

License Agreement and Terms and Conditions

Effective date: 6 October 2026

1. Agreement and acceptance

These License Agreement and Terms and Conditions govern Oakstone PC Care, its account services and software subscriptions. Selecting the agreement acceptance option forms an agreement between you and Oakstone Technologies LLC ("Oakstone", "we", "us"). Read these terms before accepting. The Privacy Policy explains personal-data processing; the Refund and Cancellation Policy explains cancellation and refunds. Mandatory consumer rights take priority over conflicting provisions. You must be at least 18 and able to enter a contract. If accepting for an organization, you must be authorized; its account is assigned to one designated person on one registered PC.

2. License and ownership

While entitled to access, we grant a limited, non-exclusive license to use the application for your own lawful purposes on one registered PC. We retain ownership of Oakstone software and branding. Third-party components remain subject to their own licenses. Do not distribute unauthorized copies, bypass activation, share account credentials, or interfere with the service. Restrictions do not prohibit activities that applicable law expressly permits.

3. Registration and one-PC licensing

New registration requires your full name, email and phone number with country code. Provide accurate information and keep it current. The optional age-group answer is not required for trial or paid access. Supplying a phone number does not consent to promotional calls or texts. One account covers one registered PC. Logging out does not release that binding; using another PC requires another account. Reinstalling on the same PC does not grant another trial. Contact support for genuine replacement or repair; authorized replacement revokes the former device. An organization must use its account through one designated person.

4. Seven-day full-feature trial

An eligible account receives one 168-hour trial starting with first successful backend-confirmed activation after verified registration. No payment card is required and the trial does not automatically convert to a paid subscription. The app displays the expiry date and time. Reinstalling, updating, logging out or changing the clock does not restart the trial. Existing valid paid access is preserved.

5. Access after expiry and offline use

After trial expiry, all Oakstone product tools require an active subscription. This includes manual and browser cleanup, scans launched through Oakstone, diagnostics, system-information tools, PC controls, history and scheduling. Account, billing, support, legal documents, startup and notification settings, and account deletion remain accessible. Existing exported local reports remain yours. We pause protected automation and preserve settings. Expiry never disables Windows or independently installed security tools. Entitlement verification requires periodic connectivity. Under the default configuration, a paid PC can work offline for up to seven days after its last successful server verification. The server can configure that validity period between one and 30 days; actual offline access is limited by the issued signed credential. Following cancellation, offline access is capped at the paid-through date plus one hour and any earlier credential expiry. This hour is a technical allowance, not a renewal or additional charge. The app currently shows when access was last confirmed, not the credential expiry date. Remote cancellation or unpaid status cannot be enforced immediately while the PC is offline. Trial access ends exactly 168 hours after activation, online or offline, with no trial grace period. Contact support if valid paid access cannot be restored.

6. Prices, billing and automatic renewal

New plans cost USD \$5.99 per month or USD \$49.99 per year, plus any taxes disclosed at checkout. The yearly price is charged as one yearly payment. Subscription payments are processed by Stripe. Purchasing authorizes recurring charges at the disclosed interval until you cancel; this authorization is separate from accepting these terms. Checkout states the amount, interval, renewal terms and cancellation method before payment. We confirm purchase and subscription details by email. After a new checkout, the app may show Confirming your payment for up to 24 hours. That pending status does not grant paid access: paid access starts only after backend payment verification. Existing billing agreements are not automatically changed by these new prices. We give at least 30 days' notice of a price change affecting your next renewal, with an opportunity to cancel before it takes effect. Annual renewal reminders identify the renewal date and charge before renewal, as required by applicable law.

7. Cancellation, failed renewal and refunds

Cancel online through Manage subscription in the app, or contact us by email or telephone. Cancellation stops future renewals; unless a refund or mandatory right requires otherwise, access continues to the paid-through date. Uninstalling alone does not cancel billing. When a renewal payment fails, Stripe may mark the subscription past due and retry payment. The server keeps access available during the configured retry process. Its duration and final outcome depend on Oakstone's Stripe revenue-recovery settings; no fixed retry period is promised. If recovery ends with the subscription cancelled or marked unpaid, access stops at the PC's next status verification, subject to Section 5's offline limits. A successful retry restores active status once confirmed by the server and received by the app. If a successful renewal has not yet been confirmed, the server may keep the subscription active for up to two days after the paid period ends while checking with Stripe. Without confirmation after two days, online verified access stops, subject to any remaining offline credential described in Section 5. These technical allowances do not waive payment or create a new paid subscription term. A failed early charge does not remove time already paid for. Both monthly and yearly first subscription purchases have a full 14-day refund window. Renewals have no voluntary change-of-mind refund window, but billing errors, unauthorized charges, mandatory rights and applicable company-termination refunds remain covered. See the Refund and Cancellation Policy.

8. Cleanup and PC controls

Cleanup can permanently delete selected files. Review categories and selections before confirming, and maintain backups of important information. Cookies and history may sign you out or remove browsing records; browser closure requires your approval. Scheduled cleanup runs only within the scope you approve. PC controls depend on hardware, Windows permissions and organization policy. Disabling connectivity can disconnect your PC. Some actions open Windows or browser settings. We do not guarantee recovered space, speed improvements, compatibility with every device or recovery of deleted files. These cautions do not exclude liability that cannot lawfully be excluded.

