

Acutis Cloud Enclave (ACE)

Billing, Cancellation and Refund Policy

Step Ahead strives hard to provide clear and transparent billing policies to our customers. By making a purchase from our website, you agree to the following billing, cancellation and refund policy:

Billing cycle will start from the date the services are rendered.

Payment: We accept major credit cards and PayPal as payment methods. All payments are processed securely and are charged at the time of purchase.

Taxes: The prices displayed on our website do not include any applicable taxes. You will be responsible for paying any taxes that may apply to your purchase.

Subscription: If you have signed up for a subscription service, your credit card will be automatically charged on a recurring basis until you cancel your subscription with due notice.

Payment Disputes: If you have any concerns regarding your payment or have a dispute with a charge on your credit card statement, please contact us immediately.

Billing Details

Customers will be Billed from the Service **Request Date**. ***If purchased from AWS Marketplace, then AWS billing policy applies. Please note the cancellation and return policy is applied as per this policy.***

The **First Bill** will be from **Service Request Date**, until the end of that month
Payment for the First Bill must be paid in full prior to the start of the services
Services will begin on Order Fulfillment Date which will be within three days after Service Request Date.

Subsequent monthly charges must be paid prior to that month

Cancellation Policy:



If you decide to cancel your 12-month or 24-month or 36-month subscription for whatever reason, you can do so anytime. However, we do not refund for unused services.

Refunds: Refunds are not possible due to the fact that we pre purchase all buyer licenses from our technology vendors based on a buyer contract for a 12 or 24 or 36 month subscription plan. We do not issue refunds for digital products or services that have been delivered or accessed.

Partial Refunds Do Not Apply: We do not provide partial refunds, however we could evaluate such requests on a case by case basis.

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A la Carte - Cybersecurity as a service. Customers can request any service line item from the list of services offered.

Enclave Bundles - The set group of services offered by Step Ahead for various CMMC Levels

CMMC Kit - This kit includes complete documentation including policies, plans, procedures, work templates, mapping documents and objective evidence for CMMC compliance based on the level required.

Service Request Date - The date the Agreement for service request is signed between the end customer and Step Ahead.

Order Fulfillment Date - The date when services have been delivered to the end customer.

Cancellation Date - The date the customer alerts Step Ahead that they would like to cancel services.

