

## SeaGuardian Refund & Cancellation Policy

### 1. Introduction

This Refund & Cancellation Policy outlines the terms under which SeaGuardian ("we", "our", or "us") provides refunds and accepts cancellations for subscriptions, services, and devices.

By using SeaGuardian services, you agree to this Policy.

### 2. Applicability

This Policy applies to:

- Software subscriptions and platform access fees.
- Device purchases, rentals, or leasing agreements.
- Monitoring, tracking, and maritime safety services.

Certain services may be governed by additional agreements.

### 3. Subscription Cancellations

You may cancel your subscription at any time through your account dashboard or by contacting support.

Cancellations take effect at the end of the current billing cycle (12 months) unless otherwise stated.

No partial-period refunds are provided unless required by applicable law.

### 4. Refund Eligibility

Refunds may be granted under the following circumstances:

- Billing errors or duplicate charges.
- Service disruptions lasting more than 72 consecutive hours caused by SeaGuardian.
- Hardware arriving damaged or defective (see Hardware Refunds section).

Refund requests must be submitted within 30 days of the original transaction.

### 5. Non-Refundable Items

The following are non-refundable:

- Partially used subscription periods.
- Services already delivered or activated.

- Custom integrations, configuration services, or consultancy work.
- Shipping or installation fees unless legally required.

## **6. Hardware Returns & Replacements**

Hardware may be returned or replaced if:

- It arrives defective or damaged.
- It fails during the warranty period under normal use.

Returns must include all original accessories and packaging.

SeaGuardian may repair, replace, or refund at its discretion.

## **7. How to Request a Refund**

To request a refund, contact SeaGuardian Support and include:

- Account details and proof of purchase.
- Explanation of the issue and desired resolution.
- Supporting documentation if applicable.

## **8. Processing Time**

Once approved, refunds are typically processed within 5–10 business days.

Processing times may vary depending on payment providers or financial institutions.

## **9. Policy Changes**

SeaGuardian may update this Policy at any time to reflect changes in services, legal requirements, or business practices.

## **10. Contact Us**

For questions about this Policy or to submit a request:

Email: [office@seaguardian.net](mailto:office@seaguardian.net)