

# Payment and Refund Policy of Waypoint Tech Inc.

Last Updated: 10 Oct 2023

## 1. Introduction

Thank you for choosing Waypoint Tech Inc. ("Company", "we", "us", "our"). This Payment and Refund Policy ("Policy") applies to your subscription to and use of our B2B SaaS solution that analyzes software bug reports in third-party integration platforms like Jira (the "Service").

## 2. Payment Methods

We accept payments through Stripe. You can choose to pay monthly or prepay for an entire year in advance.

## 3. Subscription Plans and Billing

Upon subscription, you will be billed immediately for the first month or year of the Service, depending on your chosen payment schedule. Subsequent charges will automatically be applied to your chosen payment method at the start of each new billing cycle.

## 4. Renewal

Your subscription will automatically renew at the end of each billing cycle unless you cancel your subscription by contacting us or through your account settings.

## 5. Upgrades and Downgrades

You may upgrade or downgrade your subscription plan through your account settings. Upgrades will take effect immediately, and you will be charged the prorated difference for the current billing cycle. Downgrades will take effect at the start of the next billing cycle.

## 6. Cancellation

You can cancel your subscription at any time through your account settings. Cancellation will take effect at the end of the current billing cycle, and you will not be charged thereafter.

## 7. Refunds

We do not offer refunds for partial months or years of Service. If you have prepaid for an entire year and choose to cancel, the unused portion of your prepayment will be forfeited.

## 8. Failed Payments



If a payment fails, your subscription may be temporarily suspended until the payment issue is resolved. We will notify you of any failed payments and provide options for resolving the issue.

## **9. Price Changes**

We reserve the right to change the subscription fees at any time. We will provide at least 30 days' notice of any price changes by posting a notice on our website and/or sending you an email notification.

## **10. Taxes**

All prices are exclusive of any applicable taxes. You are responsible for all taxes associated with your subscription.

## **11. Contact Us**

If you have any questions about this Payment and Refund Policy, please contact us at [support@mywaypoint.ai](mailto:support@mywaypoint.ai).

