

# Return and Refund Policy for Automile Tracker

November 1, 2019

## **If you don't wish to keep your Automile Tracker**

You must request a return for refund within 14 days of receiving the Automile Tracker. No refunds will be granted after 14 days, unless you received a damaged product in which case our hardware warranty may apply.

No refunds will be given on due or paid fees on a product that has been opened or used. All return(s) must have the original packaging and accessories intact.

The customer will pay for the return shipment. Automile is not responsible for any loss or damage in shipping from the customer.

What is stated above shall apply to the fullest extent permitted by law in the applicable jurisdiction.

## **If you receive a damaged product**

You must inform Automile of any order discrepancy or damage within 72 hours of the delivery date.

User inflicted damage to unit will void the device warranty and will not be accepted. We will not replace a stolen device.

Defective devices within warranty period (12 months) will be replaced with a new or refurbished product or component, in accordance with the hardware warranty in our Terms and Conditions.

Automile will pay for the return shipment if the product is damaged due to no fault on customer's side. Automile is not responsible for any loss or damage in shipping from the customer.

Please allow at least two weeks for a return to be processed, at which time a refund, credit or exchange will be made provided the conditions for this are met.

## **If you wish to terminate your Automile subscription**

If you wish to terminate your Automile subscription, you may do so at any time by following the instructions on our website or through the Automile app, or by contacting [billing@automile.com](mailto:billing@automile.com).

When you terminate your subscription, and unless you are returning an unused Tracker within 14 days, any and all fees already due or paid are non-refundable. You will still be liable to pay the subscription fees for the remaining part of your ongoing subscription term.

## **Questions?**

If you have any questions or wish to inquire about your return please contact our Customer Service desk on [support@automile.com](mailto:support@automile.com).

# Return and Refund Policy for Automile Box

November 1, 2019

## **If you are on a trial and you don't wish to keep your Automile Box**

If you are using Automile on a trial basis, you may only use the services for the limited trial period specified by us on our website [www.automile.com](http://www.automile.com) at the time of your order, and solely for the purpose of evaluating suitability.

If at the end of your trial period you don't wish to purchase a subscription of the services, you shall immediately cease all use of the services, and return the Automile Box. Upon request, we will provide you with a free return label you may use for the return shipment. You will get a refund on your upfront payment, after we have received the Hardware in resellable condition.

If we do not receive the device or your payment within ten (10) days after the termination or expiration of the trial, we reserve the right to charge your credit card on file for the applicable subscription fees.

After the trial period has expired, all fees already due or paid are non-refundable.

## **If you receive a damaged Automile Box**

You must inform Automile of any order discrepancy or damage within 72 hours of the delivery date.

User inflicted damage to unit will void the device warranty and will not be accepted. We will not replace a stolen device.

Defective devices within warranty period (12 months) will be replaced with a new or refurbished product or component, in accordance with the hardware warranty in our Terms and Conditions.

Automile will pay for the return shipment if the product is damaged due to no fault on customer's side. Automile is not responsible for any loss or damage in shipping from the customer.

Please allow at least two weeks for a return to be processed, at which time a refund, credit or exchange will be made provided the conditions for this are met.

## **If you wish to terminate your Automile subscription**

If you wish to terminate your Automile subscription, you may do so at any time by following the instructions on our website or through the Automile app, or by contacting [billing@automile.com](mailto:billing@automile.com). Your termination will be effective as from the last day of the ongoing subscription period.

When you terminate your subscription after your Trial period has expired, any and all fees already due or paid are non-refundable. You will still be liable to pay the subscription fees for the remaining part of your ongoing subscription period.

## **Questions?**

If you have any questions or wish to inquire about your return please contact our Customer Service desk on [support@automile.com](mailto:support@automile.com).