

# Refund and Cancellation Policy

Effective date: 6 October 2026

## 1. Scope and seller

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](mailto:info@oakstoneassist.com). Telephone: 1-888-606-7273. Support hours: Monday-Friday, 9 AM-5 PM Eastern Time. Website: <https://oakstoneassist.com>. This policy covers Oakstone PC Care software subscriptions. Separately purchased computer-support services require their own disclosed terms and are not automatically covered by this software refund offer.

## 2. Trial and subscription charges

Eligible registered accounts receive a seven-day (168-hour) full-feature trial with no card required and no automatic paid conversion. No refund is needed for the free trial. After the trial, product tools require a subscription. Current new plans are USD \$5.99/month or USD \$49.99/year, plus taxes disclosed at checkout. The yearly plan is charged as one yearly payment. Paid plans automatically renew at their disclosed interval until cancelled. Stripe processes payments.

## 3. First-purchase 14-day refund

We offer a full refund of your first Oakstone PC Care subscription purchase, whether monthly or yearly, if you request it within 14 calendar days after purchase. No reason is required. The free trial does not shorten this refund window. Using the app does not by itself disqualify you. A timely request is sufficient even if we process it later. When refunded, that purchase's paid access ends and its future renewal is cancelled; your essential account and support controls remain accessible.

## 4. Renewals and other refund cases

The voluntary first-purchase offer does not restart with renewal, reinstall, account recreation, or plan switching. Renewal payments normally are not refundable merely because you change your mind, and ordinary cancellation does not produce a prorated refund. We correct duplicate or erroneous charges and investigate unauthorized charges. These limits do not restrict mandatory refunds, withdrawal rights, remedies for defective/nonconforming service, or rights arising from an unauthorized renewal. Contact us promptly if you believe a charge is wrong.

## 5. How to cancel

Use Manage subscription in the application to cancel online, or email [info@oakstoneassist.com](mailto:info@oakstoneassist.com) or call 1-888-606-7273 during Monday-Friday, 9 AM-5 PM Eastern Time. Include your account email and request to cancel; do not send full card details. Cancellation stops future renewals and, unless a refund or mandatory right changes this, access continues until the paid-through date. We confirm cancellation and the access end date. An email request received before renewal is treated according to its received time, not a later staff response. Uninstalling or simply stopping use does not cancel billing.

## 6. How to request a refund

Email [info@oakstoneassist.com](mailto:info@oakstoneassist.com) with your account email, purchase date if known and a clear refund request, or contact support by telephone. You do not need to provide a reason for the first-purchase refund. We may request limited information to locate and verify the payment. We return eligible refunds to the original payment method. We initiate approved refunds promptly and within 14 days of a valid withdrawal or eligible refund request; your bank/payment provider may take additional time to display the credit. You do not receive the same payment refund twice.

## 7. Mandatory 14-day withdrawal

Where mandatory consumer law grants a 14-day withdrawal period for an online subscription, you may withdraw without giving a reason within the legally applicable period, generally measured from conclusion of the subscription contract. Any statutory extension or stronger remedy remains available. We do not treat app download, trial start or paid use alone as a waiver. Our voluntary full first-purchase refund applies independently and does not require you to calculate deductions for use. Use the online withdrawal function where available or required, or send an unambiguous statement by email or post. A model statement is: "I withdraw from my Oakstone PC Care subscription purchased on [purchase date]. Account email: [email]. Name: [name]. Date: [date]." Use of that wording is optional.

## 8. Failed renewals and payment confirmation

If a renewal charge fails, Stripe may mark the subscription past due and retry the payment. Access remains available during the configured retry process. The retry duration and final outcome depend on Oakstone's Stripe revenue-recovery settings; this policy does not promise a fixed retry period. If recovery ends with the subscription cancelled or marked unpaid, access stops when the PC next verifies its status, subject to the offline limits below. 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 preserve active status for up to two days after the paid period ends while checking with Stripe. Without confirmation after that period, online verified access stops; any remaining offline credential is subject to Section 9. These verification and recovery periods do not waive charges or create a new paid term. After a new checkout, the app may display Confirming your payment for up to 24 hours. Paid access begins only after backend payment verification; a pending screen is not proof of payment or a grace period.

## 9. Offline access and trial expiry

A paid PC can operate offline for up to seven days after its last successful server verification under the default configuration. Oakstone's server configuration can set this validity period between one and 30 days; the issued entitlement credential governs actual offline access. Offline operation cannot provide immediate notice of a remote cancellation or unpaid status. Following cancellation, offline access is capped at the paid-through date plus one hour and cannot exceed an earlier credential expiry. The additional hour is a technical allowance, not a subscription renewal or an additional charge. The app currently shows when access was last confirmed; it does not display the credential expiry date. The free trial has no grace period: it ends exactly 168 hours after activation, online or offline. These technical access limits do not change cancellation or refund rights.

## 10. Company termination

If Oakstone permanently ends paid service without your fault, or ends it solely for legal compliance, we refund unused prepaid time unless prohibited by law. For confirmed fraud or material breach, voluntary refunds are not promised, but mandatory rights remain. Payment reversals are handled without duplicating amounts already returned.

## **11. Account deletion and uninstall**

Cancellation, uninstall and account deletion are separate actions. An optional uninstall survey is not a condition of uninstall or refund. You may ask us to cancel and delete the account together. Deletion handling is described in the Privacy Policy and does not remove legally required payment or dispute records. We do not require a purchase, retention offer, or survey response to process a valid cancellation.

## **12. Consumer protections and contact**

This policy does not exclude non-waivable consumer rights or prevent you from disputing an unauthorized charge through your payment provider. The License Agreement and Terms and Conditions contain governing-law and court provisions, with no mandatory arbitration or class-action waiver. For requests, contact [info@oakstoneassist.com](mailto:info@oakstoneassist.com), 1-888-606-7273, or our registered mailing address above.