

AxiaForce

CANCELLATION & REFUND POLICY

AxiaForce, Inc.

Version 1.0 | Effective Date: October 12, 2026

This Policy explains how AxiaForce subscription non-renewal, cancellation, automatic renewal, refunds, billing errors, failed payments, and related credits are handled. It should be read together with the Master SaaS Terms and the applicable Order Form or checkout details.

1. Scope

This Cancellation & Refund Policy applies to paid AxiaForce subscriptions unless an applicable Order Form, Statement of Work, promotional offer, or other written agreement expressly provides different terms.

AxiaForce Services are primarily offered for business and professional use.

2. Subscription Terms

An AxiaForce subscription may be monthly, annual, or another term stated in the applicable Order Form, checkout confirmation, or ordering document.

Unless otherwise expressly stated, subscriptions automatically renew for successive periods equal to the then-current subscription term.

3. Non-Renewal and Cancellation Notice

Customer may elect not to renew any subscription, whether monthly, annual, or another agreed term, by providing written notice to renewals@axiaforce.ai at any time during the then-current subscription term, provided the notice is received at least fifteen (15) calendar days before the final day of that term.

For clarity, notice must be received no later than 11:59 p.m. Eastern Time on the calendar date that is fifteen (15) calendar days before the final day of the current subscription term.

Example: if a subscription term ends on January 31, notice must be received no later than 11:59 p.m. Eastern Time on January 16. Notice received on January 17 is after the applicable cutoff and, unless AxiaForce expressly agrees otherwise in writing, the subscription will renew for the next term.

AxiaForce may also permit cancellation or non-renewal through an approved self-service account or billing interface. Where available, submission through that interface constitutes written notice.

4. Effective Date of Cancellation

Cancellation or non-renewal becomes effective at the end of the then-current subscription term.

Cancellation does not terminate a subscription early, shorten a committed term, or relieve Customer of fees due or becoming due for that term.

Customer may continue using the paid Services through the end of the applicable subscription term unless the Services are suspended or terminated under the Agreement.

5. Automatic Renewal

Each subscription automatically renews for another term of the same duration unless the applicable ordering document states otherwise and Customer provides timely non-renewal notice in accordance with this Policy.

A monthly subscription renews for another monthly term, and an annual subscription renews for another annual term.

6. Refunds

Except where required by law or expressly stated in an applicable Order Form, checkout offer, promotional commitment, or other written agreement, subscription fees already paid are non-refundable.

AxiaForce does not provide prorated refunds or credits for unused subscription time, unused licensed quantities, reduced usage, inactivity, early cancellation, or a Customer decision to stop using the Services before the end of the paid term.

7. Billing Errors and Duplicate Charges

AxiaForce will review reasonable claims of duplicate charges, incorrect amounts, unauthorized charges, or other billing errors.

Billing questions or disputes should be submitted to billing@axiaforce.ai promptly and, where the Master SaaS Terms apply, within the billing-dispute period stated in those Terms.

If AxiaForce confirms a billing error, AxiaForce may correct the charge, issue a refund, or provide an appropriate account credit.

8. Failed Payments

Failed credit card or ACH payments do not constitute cancellation.

AxiaForce or its designated payment processor may retry failed automatic payments in accordance with the Master SaaS Terms and applicable payment-processor functionality.

Customer remains responsible for keeping an authorized payment method current and for fees due during the applicable subscription term.

9. Suspension for Nonpayment

Suspension for nonpayment does not cancel the subscription, terminate the Agreement, shorten the subscription term, or relieve Customer of fees due or becoming due for the remainder of that term.

Reinstatement following payment is governed by the Master SaaS Terms.

10. Implementation, Professional Services, and Third-Party Costs

Implementation, onboarding, configuration, migration, customization, training, professional services, purchased usage, consumed credits, communications charges, third-party costs, and other non-subscription fees are non-refundable once incurred or performed unless the applicable Order Form or Statement of Work expressly states otherwise.

11. Pilots, Trials, Promotions, and Evaluations

A free trial, paid pilot, proof of concept, promotional offer, evaluation, beta, or early-access program may have specific cancellation, expiration, conversion, or refund terms.

Where specific offer terms conflict with this Policy, the specific offer terms control for that offering.

12. Service Credits

Service credits provided under an applicable SLA or Order Form are administered under that document.

A service credit is not a cash refund unless the applicable written terms expressly state otherwise.

13. Termination for Cause

This Policy addresses voluntary cancellation and non-renewal. Rights to terminate for material breach, unlawful use, insolvency, security risk, or other cause are governed by the Master SaaS Terms and any applicable Order Form.

Termination for cause does not automatically create a refund right unless the governing agreement expressly provides one or applicable law requires one.

14. How to Submit Non-Renewal

Send written non-renewal notice to:

renewals@axiaforce.ai

Include: - Customer legal name - AxiaForce tenant or account name - Primary account administrator - Subscription or product being cancelled - Requested end-of-term cancellation date

AxiaForce may confirm receipt electronically. Customer is responsible for maintaining accurate contact information and for retaining the confirmation for its records.

15. Billing Contact

Questions about charges, billing errors, payment methods, or refunds may be directed to:

billing@axiaforce.ai

16. Changes to this Policy

AxiaForce may update this Policy in accordance with the change and notice provisions of the Master SaaS Terms.

Material changes affecting an existing committed subscription will take effect as provided by the Master SaaS Terms or applicable Order Form.

END OF CANCELLATION & REFUND POLICY