

# Purchasing Policy

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Re: Digital Facilities Corporation Refund Policy

## Online Subscriptions

- 1) Company Accounts
  - a) Effective date of purchase is invoice date.
    - i. Online Authorization by Customer
    - ii. Verbal phone order
  - b) **Refund policy**
    - i. Cancellation requires written notice
    - ii. Minimum one month Charge for activated accounts.
    - iii. Balance refunded by check with-in six weeks.
- 2) Additional Online Users
  - a) Effective date of purchase is invoice date.
    - i. Online Authorization by Customer
    - ii. Verbal phone order
  - b) **Additional Online user refund policy**
    - i. Cancellation requires written notice
    - ii. Any credit balance will be applied to primary account.

## Software Purchases

- a) Effective date of purchase is invoice date.
  - i. Online Authorization by Customer
  - ii. Verbal phone order
- b) **Refund Policy**
  - i. Full refund in first 30 days
  - ii. Upon return of all manuals and software\*
  - iii. No cash refunds on installed software
  - iv. Balance refunded by check within 6 weeks

\* Software that has been opened is considered installed.

## Business Services

- 1) Software Maintenance and Technical Support Contracts
  - a) Effective date of purchase is invoice date.
    - i. Online Authorization by Customer
    - ii. Verbal phone order
  - b) **Full Refund in first 30 days**
    - i. Prior to logged technical support call; OR
    - ii. Shipment of software upgrade
- 2) Pre-paid Training
  - a) Effective date of purchase is invoice date.
    - i. Online Authorization by Customer
    - ii. Verbal phone order
  - b) **Full Refund on unused training with-in 90 days of transaction.**
    - i. Partial hours over 30 min. count as full hour.
- 3) Software and Business Consulting
  - a) Effective date of purchase is invoice date.
  - b) Contract cancellations must be received in writing at Acton Ma, office.
  - c) Refunds based on unused portion of contract less any DFC costs.
  - d) No cash refunds after 90 days of purchase.
  - e) Credit balances may be used for purchases of DFC software and services.