

Cancellation and Refund Policy Amendment

For the Business and Consumer Managed Services Agreements

This amendment applies to managed-services subscriptions purchased from Traci McMahan, doing business as Paso Robles Tech (Provider), by business and residential customers (Customer). When incorporated into the applicable agreement, it controls over inconsistent cancellation and refund provisions, subject to the protected rights below.

No activation or setup charges

Provider does not charge an activation or setup fee for managed-services enrollment.

Initial 30 day full refund guarantee

Customer may cancel the initial managed-services enrollment during the first 30 calendar days beginning on the service Activation date stated in Provider's written Activation confirmation and receive a full refund of all funds paid for that enrollment. This guarantee applies only to initial enrollment and does not restart at renewal. Provider will not deduct charges for service already delivered, staff time, or third-party license commitments from this refund.

The ordinary 30-day advance-notice requirement does not apply to cancellation under this guarantee. Cancellation takes effect promptly upon receipt of Customer's cancellation request, with service shutdown and any necessary data retrieval coordinated with Customer. No additional paid notice period applies.

Cancellation after the initial grace period

After the initial 30-day grace period, Customer must give at least 30 calendar days' cancellation notice using the notice methods permitted by the applicable agreement. The selected monthly, quarterly, or annual term remains binding. Notice alone does not release Customer from the current term or create a right to a refund. Provider will confirm the service end date and any remaining payment obligation in writing.

Hardship refunds

After the initial grace period, Customer may request a hardship exception and provide information demonstrating the hardship. If Provider approves the hardship request, a refund may be granted for whole unused months of prepaid service only. No partial-month refund is provided under this hardship exception. Refund calculations use the amount actually paid for the unused service months, reflecting applicable discounts. The ordinary 30-day notice requirement continues to apply.

Protected cancellation and refund rights

This policy does not limit any nonwaivable legal right, the separate five-business-day consumer cancellation right, or the existing remedies for Provider's uncured material breach or Provider's cancellation without cause. A more protective applicable cancellation or refund right controls. Customer is not required to show hardship to exercise such a right.