

Netspark Cancellation Policy

This cancellation policy ("**Cancellation Policy**") establishes the subscription cancellation rights of Netspark's customers. Any Capitalized term in this Cancellation Policy shall have the meaning set forth in the "Netspark End User License Agreement".

1. Contact Methods

You may contact us by the following means:

- By phone: +972-3-732649287
- By registered mail to 2 Rehavam Zeevi St. Givat Shmuel, Israel.
- By e-mail: support@netsparkmobile.com
- Online through our website at netsparkmobile.com

The cancellation notice should include your name and last 4 digits of your credit card number ("**Cancellation Notice**"). To the extent that the Cancellation Notice is provided orally, Netspark shall have the right to request additional identification details.

2. Refund Rights Divided by Payment Method and Subscription Period

Subscription Period	Credit Card or PayPal	Google Play	Apple App Store
Yearly Subscription	<p>To the extent Netspark receives Customer's Cancellation Notice during the initial 30 days of the Subscription Period, Customer shall be entitled to a full refund of the whole sum of applicable Subscription Fees of the then-current Subscription Period.</p> <p>Otherwise if Netspark receives Customer's Cancellation Notice after the initial 30 days of the Subscription Period, Customer shall be entitled to a pro-rated refund of the then-current Subscription Fees, subject to a cancellation fee equals to five percent (5%) of the Subscription Fee.</p>	<p>To the extent Netspark receives Customer's Cancellation Notice during the initial 30 days of the Subscription Period, Customer shall be entitled to a full refund of the whole sum of applicable Subscription Fees of the then-current Subscription Period.</p> <p>Otherwise if Netspark receives Customer's Cancellation Notice after the initial 30 days of the Subscription Period, Customer shall be entitled to a pro-rated refund of the then-current Subscription Fees, subject to a cancellation fee equals to five percent (5%) of the Subscription Fee.</p> <p><i>*The above policy shall not be applicable if Customer has already requested and/or received a refund through Google Play in accordance with Google Play's cancellation policy's terms.</i></p>	A refund (if any) will be provided in accordance with the App Store's cancellation policy's terms. No refund will be granted by Netspark
Monthly Subscription	To the extent Netspark receives Customer's Cancellation Notice during the initial 7 days of the Subscription Period, Customer shall be entitled to a full refund of the whole sum of applicable	To the extent Netspark receives Customer's Cancellation Notice during the initial 1 month of the Subscription Period, Customer shall be entitled to a full refund of the whole sum of applicable	

	<p>Subscription Fees of the then-current Subscription Period.</p> <p>Otherwise if Netspark receives Customer's Cancellation Notice after the initial 7 days of the Subscription Period, Customer shall be entitled to a pro-rated refund of the then-current Subscription Fees.</p>	<p>Subscription Fees of the then-current Subscription Period.</p> <p>Otherwise if Netspark receives Customer's Cancellation Notice after the initial 7 days of the Subscription Period, Customer shall be entitled to a pro-rated refund of the then-current. Subscription Fees.</p> <p><i>*The above policy shall not be applicable if Customer has already requested and/or received a refund directly through Google Play in accordance with Google Play's cancellation policy's terms.</i></p>	
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