



Unity Intercom Cloud Subscription

Terms and Conditions

Under this End User Subscription Agreement (the "Agreement"), Audivero LLC DBA Unity Intercom (the "Vendor") grants to the user (the "Licensee") a non-exclusive and non-transferable subscription (the "subscription") to use Unity Intercom Software (the "Software").

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If you have purchased a subscription for any Software subscription products (the "Software") being made available from Unity Intercom, ("Unity Intercom", "we", "our", or "us"), we will charge you fees ("Fees") for your use of the Software and you agree to the following Software subscription terms and conditions (the "Agreement"). You agree to pay any and all Fees specified in your online purchase. For the most current information about our Software pricing and payment options, please review our pricing and payment terms on our website (<https://cloud.unityintercom.com/register>), which are incorporated by reference herein. Audivero LLC may add new Software, services, features, and functionalities for additional Fees, and add or amend Fees for existing Software, at any time in its sole discretion. If we add or amend our Fees, we will update our pricing and payment terms. Any change to our pricing and payment terms shall become effective in the billing cycle following notice of such change to you as provided in this Agreement; provided however that if we have offered a specific duration and Fees for your use of Software, we agree that the Fees will remain in force for that duration.

Continuous Subscription Services; Automatic Billing and Policies

All purchases for access and use of the Software are on a subscription basis.

Quarterly and Annual Software subscriptions will automatically renew at the end of the subscription term for subsequent terms equal in length to the initial subscription term unless you uncheck the Auto Renew box located in your dashboard. You can check or uncheck the Auto Renew box at any time during your subscription.

Event (Weekly) subscriptions do not automatically renew. If you would like for an Event subscription to renew, check the Auto Renew box in your dashboard prior to the subscription expiration date.

Once a subscription expires or is cancelled, it is no longer available for renewal. A new subscription must be purchased to continue using the Software.

As used in this Agreement, “billed”, “billing”, or “charge” shall indicate either a charge or debit, as applicable, against your payment method on file with Audivero LLC or its applicable third-party payment services provider. When you purchase a subscription to access and use the Software, you expressly acknowledge and agree that: (1) Audivero LLC (and its third-party payment services provider) is authorized to charge you at the beginning of each subscription term the subscription Fees, any applicable taxes, and any other charges you may incur in connection with your use of the Software, for as long as your Software subscription continues; and (2) your Software subscription is continuous until you cancel it, unless your access and use of the Software has been suspended, discontinued or terminated in accordance with this Agreement. You acknowledge and agree that the amount billed may vary due to changes in your Software subscription plan, changes in applicable taxes, and changes in Fees in accordance with this Agreement and you authorize us to charge your payment method on record for the changed amounts. We will automatically bill your payment method each subscription term (if applicable) on the calendar day corresponding to the commencement of your Software subscription (excluding any applicable trial period). If your payment method on record reaches its expiration date and/or you do not renew your Software subscription, we reserve the right to terminate or limit your access to the Software.

Cancellation

You may cancel your Unity Intercom Software subscription at any time. Unity Intercom will send you a Software subscription renewal notification fifteen (15) days before the Software subscription expiration date. To cancel your Software subscription, log in to your Unity Intercom dashboard at <https://cloud.unityintercom.com/> prior to the renewal date and uncheck the Auto Renew box associated with the renewing subscription. If you encounter technical difficulties or require further assistance, you may reach out to us at orders@unityintercom.com and we can assist you in cancelling your Software subscription.

Your account will remain active and accessible with your login credentials if you wish to purchase a new subscription at a later date.

Refund Policy

Refund requests are subject to the following time constraints:

Weekly Subscriptions: Cancellation requests received within 1 day of initial purchase or renewal will be fully refunded less a 10% cancellation fee. After 1 day, the payment is non-refundable, and the subscription will continue until the end of the billing period.

Quarterly and Annual Subscriptions: Cancellation requests received within 5 days of your initial order or renewal will be fully refunded less a 10% cancellation fee. Should you cancel after 5 days, your payment is non-refundable, and your service will continue until the end of that billing period.

Payment Information

Audivero LLC, or our third-party payment processors, will charge the applicable Fees and any other charges you may incur to the payment method you provide when you register for and purchase your Software subscription. All information that you provide in connection with a purchase or transaction or other monetary transaction interaction with Unity Intercom must be accurate, complete, and current. You may change your Software subscription account user information and/or payment method by changing the information on your Software subscription dashboard at <https://cloud.unityintercom.com/>. You agree to pay all charges incurred by users of your credit card, debit card, or other payment method used in connection with a purchase or transaction or other monetary transaction interaction with Unity Intercom at the prices in effect when such charges are incurred. We will charge the payment method specified in your account for Software subscription renewals. If we are unsuccessful in charging this payment method within 3 attempts, your subscription will automatically cancel.

Updates to Software Subscription Terms and Conditions

Audivero LLC reserves the right to amend and update the terms and conditions of this Agreement at any time. Notification of any material changes to this Agreement will appear in a prominent location in your Software account or within the Software. Your accessing of and continued use of the Software constitutes your acknowledgement and acceptance of any modified terms to the Agreement.

Updated and effective as of **April 6, 2023**