

## **Pandora's Hope Service Description**

1. Description: Pandora's Hope LLC is an internet content filtering service providing its members with the ability to block sites, displays, links to 3<sup>rd</sup> party web-sites and other information on the internet.

Notwithstanding product and service descriptions online, in print, or otherwise, we reserve the right in our sole and absolute discretion to make changes from time to time and without notice in how we operate our service. Any description of how our service works should not be considered a representation or obligation with respect to how the service will always work. We are constantly making adjustments to our service and often these adjustments are not completely captured within this service agreement.

2. Fees: By starting your PH subscription, you are expressly agreeing that we are authorized to charge you a subscription fee, any applicable tax and any other charges you may incur in connection with your use of the PH service to the Payment Method you provided during registration (or to a different Payment Method if you change your account information).

If after 30 days You are not completely satisfied with the product and service, You may end the service and return the product for a complete refund to: Pandoras Hope LLC, P.O. Box 30604 Mesa, AZ 85275-0604.

A. Refunds. All fees and charges are nonrefundable and there are no refunds or credits for partially used periods. At any time, and for any reason, we may provide a refund, discount, bonus disc or other consideration to some or all of our members ("credits"). The amount and form of such credits, and the decision to provide them, are at our sole and absolute discretion. The provision of credits in one instance does not entitle you to credits in the future for similar instances, nor does it obligate us to provide credits in the future, under any circumstances.

B. Changes. We may change the fees and charges in effect, or add new fees and charges from time to time, but we will give you advance notice of these changes by email.

3. Term: This Agreement is effective for the term set forth in the Documentation. If no term is agreed, the default term shall be one (1) year from purchase.

4. Renewal: If you have provided the payment service provider (Paypal) with a valid credit card number or an alternate payment method, your subscription will be automatically renewed (and charged to the account you have provided) for another term at the expiration of your current term, whenever your local regulations allow, for a fee no greater than PH's then-current price, excluding promotional and discount pricing. The new term will be for the same duration as the expired term unless otherwise specified at time of renewal. This renewal will be processed (and your card charged) within 30 days prior to the expiration of the term and each anniversary thereafter. Go to [support.pandorashope.com](http://support.pandorashope.com) to see the commencement date for your next renewal period.

5. Duty to inform PH of intent not to renew: If you do not desire to have your subscription automatically renewed, you must, prior to the expiration of your subscription term, inform PH of your intention not to renew your subscription to the service. PH will send written notice of your renewal to the e-mail address you have provided to PH prior to the time of your renewal and upon the renewal of your subscription term.

6. Refund after renewal: If your subscription is automatically renewed and you request a refund of the subscription price within thirty (30) days of the renewal (or any such longer period that PH may, in its sole discretion, allow), PH will refund the full subscription price to you.

7. Duty to update payment info: You must provide current, complete, and accurate information for your billing account. You are responsible for ensuring this information is correct and must promptly update all information to keep your billing account current, complete, and accurate (such as a change in billing address, credit card number, or credit card expiration date). You must promptly notify PH if your credit card is canceled (for example, for loss or theft). Changes to such information can be made by logging on to your PayPal account at [www.paypal.com](http://www.paypal.com). If your Payment Method reaches its expiration date and you do not edit your Payment Method information or cancel your account (see, "Cancellation" below), you authorize us to continue billing that Payment Method and you remain responsible for any uncollected amounts.

8. Termination: This Agreement will terminate automatically if you fail to comply with any of the limitations or other requirements described herein. You may terminate this Agreement at any time by canceling your account. This Agreement automatically terminates if you fail to comply with its terms and conditions. PH reserves the right to refuse or discontinue participation to any user at any time at its sole discretion. You agree that, upon such termination, your access rights to the Service will immediately terminate. We reserve the right to terminate your account for any or no reason.

9. Cancellation. Your PH service will continue in effect unless and until you cancel your membership or we terminate it. You must cancel your membership before it renews each year in order to avoid billing of the next year's membership fees to your Payment Method. You may cancel your PH service at anytime, and cancellation will be effective immediately. WE DO NOT PROVIDE REFUNDS OR CREDITS FOR ANY PARTIAL MEMBERSHIP PERIODS. To cancel, go to [support.pandorashope.com](http://support.pandorashope.com).