

OhShip Unlock Hidden Charges — Terms of Service

Last updated: April 2026 | Effective date: April 2026 | Version: 1.0

Plain English Summary: These Terms govern your use of OhShip!, a Shopify app that analyses your shipping margins and detects carrier adjustments. By installing the app, you agree to these Terms. Key points: we offer a 3-day free trial; subscription charges are non-refundable once a billing period begins; you retain ownership of your data; we're not liable for decisions you make based on app data.

1. About These Terms

These Terms of Service ("Terms") form a legally binding agreement between you ("Merchant", "you", "your") and **MAD CUT MEDIA LTD**, a company registered in England and Wales ("OhShip!", "we", "us", "our"), governing your access to and use of the OhShip Unlock Hidden Charges application ("App") available through the Shopify App Store.

By installing, accessing or using the App, you confirm that you have read, understood and agree to be bound by these Terms. If you do not agree, do not install or use the App.

These Terms should be read alongside our [Privacy Policy](#) and [Data Processing Agreement](#), which are incorporated by reference.

2. Eligibility

To use OhShip!, you must:

- Have a valid, active Shopify store
- Be at least 18 years of age
- Have the legal authority to enter into this agreement on behalf of your business

- Comply with Shopify's own Terms of Service

3. The App — What It Does

OhShip! provides Shopify merchants with the following core functionality:

- Shipping margin analysis per order, showing the amount charged to customers versus the cost of shipping labels
- Detection and display of carrier adjustments from order timeline data, including carrier name, adjustment reason and cost impact
- Configurable threshold-based order hold functionality, whereby orders exceeding a defined shipping cost threshold can be automatically placed on hold
- Customer notification features for held orders
- Order review, release and reprocessing tools
- Historical order data analysis (subject to plan restrictions)
- Data export functionality (available on paid plans only)

4. Free Trial

OhShip! offers a **3-day free trial** upon first installation. During the trial:

- You have access to all dashboard and margin analysis features
- Historical data is limited to the most recent 30 days of orders
- Data export and download functionality is not available
- No charge is made unless you continue past the trial period

If you do not cancel before the end of the trial period, your selected subscription plan will activate and you will be charged via the Shopify Billing API.

5. Subscription Plans and Billing

Paid subscriptions to OhShip! are billed through the **Shopify Billing API**. Charges appear on your Shopify invoice. By subscribing, you authorise Shopify to collect subscription fees on our behalf in accordance with Shopify's billing terms.

Plan Feature	Free Trial	Paid Plan
Margin analysis dashboard	✓	✓
Carrier adjustment detection	✓	✓
Order hold & notification	✓	✓
Historical data	30 days	Full history
Data export / download	X	✓
Duration	3 days	Monthly / Annual

Pricing is displayed on the App Store listing and within the App. We reserve the right to change pricing with at least 30 days notice to existing subscribers.

6. Refund Policy and Eligibility

We aim to be fair. Here is our complete refund policy:

6.1 General Rule

Subscription charges are non-refundable once a billing period has begun. If you cancel, you retain access until the end of your current billing period and will not be charged again.

6.2 Data Access and Refund Eligibility

Refunds will not be issued where the historical data analysis or data export features have been accessed during the trial or billing period. Access to these features constitutes acceptance that the core value of the App has been delivered.

6.3 EU Customers — Right of Withdrawal

If you are an EU consumer, you have the right to withdraw from your subscription within 14 days of your first payment for a full refund,

unless you have accessed the historical data analysis or export features, in which case your right of withdrawal is waived in accordance with EU Digital Content Directive Article 16(m). This waiver is confirmed when you first access those features.

6.4 Exceptions

If OhShip! experiences a critical failure that prevents the core functionality from operating and our team is unable to resolve it within a reasonable timeframe (typically 72 hours of a reported issue), we will review refund requests on a case-by-case basis.

6.5 How to Request a Refund

Contact us at support@oh-ship.app. We aim to respond within 2 business days.

7. Cancellation

You may cancel your subscription at any time by uninstalling the App from your Shopify admin. Uninstalling the App cancels your subscription immediately. You retain access until the end of your current billing period.

Important: Cancelling within the Shopify admin is the only way to stop future billing. Contacting our support team alone does not cancel your subscription.

8. Your Data and Intellectual Property

Your data: You retain full ownership of all order data, business data and shipping data processed by the App. We do not claim any ownership over your data. We act as a processor of that data on your behalf.

Our IP: OhShip! and all its software, design, branding, content and documentation are owned by MAD CUT MEDIA LTD and protected by intellectual property law. You are granted a limited, non-exclusive, non-transferable licence to use the App solely for your internal business purposes during your subscription.

You may not copy, modify, distribute, reverse-engineer, or create derivative works from the App.

9. Acceptable Use

You agree not to:

- Use the App for any unlawful purpose or in violation of Shopify's policies
- Attempt to access another merchant's data
- Scrape, harvest or systematically extract data from the App beyond your own store data
- Use the App to harass, harm or mislead your customers
- Attempt to reverse engineer, decompile or tamper with the App's code
- Resell or sublicense access to the App

We reserve the right to suspend or terminate your access if we reasonably believe you are breaching these terms.

10. Accuracy of Data and Disclaimer

Important: OhShip! analyses data from your Shopify store. The accuracy of the analysis depends on the accuracy and completeness of the underlying data provided by Shopify and your carriers. We do not guarantee that all carrier adjustments will be detected, or that margin calculations will be perfectly accurate in all circumstances. You should use the App as a tool to assist decision-making, not as the sole basis for financial or operational decisions.

The order hold functionality acts on your configured thresholds. You are responsible for setting appropriate thresholds and reviewing held orders in a timely manner. We are not liable for any commercial consequences arising from orders placed on hold.

11. Limitation of Liability

To the maximum extent permitted by law:

- The App is provided "as is" without warranties of any kind, express or implied
- We do not warrant that the App will be uninterrupted, error-free or free from viruses
- Our total liability to you for any claim arising out of or related to these Terms or the App shall not exceed the total fees paid by you to us in the 3 months preceding the claim
- We are not liable for any indirect, incidental, special, consequential or punitive damages, including loss of profits, data or business opportunity

Nothing in these Terms excludes liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law.

12. Indemnification

You agree to indemnify and hold harmless MAD CUT MEDIA LTD, its directors, employees and agents from any claims, damages, losses or expenses (including reasonable legal fees) arising from your use of the App, your violation of these Terms, or your violation of any third party's rights.

13. Changes to These Terms

We may update these Terms from time to time. Where changes are material, we will provide at least 30 days' notice via email or in-app notification. Continued use of the App after the effective date of updated Terms constitutes acceptance.

14. Termination

We may suspend or terminate your access to the App immediately if:

- You materially breach these Terms and fail to remedy the breach within 14 days of notice
- You become insolvent or enter administration
- We are required to do so by law or Shopify's policies
- We decide to discontinue the App (in which case we will provide 60 days' notice)

15. Governing Law and Disputes

These Terms are governed by the laws of **England and Wales**. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales, except where mandatory consumer protection laws in your jurisdiction provide otherwise.

For EU merchants, nothing in these Terms affects your rights under applicable EU consumer protection law.

16. Contact

MAD CUT MEDIA LTD

41 Oldfields Road, Sutton, Surrey, England, SM1 2NB

Email: support@oh-ship.app

Support: support@oh-ship.app

OhShip Unlock Hidden Charges | Terms of Service v1.0 | MAD CUT MEDIA LTD | Company No. 17198303 | Registered in England and Wales