

# TERMS AND CONDITIONS

We want to ensure that your business has the best experience possible when creating and using your Neptune station. If you have any questions concerning the following Terms and Conditions, please contact your Product Manager.

- ▶ **Agreement:** One year service period. Payment for full year due in advance. Renewal notices sent out a minimum of 120 days in advance of due date with opportunities to save up to 10% for early renewal where applicable.
- ▶ **30-Day Money Back Guarantee:** We believe you will love your *Neptune* station, but within the first 30 days, if for any reason you notify us that you wish to cancel your service, we will refund you the full annual subscription price. The initial setup fee is **non-refundable** once work has begun. All *Neptune* hardware must be returned upon cancellation of service. Any cancellations made after the 30-Day Trial Period in year one of service or at any time in subsequent years will take effect at the end of the period for which payment has already been made.
- ▶ **Late Payment Policy:** Account is considered delinquent if not paid within 30 days after the due date. If your account is delinquent, service will be suspended. 60 days after the due date, a 2.5% reconnection fee will be applied to the account. 90 days after the due date, a 5% reconnection fee will be applied to the account. All past due charges and applicable reconnection fees must be paid in full prior to service restoration.
- ▶ **Equipment:** For each laptop provided by Neptune, there is a one-time usage fee of \$375 (applied in year one only). If using a *Neptune*-provided laptop: 100% equipment warranty under normal conditions for two (2) years effective on the shipment date. If equipment fails within the first two (2) years of service, we will have a new laptop delivered to you within three (3) business days. If equipment fails after the two-year warranty period, you will be required to pay the replacement fee of \$375. If providing your own laptop, the recommended specifications are Windows 7 OS or later, 100GB minimum hard drive free space, 4GB memory, and a high-quality sound card.
- ▶ **Commercial Production:** Commercial copy-writing / production for your sponsors will include one free commercial production per calendar year per sponsor.
- ▶ *Neptune* retains a specified percentage of the advertising inventory based on the pricing level purchased, and reserves the right to sell or use this inventory subject to the guidelines outlined in the proposal.

These Terms and Conditions are valid as of November 2018 and are subject to change. You will be informed if any updates are made to said Terms and Conditions. Payment of your invoice and/or continued use of service constitutes acceptance of these Terms and Conditions.