

SUBSCRIPTION CANCELLATION & REFUND POLICY

Last Updated: September 29, 2026

This Subscription Cancellation & Refund Policy ("Policy") describes the cancellation and refund terms applicable to paid subscriptions to the Guvrix software-as-a-service platform.

This Policy forms part of the Guvrix Terms of Service.

1. Subscription Cancellations

Guvrix subscriptions may be cancelled at any time. Cancellation prevents the subscription from renewing for another subscription period but does not ordinarily terminate the Customer's access during a subscription period that has already been paid.

How to Cancel

Customers may cancel an eligible subscription through the applicable account, billing, subscription, or customer portal made available by Guvrix or its Merchant of Record.

Customers may also request assistance with cancellation by contacting Guvrix at **support@guvrix.com**.

To help ensure that a cancellation request is processed before the next renewal, Customers requesting cancellation by email should contact Guvrix at least three (3) business days before the scheduled renewal date.

Access After Cancellation

Unless otherwise stated at the time of cancellation, the Customer will retain access to the paid Services through the end of the current paid subscription period.

At the end of that period, the subscription will expire, access to paid Services will end or become restricted, and no further subscription renewal charges will be made.

Cancellation does not ordinarily result in a refund or credit for the unused portion of an already-paid subscription period.

2. Refund Policy

Because Guvrix provides immediate digital access to proprietary governance assessments, gap-analysis tools, guidance, dashboards, and other software functionality and digital resources upon subscription activation, subscription fees are generally non-refundable.

No General Refunds

Except as expressly provided in this Policy or required by applicable law, Guvrix does not provide refunds, credits, or prorated adjustments for:

- unused portions of an annual subscription;
- failure to use the Services;
- cancellation during a current paid subscription period;
- partially completed governance assessments or topics;
- changes in the Customer's business needs; or
- renewal charges where the subscription was not cancelled before the applicable renewal date.

3. Billing Errors and Duplicate Charges

If a Customer believes that a charge resulted from a billing error, duplicate transaction, or other payment-processing error, the Customer should contact **support@guvrix.com** within fourteen (14) days after the applicable transaction.

Guvrix will review the matter and, where appropriate, coordinate with the applicable payment provider or Merchant of Record.

If Guvrix or the applicable payment provider determines that an erroneous or duplicate charge occurred, an appropriate refund or correction will be provided.

Nothing in this section limits any rights or remedies that cannot be excluded under applicable law.

4. Merchant of Record and Payment Processing

Certain Guvrix subscriptions may be purchased through Lemon Squeezy, which acts as the Merchant of Record for transactions processed through its platform.

When Lemon Squeezy acts as Merchant of Record, it manages payment processing and may handle applicable sales taxes, VAT, fraud prevention, refunds, chargebacks, and related transaction administration.

Transactions processed through Lemon Squeezy may also be subject to Lemon Squeezy's applicable buyer terms and payment policies.

Lemon Squeezy may process refunds or other transaction adjustments where permitted or required under its applicable terms, policies, payment-network requirements, or applicable law.

Charges processed by Lemon Squeezy may appear on a Customer's credit card or bank statement using a Lemon Squeezy statement descriptor.

Guvrix may also use other authorized payment providers or merchants of record. The payment provider applicable to a particular transaction will generally be identified during checkout or in the applicable transaction documentation.

5. Chargebacks and Payment Disputes

Customers who believe a charge is incorrect are encouraged to contact Guvrix at **support@guvrix.com** so that Guvrix and, where applicable, its Merchant of Record can investigate the issue.

Nothing in this Policy restricts a Customer from exercising payment-dispute or chargeback rights available under applicable law or applicable payment-network rules.

6. Exceptions Required by Law

Nothing in this Policy excludes, restricts, or modifies any refund, cancellation, withdrawal, or other right that cannot lawfully be excluded or limited.

Where applicable law provides a Customer with mandatory rights that conflict with this Policy, those mandatory rights will apply.

7. Changes to This Policy

Guvrix may update this Policy from time to time to reflect changes to its subscription practices, payment providers, Services, or applicable legal requirements.

Material changes will not retroactively reduce refund or cancellation rights applicable to a transaction already completed, except where permitted or required by applicable law.

The date shown at the top of this Policy identifies when it was most recently updated.

8. Contact Us

Questions concerning subscription cancellation, billing, or refunds may be directed to:

Guvrix LLC

Email: **support@guvrix.com**