

C4 Energy Storage LLC

Refund Policy

Last Updated: July 30, 2024

Free Trial Period

C4 Energy Storage offers free trial periods to new subscribers who select a single-user subscription. The trial period begins immediately upon account activation. The free trial period only applies to new customers and does not apply to existing customers who have a subscription plan. We will also not honor a free trial period for customers who were once paying subscribers, cancelled, and then decided to reinstate their subscription to C4 Energy Storage software service.

At any time during the free trial period, a subscriber (customer) can cancel their account and will not be billed. C4 Energy Storage does not ask for credit card information to sign up for the free trial period. To continue using services after the free trial period, a payment method will need to be provided. You have the option of paying monthly or receiving a discount by paying for a full year of service upfront.

Billing, Cancellation, and Refund Policies

We charge and collect in advance for use of the C4 Energy Storage software service. All services rendered are non-refundable. Once a customer selects a subscription plan and provides billing information during or after the free trial, C4 Energy Storage will begin billing the customer upon the expiration of their free trial period, or immediately if a free trial does not apply. Your billing cycle runs thereafter until cancelled. All subscriptions monthly, yearly, or any other term renew automatically on the day of the expiration until officially cancelled in writing. Customers can cancel anytime by emailing us at support@energystoragesize.com. Customers will receive an email from us confirming that their subscription to the C4 Energy Storage software service has been cancelled.

Important: No refunds or credits for partial months, or years of service will be refunded to a customer upon cancellation.

All fees are exclusive of all taxes, levies, or duties imposed by taxing authorities, and the customer is responsible for payments of all such taxes, levies, or duties. The fees that we charge for the monthly, or yearly software services exclude taxes, phone, and internet access charges, as well as other data transmission charges. Any currency exchange settlements are based on the customer's agreement with the payment method provider. To be clear: these taxes and charges are the customer's responsibility.

To sign up for a monthly, or yearly subscription plan to C4 Energy Storage software service, the customer must provide us with a valid credit card as a condition to subscribing to the software service. Furthermore, we reserve the right to change or modify its fee structure and introduce new charges with at least 15 days prior notice to the customer.

Customers have the ability to upgrade or downgrade their subscription plan at any time. The upgrade or downgrade will take effect no later than the next billing cycle. If we can accommodate an upgrade sooner, we will bill you pro-rata. The chosen method of billing will automatically be charged the new subscription rate on the next billing cycle. With regards to

downgrades on a subscription, we do not issue refunds or credits for partial months of software service.

Contact Us

If you have any questions about this Refund Policy, please contact us by emailing us at support@energystoragesize.com.