9. Security tools and third-party services

Oakstone can provide access to supported Microsoft Defender and Microsoft Windows Malicious Software Removal Tool (MRT) functions where available. These are Microsoft tools, not an Oakstone antivirus engine. Availability and remediation depend on the provider, Windows settings and permissions. A launch is not proof that a scan completed; unavailable results are not a clean bill of health. Microsoft may process information under its own privacy terms and your Windows choices. Oakstone is independent of Microsoft and is not endorsed by it. No tool guarantees detection of all threats. Oakstone subscription expiry does not remove your independent access to these Windows tools.

10. Startup, reminders and notifications

For new installations, Start with Windows is enabled with a disclosed option to disable it. Oakstone starts quietly in the tray. You may turn startup off through the app or Windows; Exit stops the current background reminder process. Startup does not authorize automatic deletion or advertising. Cleanup reminders may default to three suggested daily opportunities during trial or paid access; you may change or turn them off. Reminders open a review, not deletion. Actual trial notices use the verified expiry time. Optional support offers and subscription promotions depend on your separate preferences. Promotional Windows preferences may be preselected where permitted; where affirmative opt-in is required, they must be unchecked. Agreement acceptance does not grant marketing consent. Promotional preferences do not authorize email marketing, SMS or sales calls. You can withdraw optional reminder preferences without buying a subscription. Windows controls delivery and Do Not Disturb; delivery is not guaranteed. Applicable frequency limits and your opt-outs continue to apply.

11. Advertising and offers

Unpaid accounts, including trials, may see two clearly labeled in-app promotional placements; paid accounts may see one Updates & offers placement. Paid users can hide promotional offers. We do not present advertisements as scan findings or system warnings. Where the app offers an Open Oakstone to show eligible offers setting, it is disclosed and can be turned off; turning it off prevents automatic offer opening. Windows focus and notification restrictions still apply. Destinations open only after your action. Your subscription and optional notification choices are distinct.

12. Support and uninstall feedback

App assistance covers installation, registration, subscription management and use of Oakstone PC Care. Broader computer troubleshooting may be offered separately; any charges and scope must be disclosed before you approve that service. Calling is optional and does not authorize remote access. An optional uninstall survey may ask why you are leaving. You can skip it and uninstall without providing feedback or accepting an offer. Uninstall removes Oakstone startup and background components but does not itself delete your online account or cancel a subscription.

13. Privacy and communications

We process account, licensing and service information as described in the Privacy Policy. Account and service messages include verification, billing and material service notices. Marketing preferences are handled separately. Local reports are not automatically uploaded. Request correction, access or deletion using account controls or our contact details. Deletion and billing cancellation are separate processes; contact us if you need both.

14. Updates and service changes

We may issue security, compatibility and feature updates. We do not silently restore startup or promotional choices you disabled. We may modify features, but will inform you of material changes affecting paid service. If we permanently withdraw paid service without your fault, we refund the unused prepaid period. Mandatory remedies remain available.

15. Suspension and termination

We may suspend or terminate access for material misuse, fraud, nonpayment or a legal requirement. Where reasonable and lawful, we explain the reason and allow correction. Nonpayment is handled through the renewal-recovery and confirmation process in Section 7, with the offline credential limits in Section 5. For confirmed fraud or material misuse, no voluntary refund is promised, subject to mandatory rights. For termination solely to comply with law, or termination by us for other reasons unrelated to your breach, we refund unused prepaid subscription time unless the law prohibits that refund. A payment reversal removes access corresponding to the reversed payment; valid amounts already refunded are not refunded twice.

16. Warranties and liability

To the extent permitted by law, the service is provided without a promise of uninterrupted or error-free operation. We exclude indirect or consequential losses and losses of profits to the extent lawfully permitted. For ordinary claims arising from these terms or the service, our aggregate liability is limited to the greater of USD \$50 or fees you paid for Oakstone PC Care in the 12 months preceding the event giving rise to the claim. These exclusions and the cap do not apply to fraud, intentional misconduct, gross negligence (including grossly negligent file handling), death or personal injury caused by negligence, or liability and consumer remedies that applicable law does not allow us to limit. The cap does not reduce refunds expressly owed under our Refund and Cancellation Policy.

17. Disputes and governing law

Contact us first if you wish to seek an informal resolution; doing so is not a condition for exercising legal rights. Wyoming law governs to the extent it does not displace mandatory protections applicable to you. Subject to those protections, disputes are brought in Wyoming state courts located in Sheridan County or the United States District Court for the District of Wyoming where it has jurisdiction. Consumers retain any mandatory right to bring claims in their home jurisdiction or another legally permitted forum. There is no mandatory arbitration agreement and no class-action waiver.

18. Mandatory withdrawal and consumer rights

Where mandatory law provides a 14-day withdrawal right for an online subscription, we honor it and any longer period required by law. Our voluntary first-purchase refund also applies as described in the Refund and Cancellation Policy. We do not treat downloading the app, beginning the trial or using paid access alone as a waiver of withdrawal rights. Contact us with a clear withdrawal statement; no reason is required. Mandatory rights concerning faulty or nonconforming digital services remain unaffected.

19. Changes, severability and contact

We provide notice of material terms changes and request fresh agreement where required. Changes do not retroactively remove accrued rights. If a provision is unenforceable, the remaining provisions apply to the extent lawful. The Terms, Refund and Cancellation Policy, and checkout terms govern the subscription; the Privacy Policy describes data practices. Mandatory law controls any inconsistency. Oakstone Technologies LLC, a Wyoming limited liability company. Registered mailing address: 30 N Gould St Ste R, Sheridan, WY 82801, USA. Email: info@oakstoneassist.com. Telephone: 1-888-606-7273. Support hours: Monday-Friday, 9 AM-5 PM Eastern Time. Website: <https://oakstoneassist.com>.