



Purchase and Refund Policy

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48 Hour Money Back Guarantee

All Sonoran Software Systems, LLC products and Sonoran Software Partners, LLC products are backed by a 48 hour money-back guarantee. This includes both subscriptions and one-time-payments to Sonoran CAD, Sonoran CMS, Sonoran Radio, Sonoran Servers, items in the Sonoran Store, and items in the FiveBundle.com store with any exceptions listed below.

iOS App Store and Google Play Store

Mobile applications purchased via the iOS App Store and Google Play Store are outside of our company's payment processing and must be directed to Apple and Google directly.

Sonoran Servers - Domain Purchase

Due to registrar fees, all web domain purchases are non-refundable regardless of whether your domain was suspended, canceled, or transferred prior to the end of the current registration term.

Expert Installation

[Expert Installation](#) purchases are non-refundable after the labor has been performed, regardless if one or all credits have been used. These installation credits are non-transferrable and can be redeemed at any time.

Sonoran Servers - Shield Network Failure

In the event of an unmitigated DDoS or other network attack, it is the responsibility of the customer to 1) ensure basic setup steps have been completed from <https://sonoran.software/shield> and 2) created a ticket on the customer support portal (<https://support.sonoransoftware.com>). If after 48 hours from ticket placement our networking team is unable to mitigate the attack, the client is eligible for a pro-rated refund for the remainder of their billing cycle.

How do I request a refund?

Customers must place a ticket on the customer support portal (<https://support.sonoransoftware.com>) within 48 hours of the initial purchase or renewal. We reserve the right to refuse additional refunds to customers who have previously received one in the past. We reserve the right to refuse refunds to customers conducting themselves in an "assholeish" or rude and inappropriate manner with our support staff.

Refund requests made beyond the 48 hour window of any new or recurring purchase will be denied. Refunds outside of this window will be denied regardless of a community closure, community exit, internal community

issues, financial hardship, integration or development issues, dissatisfaction with the product or service, system downtime, or any other reason not mentioned.

Sonoran Servers - Data Retention

When a refund is processed, all data retention will be permanently lost. If you need to transfer data out, it must be done *before* you request a refund within the 48 hour window.

Recurring Payments

Emails for recurring payments are sent from Stripe, our billing manager, three (3) days before your subscription payment is renewed. All customers are made aware of any upcoming charges to their account. **It is your responsibility to cancel these subscriptions** by using the in-app billing center or by contacting customer support (<https://support.sonoransoftware.com>) before the upcoming renewal charge.

Failure to renew subscription on or before your subscription's renewal date will result in subscription suspension. Suspended products retain customer data for varying lengths before termination, see the following table for details on suspension lengths:

	Sonoran Software Products	Sonoran Servers Products	Sonoran Store/ Five Bundle Products
Cancellation Request by Customer	Pre-paid subscription term will be carried out, termination will take place automatically on renewal date, data is retained	Pre-paid subscription term will be carried out, termination will take place automatically on renewal date, <u>data is removed</u>	Pre-paid subscription term will be carried out then terminated on renewal date
Failure to make payment on due date	Suspension, data is retained and subscription may be paid to be brought back into good standing	Suspension, data is retained during this period	No data is stored by us to be removed, subscription is terminated without any further action**
7 days after due date	Termination, data is retained but subscription may no longer be brought back into good standing. Community must purchase a new subscription.	Termination & <u>data removal</u>	
30 days after no activity on free tier*	Data may be removed for inactivity	N/A	

Notes:

*any login to a community by any member will reset the 30-day activity timer, communities with subscriptions are not be subject to this activity timer.

****All data for FiveM™ resources is stored on your server and is not controlled by Sonoran Software Systems, LLC. or Sonoran Software Partners, LLC. and subsequently not affected by subscription termination due to non-payment.**

Integration and Development Issues

Our software and server hosting products offer many in-depth guides on installing our integration features. These features are advanced and will require some general IT, programming, or server management knowledge.

We are happy to provide you with basic installation support at any time. We are not responsible for issues in retrieving your database or network credentials, port forwarding, external hosting, etc.

Developer Hire Service

Our developer hire service operates under separately agreed, mutual contracts between the independent contractor and customer. All disputes, refund requests, and other purchase policy shall be referred to in the individual hire contract(s).