

Cancellation & Refund Policy

Last revised: 28 October 2026.

This page covers how to cancel, and when a refund applies, for our technical-support services.

No charge before you approve

The initial consultation and checkup are free. We will never charge you before you have approved the work and the price. Charges are applied only after you have agreed to proceed with a paid service.

One-Time Remote Support — \$79.99

One-time support is charged only after the agreed issue is fixed. If we cannot fix it, there is no charge. There is no recurring subscription and no follow-up support is included once the service is complete.

Additional or separate issues need a new assessment and a new agreement before any further paid work begins. This applies to one-time support; it does not mean that troubleshooting covered by an active annual plan carries an extra charge.

Annual Computer Support & Scheduled Care — \$499.99 a year

How billing works

\$499.99 is paid upfront and covers 12 months on one computer. The plan **renews automatically each year until you cancel**. If a monthly figure is shown anywhere, it is for comparison only — equivalent to \$41.67 a month, billed as \$499.99 annually. There is no monthly payment option.

How to cancel

You can cancel automatic renewal in either of these ways:

- By telephone on [855-994-3703](tel:855-994-3703)
- By email to info@oakstoneassist.com

There is no online account or dashboard you have to use, and there is no advance-notice deadline. **Your cancellation takes effect when we receive your request** — not when we finish processing it.

We will send you written confirmation stating that automatic renewal has been cancelled, the date your coverage ends, and whether a refund applies. If we do not already have an email address for you, the technician may ask for one so that we can send that confirmation — but providing a new email address is not a condition of us accepting your cancellation.

What happens to your cover after you cancel

Cancelling stops the next automatic renewal. If you cancel partway through a term and no refund applies, you keep your covered support and your remaining care sessions

until your current paid annual term ends. Any sessions still unused at the end of that term do not carry into a renewed term.

Refund on the initial annual purchase

We do not offer a voluntary change-of-mind refund on the initial annual purchase, and cancelling on its own does not create a prorated or part-year refund — your coverage continues for the term you have paid for.

This does not affect your rights where a billing error has occurred, where a charge was not authorised, or where the service has failed. Those remedies, and any rights the law gives you where you live, continue to apply.

Refund on an automatic renewal

We will refund a renewal payment in full when both of the following are true:

- You ask within **seven calendar days** of the renewal; and
- You have not used any troubleshooting support or scheduled care session during the renewed term.

Taking that refund ends your coverage for the renewed term and stops any further automatic renewal. Requests made outside this window remain covered by the billing-error, unauthorised-charge and service-failure remedies described above, and by your rights under the law.

This seven-day unused-renewal refund applies to renewals only. It does not apply to the initial annual purchase.