

TacApp

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tacapp.io · gettacapp.com · Effective: October 21, 2026 · Last updated: October 17, 2026

REFUND & CANCELLATION POLICY

How subscriptions, cancellation, renewal, and refunds work at TacApp.

1 · SUBSCRIPTIONS

TacApp is sold as software-as-a-service on monthly or annual prepaid plans. **Annual plans are offered at a discount to twelve months of the monthly rate. The exact price for each plan is shown at checkout and on our pricing page**, and the price you see there is the price that governs.

2 · CANCELLATION IS AS EASY AS SIGNING UP

- You can cancel in the dealer admin panel — no call, no email, no retention conversation
- Cancellation stops future renewal charges
- You keep access until the end of the current paid term

3 · AUTO-RENEWAL, REMINDERS, AND PRICE CHANGES

Plans renew automatically unless canceled before the renewal date.

Reminders. We send a renewal reminder to your billing email **at least seven (7) days before a monthly renewal and at least thirty (30) days before an annual renewal**. The reminder states what renews, when, for how much, and how to cancel. Keep your billing email current — the reminder goes to the address on your account.

Price changes. If the price of your plan increases, we will tell you **at least thirty (30) days before the increase takes effect**. An increase applies from your next renewal and never during a term you have already paid for.

4 · REFUNDS

Monthly plans

Generally non-refundable for the current month after purchase or renewal, except where required by law or where we determine a billing error occurred.

Annual plans

A first annual purchase is fully refundable within fourteen (14) days, provided the tenant is still substantially unused. So that this is a test and not a judgment call, "substantially unused" means all of the following at the time you ask:

- fewer than 25 end-customer records created
- no messages or offers sent to end customers
- no waivers signed and no incident records created

If you are over one of these thresholds and still believe a refund is fair, write to us — we would rather hear the case than have you find out from a policy.

After the fourteen-day window, annual fees are generally non-refundable, but you will not be charged for the next term if you cancel before renewal.

Please contact billing@tacapp.io rather than raising a chargeback. We work in good faith on billing errors, and a chargeback costs us both more than an email does.

Processor fees

Where a refund is issued, we deduct the payment-processor fee we are unable to recover, where permitted by law, and the refund decision states the amount deducted.

5 • REQUESTING A REFUND

Email **billing@tacapp.io** from the account billing address with your business name and the reason. We acknowledge within two (2) business days and decide within ten (10) business days. Where we approve a refund, it is issued to the original payment method within ten (10) business days of the decision.

6 • SERVICE CREDITS

There is no service level agreement attached to this plan, and we would rather say that plainly than imply one.

What we do commit to: **for an unplanned outage caused by us that makes the Service substantially unusable for more than eight (8) consecutive hours, we will issue a credit of one day of your subscription for each such period, applied to your next invoice, on request within thirty (30) days of the outage.** One day of subscription means the monthly fee divided by thirty, or the annual fee divided by three hundred sixty-five, whichever plan you are on. Credits are the remedy for outages, and they are not a concession of liability beyond the Terms of Service.

7 • YOUR DATA ON THE WAY OUT

Cancellation does not put your data behind a paywall. You may export your customer list and related records at any time. **We keep your tenant available for export for at least thirty (30) days after your subscription ends — for any reason, including termination by us for breach — at no charge,** and we will not condition export on settling a disputed invoice.

Signed waivers and incident records remain in evidentiary storage for the retention period stated in Section 9 of the Privacy Policy, and **you may request a full copy of them at any time, including after you leave, at no charge.**

8 • CHANGES

We may update this policy; the "Last updated" date will change. Material changes are notified under Section 22 of the Terms of Service.

Contact: **billing@tacapp.io**, or **contact@tacapp.io** if you are not sure. Section 25 of the Terms of Service lists every address and what each is for.