

# Exit Intelligence, LLC

## REFUNDS & CANCELLATIONS

Updated on October 27, 2016

Exit Intelligence, LLC (“Company”) clients are not bound by a contract and are billed on a month-to-month basis. As such, clients can cancel their Company subscription at anytime after service starts. Your Company service begins as soon as your initial payment is processed. You’ll be charged at the stated rate at the time of purchase, again 30 days after your “Go Live Date” and then every 30 days, until you cancel. If you choose to cancel, your campaigns will remain live until the end of the current billing cycle. You can remove the Company code snippet from your site at any time. However, simply removing your code snippet does not automatically constitute a cancellation nor will your billing rate be modified. Cancellations must be made by reaching out to your Client Success Manager or emailing [support@exitintel.com](mailto:support@exitintel.com) within 15 days of your next scheduled billing date. **Due to the nature of digital content, we do not provide refunds.**

Go Live Date: the date that your Exit Intelligence campaign begins running on your website; note that this may be different from the date that the Exit Intelligence code snippet is installed on your site.