

i2ACT (Assessment & Compliance Tool)

Software Products and Subscription Services

Cancellation and Refund Policy

Ver 2.0

Overview:

The i2ACT refund policy ensures a fair relationship with all our customers. Please read the cancellation and refund policy for the Imprimis, Inc. i2ACT products and subscription services.

The i2ACT software product is purchased in 1-year increments with the initial year being purchased at full price and automatic annual subscription renewals being purchased at a discounted price. The initial i2ACT software purchase will automatically be renewed through a subscription 12 months from the initial date of purchase and annually thereafter until officially canceled by either the customer or Imprimis, Inc.

When a subscription or e-commerce account is cancelled, Customers will receive an email from Imprimis confirming the cancellation.

Upon cancellation, your data will be saved by us on our servers, and you have the option of having us delete it from our servers upon written request. Since deletion of all data is final, please be sure that you do in fact want to cancel your subscription or e-commerce account before doing so. We reserve the right to modify or terminate the Imprimis subscription service(s) for any reason, without notice at any time.

Fraud: Without limiting any other remedies, Imprimis may suspend or terminate your account if we suspect that you (by conviction, settlement, insurance or investigation, or otherwise, forcefully removed our branding) have engaged in fraudulent activity in connection with the products and services offered by us.

Annual Subscription Billing, Cancellation, and Refund Policies

Payment (to include all applicable taxes) is due at the time of initial purchase of the i2ACT software. Customer will provide an active payment option at that time to be used for future automatic annual subscription renewals. All software subscriptions renew automatically on their annual renewal date established by the initial date of purchase until officially canceled in writing. The chosen method of billing will automatically be charged the current discounted subscription rate on the next billing cycle.

Customers may cancel anytime by emailing a notice to: izact@imprimis-inc.com. **Important:** No refunds or credits for partial months, quarters or years of service will be refunded to a customer upon cancellation.

Refunds are not available if the purchaser chooses to cease using the software during any initial or subscription period. If you wish to cancel or delete your subscription and/or the associated e-commerce account before the next annual renewal, notify us at least 30 days before the end of your active term that you wish to cancel the automatic renewal (email: izact@imprimis-inc.com).

You can upgrade or downgrade your level of i2ACT software at any time, however Imprimis does not offer refunds for downgrades. Upgrades and downgrades are accomplished either by making the request through customer's portal on the e-commerce site or through an email to: izact@imprimis-inc.com.

If an upgrade (i.e., Level 1 to Level 2) to your current subscription is purchased, **no** prorated refund for unused months remaining in your **current active** subscription will be applied to the upgraded purchase.

All fees are inclusive of all taxes imposed by taxing authorities, and the customer is responsible for payments of all such taxes noted at the time of purchase.

Imprimis reserves the right to refuse/cancel a subscription to any of the Software Product or Subscription Services bought from the Imprimis Online e-commerce store at any time for any reason. If Imprimis refuses to renew an annual subscription, customer will be offered a refund on a prorated basis for months remaining in the **current active** subscription.

The above policies apply to all the Software Products and Subscription Services listed on the Imprimis online e-commerce store unless otherwise noted in the corresponding program materials.

Contact Us

If you have questions about the cancellation and refund policy, please contact us on izact@imprimis-inc.com