

Stiltsoft Premium Support Terms

These Stiltsoft Premium Support Terms (the “**Terms**”) governs **Stiltsoft Europe OÜ** (“**Stiltsoft**”, “**we**”, “**our**” or “**us**”) relations with you as far as these Terms amend and/or modify [the Stiltsoft App License Agreement](#) (the “**Agreement**”) with respect to our premium support offer described on our Premium Support webpage (the “**Service**”) in relation to our application, for which premium support is offered (the “App”). The terms and conditions outlined on such Premium Support webpage are incorporated in these Terms by reference.

Please read these Terms carefully. By clicking “I agree,” “Proceed to Checkout” (or similar button or checkbox) at the time you order the Service, you accept and agree to these Terms.

When you are accepting these Terms on behalf of your employer or another company or organization, you represent and warrant that you have full authority to act for and to bind that legal entity to these Terms, in which case the terms “you” and “your” will refer to that legal entity.

All premium support requests shall be sent solely via [Premium Support Help Center webpage](#). Other communication channels are not checked for premium support requests. We can not be held liable in case your premium support request has not been sent as required.

If you sign up using an email address from your employer or another entity, then (i) you will be deemed to represent such party, (ii) your click to accept will bind your employer or that entity to these Terms, and (iii) the word “you” in these Terms will refer to your employer or that entity.

We will activate or renew your subscription once the order is placed and a verified form of payment has been received.

All payments are made in US dollars via the methods of payment provided by us upon checkout. All orders may be subject to applicable taxes in the jurisdiction of your location or our jurisdiction. You agree to be responsible for and to pay any applicable sales, use, VAT, excise, withholding, any other applicable taxes that may be imposed based on your order and use of the App, and any applicable fees or surcharges that may occur regarding the transaction. You will pay all fees net of any applicable taxes and fees.

You can make payments by any of the methods specified and made available from time to time by us. We use third party payment providers to process credit and debit card or other payments. Payments are not processed directly by us and we do not see and store your card details, except for its expiration date and the last four digits of your card account number. We are not responsible for the processing of payments and shall not be liable for any matter in connection therewith.

By ordering a subscription to the Service, you authorize us and our payment provider to charge your credit or payment method accordingly and store the necessary payment credential, along with other related transaction information.

We offer a paid subscription to the Service for an annual subscription fee. The subscription term of the Service is independent of the term of your license to use the App.

Subscriptions are billed on a recurrent basis at the end of your annual billing cycle. The payment method you provide at the time of purchase will be automatically billed each year.

You shall ensure that all payments are made from a payment source for which you are the legal account holder or an authorized user. You must promptly update all billing data to keep them current, complete and accurate (such as a change in billing address, card number or card expiration date). You authorize us and our payment providers, from time-to-time, to undertake steps to determine whether the card number provided to us is a valid card number. We will terminate your access to the Service in the event that any fees owed to us are not received on or before the applicable payment due date.

You may cancel your subscription plan at any time by submitting a [support request](#). In case of cancellation, the Service will still be available for your use until the end of your current billing period. You will not be refunded for the billing period in which you canceled the subscription. Once the billing period is over, your payment method will no longer be charged and access to the Service will be revoked.

Refunds are available if requested within thirty days following the purchase. Please, send us a [support request](#).

We reserve the right to update our pricing and/or discontinue or modify any subscription plans and offers at our sole discretion. If we change our prices for your type of subscription we will notify you in advance. Your initial quote will remain through the term of your current billing period. If you do not agree with the new pricing, you can terminate the subscription as described above.

Last updated: April 8, 2024