSTING ON THE SITE OR BY E-MAIL DELIVERY TO YOU.

Auto-Renewal of Membership

Certain memberships as indicated at the time of purchase, such as monitoring products will automatically renew at the end of your Subscription Term continuously and indefinitely without action by the member, and the membership fee is charged to the member at the time of renewal. An enrollee whose membership fee has been paid is entitled to all privileges included in the Membership until the Membership is cancelled by the enrolled member as set forth in the paragraph below. By providing your payment method information for your subscription, you are agreeing to pay a subscription fee, that will automatically renew, at the then-current rate, unless you cancel 4 working days prior to the expiration of the current Subscription Term, and any applicable taxes and service fees (collectively, "Fees"). The Fees will be charged to your original payment method automatically at the beginning of your Subscription Term, and at the beginning of each renewal Subscription Term thereafter on the calendar day corresponding to the commencement of your current Subscription Term, unless you cancel your subscription or your account is suspended or terminated pursuant to this Agreement. The renewal Subscription Term will be the same length as your initial Subscription Term unless otherwise disclosed to you at the time of sale. The rate for the renewal Subscription Term will be the then-current subscription-rate. The Fees charged to your payment method may vary from Subscription Term to Subscription Term due to changes in your subscription plan or applicable taxes, and you authorize NexShield to charge your payment method for these amounts. NexShield reserves the right to change the pricing of subscriptions at any time. In the event of a price change, NexShield will post the new pricing on the Site and attempt to notify you in advance by sending an email to the address you have registered for your account. You agree that we may change the pricing we charge you for your subscription and any products/services offered in your subscription package by providing you with notice through an electronic communication from us. You agree that all agreements, notices, disclosures, and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing. You consent to our ability to change our pricing and the details of our subscription packages through an electronic communication to you. If you do not wish to accept a price or subscription package change made by us, you may cancel your subscription as described below, otherwise you will be deemed to have consented to the price/subscription package change and authorize NexShield to charge the new Fees to your payment method. If there are any discrepancies in billing, you hereby waive your right to dispute such discrepancies if you do not notify NexShield within sixty (60) days after they first appear on an account statement.