

## Terms and conditions for Cloud services users

### What is our refund policy?

We do not offer refunds. When a customer cancels the plan before the next renewal cycle, customer will retain access to paid features until the end of subscription period.

If the subscription expires, customer will lose access to paid features and all data associated with those features unless a request for a back-up is made by email within 30 days from end of subscription period.

### Customer Data after cancellation

Customer data will be kept for 30 days, to receive TaskTimer data, customer must contact us by email, the cost for the back-up is to be assess by the size of the database and on how many times a back-up has been done during the subscription period

### TT in the Cloud

Cloud users will be working with TaskTimer Version 15, when the service is cancelled

if a customer chooses to continue working with TaskTimer as stand-alone, he may do so after a payment is done to generate the required TaskTimer license, the price will be assess based on the amount of time spent using the Cloud service. For more information contact us

**Support** is provided free of charge only on issues related to the running of TaskTimer in the cloud