

Information Mapping Policies

Overview

In this document

This document provides an overview of our policies for

- Subscription renewals
 - Subscription cancellations and cancellation refunds, and
 - General refunds.
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Subscription renewal policy

Automatic renewal FS Pro subscription(s)

Following their expiry date, **all purchased FS Pro subscriptions will automatically be renewed**. Renewals will take into account the previous subscription period of your license(s).

Notifications

FS Pro license administrators will receive a renewal notification 14 days before their subscription's next expiry date.

Cancelling a subscription renewal before the expiry date

You can cancel your renewal before the expiry date

- in your [Shop Account](#), or
- by sending an email to info@informationmapping.com.

If you cancel your renewal before the expiry date, you will not be charged.

Cancelling a subscription renewal after the expiry date

Renewals cannot be cancelled after the expiry date since the FS Pro license administrators receive an email notification 14 days prior to the expiry date.

Once your subscription has been renewed, you are not entitled to a refund.

Questions

Please contact us at info@informationmapping.com if you have any questions about our renewal policy.

Subscription cancellation policy

How to cancel my software subscription(s)

You can cancel your software subscription(s) at any time in your [Shop Account](#).

Monthly software subscription(s)

Your monthly FS Pro software subscription starts as soon as your initial payment is processed. You'll be charged the monthly rate stated at the time of purchase plus applicable taxes.

Cancellation

Your subscription will continue without renewal notice until you cancel. After **your initial period of 90 days**, you can cancel your subscription. Cancellations must be made prior to the expiry date.

Refund when cancelled

Once cancelled, your payment for that month is non-refundable and your service will continue until the end of that month's billing period, at which time your subscription will terminate. Your licence(s) will continue to work as long as your subscription is active.

Renewal rates

Because there's no annual contract, your monthly rate is subject to change, but you will be notified of any change in your monthly rate with the option to cancel in accordance with these terms.

Annual software subscription(s)

Your annual FS Pro software subscription starts as soon as your payment is processed. You'll be charged the annual rate stated at the time of purchase as one lump sum, plus applicable taxes.

Cancellation

Your contract will renew automatically, on your annual renewal date, until you cancel. Renewal rates are subject to change, but you will be notified of any change in your rate with the option to cancel in accordance with these terms.

Refund when cancelled

If you cancel within 14 days of your initial order, you'll be fully refunded, less the charge for one month at the current monthly subscription rate. Please see the Block [Conditions to get a refund](#) for more info. Should you cancel after 14 days, your payment is non-refundable and your service will continue until the end of your contracted term. Your licence(s) will continue to work as long as your subscription is active.

Renewal rates

Renewal rates are subject to change.

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Subscription cancellation policy, Continued

Multi-year software subscription(s)

Your multi-year FS Pro subscription starts as your payment is processed. You'll be charged the annual rate stated at the time of purchase as one lump sum, plus applicable taxes.

Cancellation

Your contract will renew automatically, on your renewal date, until you cancel.

Refund when cancelled

If you cancel within 14 days of your initial order, you'll be fully refunded, less the charge for one month at the current monthly subscription rate. Please see the Block [Conditions to get a refund](#) for more info. Should you cancel after 14 days, your payment is non-refundable and your service will continue until the end of your contracted term. Your licence(s) will continue to work as long as your subscription is active.

Renewal rates

Renewal rates are subject to change.

Questions

Please contact us at info@informationmapping.com if you have any questions about our cancellation policy.

General refund policy

Conditions to get a refund

Refunds for purchases from the [Information Mapping Web Store](#) can be issued when the following conditions are fulfilled:

- You did not fill out a VAT number on the Web Store (indicating that you are an end user and not a company),
- You ask for the refund within 14 days of the purchase, and
- You have not yet used the purchased product (e.g. activated FS Pro or started taking an e-learning course).

When all of the above prerequisites are fulfilled, Information Mapping can refund you.

Questions

Please contact us at info@informationmapping.com if you have any questions about our general refund policy.
