



Service Policies

Title: Refund Policy Nimbus SaaS	Version Number: v1
Process Owner: Paola Andrea Rico - Business Support	Effective Date: 13/02/2024
Approved By and Title: Juan Camilo Montoya CEO	Date: 13/02/2024
See Revision History	

Edunext S.A.S, a provider of educational platforms based on Open edX technology, establishes refund policies for its customers subscribing to Nimbus SaaS. For a monthly and/or annual subscription, the customer must notify of their cancellation at least **15 days in advance**. This period is necessary to perform the following actions:

- Suspend the authorized PayPal payment profile.
- Suspend the service platform.
- Manage other pending requests, if any, such as sending the user history on the platforms, managing pending payments for services rendered, and/or downloading invoices related to your account.
- Formalize the cancellation through the creation of a ticket via authorized channels such as the control center and the email support@edunext.co.

Common Scenarios for Refund Management

- a. **Lack of Cancellation Notice:** If the customer is on a monthly subscription and does not notify of the cancellation within the established time frame and through the means provided by edunext (Zoho Ticket and/or email), no refund will be issued for the current month's subscription.

The service will remain active for the paid month, and the cancellation will take effect on the cutoff date, which can be found in the Control Center under the Internal Information tab (Next Invoice Date).

- b. **Cancellation with Prior Notice:** If the customer has requested the cancellation within the specified time frame and their payment has already been processed, edunext will proceed with an immediate refund, including any PayPal charges.

- c. **Cancellation of an Annual and Quarterly Subscription:** If the customer has not requested the cancellation and the PayPal payment has already been processed, edunext commits to processing a prorated refund starting from the month following the receipt of the cancellation request.

For example, if the payment was made on March 31 and the cancellation request is received on April 1, the service for the month of April will be charged, and the equivalent amount for the remaining months the customer will not use the service will be refunded. However, any PayPal charges for the transaction and the refund will be the customer's responsibility, as they did not comply with the terms established in this policy.

- d. **Cancellation of a Monthly Subscription:** If the customer has a monthly subscription, the refund policy does not apply unless the payment has already been processed and the customer has requested the cancellation through one of the aforementioned channels within the stipulated time frame.

Procedure for Requesting a Refund from Edunext:

1. Please review the status of your account by logging into the Control Center. Check the latest invoice issued in the Billing tab and also the cutoff date in the Info tab, where you can find important details such as the monthly, quarterly, or annual cutoff date for your service.
2. Open a ticket through your account and follow the cancellation request process, or contact us via the support@edunext.co email to communicate your desire to cancel and provide the reason. Your request will be handled promptly by one of our customer success specialists and processed according to the policy outlined here.
3. You will be informed of the confirmation of the suspension of your services, and you will no longer be able to access your account or platform/site. Please note that to reactivate your account, you will need to create a new account, and the information will be lost. There is no possibility of downgrading to a free account after having had a paid subscription.

Edunext reserves the right to modify these refund policies at any time according to the needs of the service. These modifications will be communicated through the authorized channels stipulated in our data protection and privacy policy. It is the customer's responsibility to periodically review their account status in the Control Center, as it is the tool where they can find useful and relevant information regarding their subscription.

Sincerely,

Juan Camilo Montoya
CEO edunext