



## **Warranty and Cancellation Policy and Procedure**

klowdBUILDER.com warrants that our software works according to our specifications at the time of your purchase. If, by our own neglect or technical issue, the service is not available to you for any substantial period of time (greater than 20 hours), we will extend your subscription by 24 hours free of charge.

The klowdBUILDER™ software is guaranteed to have a 99.95% availability.

Prior to the expiration of the Free Trial, you may cancel your subscription at any time.

Once you have paid for the annual service, you may cancel the subscription for cause in writing within thirty (30) days of the official start date of the paid subscription. The only allowable cause for cancellation and refund is the unavailability of the service as acknowledged by us in writing. The cancellation for cause will result in the refund of the amount of your subscription minus the first monthly fee for your selected subscription.

Upon cancellation of the subscription, any project data entered into our system on behalf of your organization will be made available to you for download for seven (7) days. Thereafter, any such data will be deleted and thereafter unrecoverable.

Once you have paid for a subscription, you will have access to the service for the full-year duration but will not be able to get your payment refunded if you elect not to use the service.

The service purchase price is based on the number of projects you engineer, but your charge remains the same whether or not you actually use your subscription to its fullest extent. There is no "roll-over" option.