

# The Water Brewery

## Water Membership Policy

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### **Upgrade / Downgrade**

Subscribers can upgrade / downgrade their account on Day 1 of sign-up or renewal which will take effect immediately. On Day 2 or after, the plan change will take effect at the next billing cycle.

### **Place on Hold**

This feature is particularly useful for a subscriber planning on an extended vacation and would like to place service on hold without billing. When an account is on hold, usage cannot be logged.. Placing a subscription on hold will only prevent the account from being charged on the next renewal date; it will not automatically reset the billing date from the point of resumption or pro-rate usage.

### **Cancellation**

New accounts can be cancelled and a full refund provided within 3 days of account creation. If there's any usage, subscribers may elect to pay for any usage at regular prices and the refund in Chargify is processed in full. Otherwise, a partial refund will be provided accounting for the usage charged at a 20% discount per gallon. Cancellations after 3 days of sign-up or renewal will take effect at the end of the billing cycle and no refund will be issued.

### **Refunds**

There are 3 circumstances under which a subscription fee refund will be considered:

- 1) An account is created and cancelled on the same day or the account just renewed, both are considered Day 1. The account can be cancelled and the invoice is refunded minus charges for any usage incurred (20% discount rate applies)
- 2) Subscriber initiates cancellation mid-month and would like the cancellation to take effect immediately instead of waiting until the end of the month; subscriber can remit payment for any accrued usage at regular prices (UNITY charged at A.M.O.R.E. rate) and the subscription invoice will be refunded in full
- 3) If the wrong plan or tier was created originally by mistake, in the case of a higher tier than desired, the subscriber will be given an account credit for the difference. In the case lower tier than desired, then a new manual invoice is issued and immediately fulfilled for the difference.
- 4) There is no usage on the account for the duration of the billing cycle.

**Going Beyond Allocation**

Any usage beyond the monthly allowance is charged at 20% off regular prices. Usage is accumulated throughout the month and charged at the beginning of the next billing cycle along with the renewal fee.

**Early Usage of Next Cycle's Allocation**

If subscriber is within 2 days of renewal and has already exhausted the monthly allocation, we can provide a one-time exception to delay logging the usage until after the cycle renews.

**Leftover Allocation Each Cycle**

Any allocation remaining in a cycle, once past the monthly renewal date, does not rollover into the next cycle. Monthly allocations must be used within the same cycle before the renewal date.

**Change Billing Cycle Date**

Subscribers can change this 3 times within an annual cycle. It will extend the current allowance period as a result. The shift must be within 14 days of the current billing date. This option enables subscribers to choose a more convenient date for the renewal payment to occur.