

# Subscription Management Policy

## Free Trial Period

- New users receive a 14-day free trial of Premium features
- No credit card required to start trial
- Trial automatically ends after 14 days; no charges applied unless you subscribe
- One trial per user/email address

## Subscription Plans

### Basic Plan includes:

- Core features and functionality
- Standard customer support
- 5GB storage
- Email support

### Premium Plan includes:

- All Basic features
- Advanced analytics and reporting
- 100GB storage
- Priority customer support
- Early access to new features

## Upgrading Your Plan

- Upgrade anytime: **Settings > Subscription > Change Plan**
- Immediate access to upgraded features
- Prorated billing: pay difference for remainder of billing period
- No downtime during upgrade process

## Downgrading Your Plan

- Downgrade anytime: **Settings > Subscription > Change Plan**
- Changes take effect at next billing cycle
- Retain Premium features until current period ends
- Receive prorated credit applied to next bill

## Pausing Subscriptions

- Pause subscription for 1-3 months at a time
- Available once per calendar year
- Request via: **Settings > Subscription > Pause**
- No charges during pause period; resume anytime

## Cancellation Policy

- Cancel anytime: **Settings > Subscription > Cancel**
- No cancellation fees or penalties
- Access continues until end of current billing period
- No partial refunds for unused time
- Reactivate anytime within 90 days with same settings

## Automatic Renewal

- All subscriptions renew automatically
- Opt-out: **Settings > Subscription > Auto-Renewal**
- Email reminder sent 7 days before renewal
- Cancel before renewal date to avoid charges