

# PROTOKOL CLOUD SOLUTIONS D.O.O.

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All information concerning Protokol cloud solutions doo's pricing are available at <https://protokol.io/> pricing section and can be updated according to management's decision, and in such case all paying customer's shall be informed prior occurring changes.

We emphasize the fact that all prices shown are per project, in USD as currency, excluding VAT or sales tax where applicable.

All information concerning payments and occurring fees are shown during checkout.

## 2.2. Refund Policy

As we offer a free tier limited plan named „Hobby" which lets users try all features of our product and decide a priced plan according to their needs, and given the fact that our pricing is per allocated resources on a monthly basis

we do offer a partial refund of 75% exclusively in case that the customer's subscription is cancelled in the first 72 hours after a received payment for a monthly plan in all tiers given the fact of various payment processing and resource allocation costs. .

In case of a refund request for an annually billed plan „Pro" or „Enterprise" we offer a partial refund of 50% exclusively in case that the customer's subscription is cancelled in the first 72 hours after a received payment for annually billed plan given the fact of various payment processing and resource allocation costs.

After review of a refund claim, protokol cloud solutions doo shall reimburse the amount to the customer in a timely manner and by the payment information provided.

All information and refund claims should be directed to [office@protokol.io](mailto:office@protokol.io) .

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