

## **Cancellation Policy.**

Holo acknowledges that all subscription fees are charged automatically on a recurring basis **until the Client cancels their subscription (both month-to-month and annual plans)**. The client may cancel their subscription by contacting their Holo Account Manager or emailing- [info@holo.ae](mailto:info@holo.ae) and requesting a cancellation of the agreement. A confirmation email receipt is sent to the Client with the expiration date of the subscription – 2 months from notification.

## **Refunds.**

All Holo subscriptions are billed in advance on a monthly or annual basis and is non-refundable; no refunds will be issued. Holo does not offer prorated refunds for cancelled subscription plans.

There will be no refunds or credits for partial months of service, upgrade/downgrade refunds, or refunds for months unused with an open account. In order to treat everyone equally, no exceptions will be made.

**All subscriptions, both month-to-month and annual plans, are recurring** and will automatically renew after the end of each paid subscription period.

## **Holo's Refund Policy for Annual Plans.**

Holo is committed to the success of our customers, but through experience, we have found that users have varying requirements, capabilities, and limitations with regard to the types of devices and software they can use, the way their local network is configured, the speed of their internet connection, etc.

These issues will certainly impact a customer's ability to use Holo as it is intended.

Finally, Holo offers an Annual Subscription Plan at a significant discount. *It is your responsibility to evaluate Holo X* including its features, limitations, and system requirements before selecting the Annual Plan.

**Holo will not issue refunds to Annual Plan customers** on the basis of customers not understanding the system requirements, or the presence of compatibility issues, including inadequate internet speed or consistency, or incompatible devices, operating systems, or browser software versions.

If you choose the Annual Plan, you are entering into a one-year subscription contract that expires 12 months after you sign up. You are responsible for paying for the entire

subscription. If you decide to cancel before the term of your subscription is up, then you will still be billed for the remaining months on your subscription, and will still have access to its benefits until it expires.