



CitNOW Cancellation Policy

Last Updated:
17th September 2017

1. Cancellation Policy

1.1 Overview

Information is a key resource in our organisation. Information stored by us includes: customer names, email addresses, mobile number, vehicle registration number; customer eVHC information; administrative, personnel and financial data; computing network and database systems; computer code and scripts. In whatever form information is collected, accessed or used, we will ensure it is protected by appropriate security measures, enabling us to meet our business goals, conform with applicable laws and meet our contractual obligations.

CitNOW's cancellation policy should be read in conjunction with Clause 4 in our Terms of Use:

Your Order Form details what the initial contract term and the subsequent renewal term is for your selected subscription service.

You should accept your Order Form (by signing or other written acceptance) and keep it safe as it is evidence of what has been agreed. In the absence of a signed and dated Order Form, our standard Terms of Use will be deemed to apply from the date of your service activation.

Our standard Terms are 24 months initial term with subsequent 24 months renewal terms, unless you give 3 month's notice of termination prior to the expiry of the initial term or subsequent renewal terms. Your Order Form will detail any exceptions to this.

Our process for cancellation requests is as follows:

- 1.** Please send an email to cancellation-request@citnow.com explaining which Subscriptions and associated services you would like to cancel
- 2.** A member of our sales team will be in touch to ask questions and complete the details required on our cancellation request form.
- 3.** You will be advised what stage you are at in your contract and when termination will be effective. We will also confirm the final month that you will be invoiced

Until the effective date of termination, you are obliged to pay the full amount each month.

Upon termination You, or if you are a Group Retailer your Retailers, will no longer be able to access your Content via the Online Services. Content may be retrieved as outlined in our Data Protection Policy. Internet links to your videos may still work, but we cannot guarantee so.