

# Waypoint Tech Inc. Cancellation Policy

Effective Date: 7 November 2024

## 1. Introduction

This Cancellation Policy ("Policy") governs the terms under which you may cancel your subscription to Waypoint Tech Inc.'s ("the Company", "we", "us", or "our") software-as-a-service ("SaaS") solution for analyzing software bug reports in third-party integration platforms like Jira ("the Service").

By subscribing to the Service, you agree to the terms and conditions set forth in this Policy. This Policy is governed by and shall be construed in accordance with the laws of the State of Delaware, without regard to its conflict of law principles.

## 2. Cancellation By You

You may cancel your subscription at any time via the user interface of the Service or by contacting our customer support team. Unless otherwise stated in your subscription plan, cancellations will take effect at the end of the then-current billing cycle, and you will not be charged for subsequent billing cycles.

## 3. Cancellation By Us

We reserve the right to suspend or cancel your subscription at our sole discretion, for reasons including but not limited to non-payment, violation of our Terms of Service, or if we discontinue the Service. We will provide you with a written notice of such cancellation, whenever possible.

## 4. Refunds

Refunds for cancellations will be provided in accordance with our Refund Policy, which is incorporated by reference into this Policy.

## 5. No Refunds for Partial Months

No refunds will be provided for cancellations that occur in the middle of a billing cycle unless expressly stated in our Refund Policy.

## 6. Data Retention



Upon cancellation, we will retain your data in accordance with our Data Retention Policy, which is incorporated by reference into this Policy.

## **7. Changes to This Policy**

We reserve the right to modify this Cancellation Policy at any time. Changes will become effective immediately upon publication to our Service, and your continued use of the Service thereafter constitutes agreement to the amended Policy.

## **8. Contact Us**

For any questions about this Cancellation Policy, please contact us at [support@mywaypoint.ai](mailto:support@mywaypoint.ai)

