

## SDBSN General Cancellation and Termination Policies

SDB Specialty Networking, Inc. reserves the right to temporarily cancel, suspend, or otherwise restrict access to the account and/or services at any time with or without notice for security concerns if there have been suspicious activity or for any reasonable doubt that the Terms of Service have been violated in any way.

### Limitations

The following General Cancellation and Termination Policies would not apply for any and all Products, Services and Fees currently bound under a more specific Contract or Agreement that has been executed with SDB Specialty Networking, Inc. Please refer to back to your specific Contract or Agreement of Services for those details.

### Specifications

The client may cancel or terminate a Subscription or Service at any time during its Term, however, you must pay all amounts due and owing before the termination is effective.

There will be no refunds on 3<sup>rd</sup> Party deliverables, dedicated servers, virtual servers, administrative fees, installation fees, shipping charges and consulting time for custom configurations or software.

Subscription or Service may be cancelled by the Client for any reason based on the following guidelines:

1. Monthly Terms of Service
  - a. May be terminated anytime without any fee.
  - b. Client must provide 7 days prior written notice before effective renewal date.
2. Quarterly Terms of Service
  - a. May be terminated anytime without any fee.
  - b. Client must provide 15 days prior written notice before effective renewal date.
3. Semi-Annual Terms of Service
  - a. May be terminated anytime without any fee.
  - b. Client must provide 30 days prior written notice before effective renewal date.
4. Annual Terms of Service
  - a. May be terminated anytime without a fee.
  - b. Client must provide 60 days prior written notice before effective renewal date.

No payments will be due for the terminated portion of the Terms of Service.

If you terminate at any other time during the Term, you must pay 25% of the Fee otherwise due for the remainder of the Term.

### Effect of termination or expiration on Subscription or Software.

If this agreement or a Subscription is terminated or expires and you do not exercise an available buy-out option or renew with another company, then you must delete all copies of Software licensed under this agreement, destroy any associated media and provide written certification of such renewal or deletion and destruction.

## Physical Products

If the client is requesting to cancel an order for physical products, including hardware or software and the items have already shipped, the cancellation will be limited to and bound by the particular distributor and manufacturer terms for returning items through the Standard RMA Process. This is quite normally based on a 15% restocking fee, with no shipping charges refunded. Please review the original order form or quote for the specific details.

## Written Request

SDBSN requires that cancellations of service are made through a written request so that we may document and confirm your identity, as well as confirm in writing you are prepared for all configurations, data, files, and emails to be deleted from the servers. This process reduces the likelihood of mistakes, fraudulent or malicious requests, and ensures you are aware that the all of your data and accounts may be removed immediately after a cancellation request is processed.

Customers may submit a cancellation or terminate services request to SDB Specialty Networking, Inc. at any time with a written request sent via the following valid options:

### Postal Mail

SDB Specialty Networking, Inc.  
74 Holly Street  
Manchester, NH 03102

### Fax Transmission

603-206-5584

### Electronic Mail

[ContactUS@sdbsn.com](mailto:ContactUS@sdbsn.com)

### Online Form Submission

<http://www.sdbsn.com/contact-us/forms.html>



Once we receive your cancellation and have confirmed all necessary information with you via e-mail, we will inform you in writing (typically email) that your account has been canceled. Your cancellation confirmation will contain a ticket/tracking number in the subject for your reference, and for verification purposes.

SDBSN will confirm your request and process your cancellation shortly thereafter. If you do not hear back from us, or do not receive the automatic confirmation email within 24 hours after submitting your cancellation, please contact us via phone 603-206-5584.