

Signal365 – Billing & Refund Policy

Version 1.0 – January 2026

1. Subscription Model

Signal365 is provided on a subscription basis.

Plans may be billed monthly or annually

Billing occurs in advance at the start of each billing period

Subscription details and pricing are shown before purchase

2. Automatic Renewal

Unless cancelled before the renewal date:

Subscriptions renew automatically at the end of each billing period

The payment method on file will be charged

You can cancel renewal at any time through your account or billing portal.

3. Pricing Changes

We may change pricing from time to time.

Any pricing changes will apply from the next renewal period

We will provide reasonable notice where required

Continued use after renewal means you accept the updated price

4. Trials

Where a free or discounted trial is offered:

Trials run for the stated period

At the end of the trial, the subscription converts to a paid plan automatically

You must cancel before the trial ends to avoid being charged

5. Refunds

Except where required by law:

Payments are non-refundable once access to Signal365 is provisioned

We do not offer partial refunds for unused time

We do not offer refunds for downgrades during a billing period

This approach reflects the immediate provisioning and operational costs of the service.

6. Failed Payments

If a payment fails:

We may retry payment automatically

We may suspend access until payment is resolved

Continued non-payment may result in account termination

7. Upgrades & Downgrades

Upgrades

Plan upgrades typically take effect immediately

Charges may be prorated depending on the plan and billing cycle

Downgrades

Downgrades usually take effect at the next renewal

Features above the downgraded plan may be removed at that time

8. Taxes

Prices are shown exclusive of VAT unless stated otherwise.

VAT may be applied based on your location and VAT status

You are responsible for any applicable taxes not collected by us

9. Third-Party Payments

All payments are processed securely by Stripe.

Signal365 does not store full payment card details.

Your payment may also be subject to Stripe's terms and conditions.

10. Account Cancellation

You may cancel your subscription at any time.

Cancellation stops future renewals

Access remains available until the end of the current billing period

Data handling after cancellation is covered in our Data Retention & Deletion Policy

11. Disputes & Chargebacks

If you believe a charge is incorrect:

Contact us first so we can help resolve it

Unauthorised chargebacks may result in account suspension

12. Changes to This Policy

We may update this Billing & Refund Policy from time to time.

If changes are material, we will provide reasonable notice. Continued use of Signal365 means you accept the updated policy.

13. Contact

For billing questions or issues, contact:

billing@signal365.co.uk