

## **Surveya Global Cancellation Policy**

**Effective as of November 9, 2016**

Welcome to the Surveya Global service (the “Service”). The following Cancellation Policy applies when viewing or using the Service via our website located at [www.surveya.global](http://www.surveya.global) or by accessing the Service through clicking on the application (“the App”) on your mobile device.

Please read the entire Cancellation Policy document carefully (found here: [www.surveya.global/cancellationpolicy](http://www.surveya.global/cancellationpolicy)). By accessing or using the Service, you signify your agreement to the Cancellation Policy. If you do not agree to this policy, you may not access and use the Service.

### **AUTO RENEW**

To ensure your access to paid features is never interrupted, paid packages are subscriptions that auto-renew by default. You can cancel auto-renew at any time by cancelling your subscription.

Canceling auto-renew prevents your payment method from being charged at your next billing date, or if you pay by invoice, prevents your next invoice from being issued. Your current subscription (the time you already paid for) isn't affected, so you'll continue to be able to access and benefit from paid features until the package downgrades on your next billing date.

### **PACKAGE DOWNGRADES**

When a user downgrades from a purchased package to FREE (our free package). Your surveys and data are not deleted, however, you may not be able to use the features of purchased packages unless you re-upgrade. If you're cancelling a team, all user accounts will downgrade and the team will be dissolved.

If you are unable to cancel your account contact us on [customersupport@surveya.global](mailto:customersupport@surveya.global) to cancel your account.

## OUTSTANDING INVOICES

If you currently have an unpaid invoice, the features of your package will be inactive until the invoice is settled.