

# What is your cancellation and refund policy for subscription of hosted license customers?

151 Ajay Chadha December 2, 2016 Billing

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We believe that you will be pleased with your hosted knowledge base subscription with us, but in case you want to cancel, please notify us and we will stop billing for the next billing cycle. At that point we will remove your hosted KB and delete all data it may have.

Monthly subscribers, upon cancellation, will not be charged again and will not receive a refund for any full or partial monthly subscription charges.

For annual subscribers if the subscription is cancelled within three months of the annual payment, you can receive a prorated refund of your annual subscription fee. If it's been more than three months since your annual payment, you will not be eligible for a refund.

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