



# Act! Premium

## Subscription Membership Details

### Act! Premium

#### Monthly Membership Details

##### Payment, Term and Renewal

Monthly contracts are renewed every month on the anniversary date of your initial purchase. We'll collect payment of the fee stated at the time of purchase on each anniversary. You must keep your payment information current. Declined or failure to make payments can result in cancellation of your service.

##### Addition of Seats

With the addition of new users, you will be charged a pro-rated amount based off of the remaining time in your term. Your anniversary will remain the same as your original purchase.

##### Cancellation

We'd hate to see you go, but you can cancel at any time by contacting [Customer Support](#). No refunds will be processed for partial months of service. You retain your data upon cancellation, but access to the application is removed.

#### Annual Membership Details

##### Payment, Term and Renewal

Annual contracts are renewed each year on the anniversary date of your initial purchase. We'll collect payment of the fee stated at the time of purchase on each anniversary. You must keep your payment information current. Declined payments can result in cancellation of your service.

##### Addition of Seats

With the addition of new users, you will be charged a pro-rated amount based off of the remaining time in your term. Your anniversary will remain the same as your original purchase.

##### Cancellation

We'd hate to see you go, but you can cancel at any time by contacting [Customer Support](#). No refunds will be processed for partial contracts. You retain your data upon cancellation, but access to the application is removed.

#### Purchased Membership Details

##### Payment, Term and Renewal

Purchased contracts have an initial one-time fee for a license, and an annual contract for updates and service. Purchased contracts are renewed each year on the anniversary date of your initial purchase. We'll collect payment of the fee stated at the time of purchase on each anniversary. You must keep your payment information current. Declined or failure to make payments can result in cancellation of your service.

#### Addition of Seats

With the addition of new users, you will be charged a pro-rated amount based off of the remaining time in your term. License fees will be paid in full. Your anniversary will remain the same as your original purchase.

#### Cancellation

We'd hate to see you go, but you can cancel at any time by contacting [Customer Support](#). Upon Cancellation you will receive entitlement for the current version of Act! with no future updates. No refunds will be processed for partial contracts.

## Act! Premium Cloud

### Monthly Membership Details

#### Payment, Term and Renewal

Monthly contracts are renewed every month on the anniversary date of your initial purchase. We'll collect payment of the fee stated at the time of purchase on each anniversary. You must keep your payment information current. Declined or failure to make payments can result in cancellation of your service.

#### Addition of Seats

With the addition of new users, you will be charged a pro-rated amount based off of the remaining time in your term. Your anniversary will remain the same as your original purchase.

#### Cancellation

We'd hate to see you go, but you can cancel at any time by contacting [Customer Support](#). No refunds will be processed for partial months of service. Upon cancellation access to the application is removed, but your data is retained and made available for 90 days.

### Annual Membership Details

#### Payment, Term and Renewal

Annual contracts are renewed each year on the anniversary date of your initial purchase. We'll collect payment of the fee stated at the time of purchase on each anniversary. You must keep your payment information current. Declined payments can result in cancellation of your service.

#### Addition of Seats

With the addition of new users, you will be charged a pro-rated amount based off of the remaining time in your term. Your anniversary will remain the same as your original purchase.

#### Cancellation

We'd hate to see you go, but you can cancel at any time by contacting [Customer Support](#). No refunds will be processed for partial months of service. Upon cancellation access to the application is removed, but your data is retained and made available for 90 days.

Review Act! Premium Cloud Terms of Service [here](#).

## Act! Cloud Essentials

### Monthly Membership Details

#### Payment, Term and Renewal

All billing information can be managed securely online from within the Account & Billing section of the

customer's Act! Cloud account. Review Terms of Service [here](#).

#### Cancellation

Account cancellations may be processed within the Account and billing section or by emailing our Act! Cloud Customer Success Team at [mycloudbilling@act.com](mailto:mycloudbilling@act.com).

## Billing Disputes

As a current or prior customer of Swiftpage, you agree to allow Swiftpage to attempt settlement of any billing dispute for 30 days before disputing with any third party, credit card company or bank. Swiftpage simply requires that it be the first option in billing disputes. Should Swiftpage receive a chargeback or other reversed charge from a third party, credit card company or bank on your behalf before Swiftpage has been given a chance to resolve the issue, Swiftpage has the right to collect on the rendered services and any fees associated with those disputes. Swiftpage charges a \$25.00 Chargeback Fee per chargeback should a third party, credit card company or bank be used as a first resort in a billing dispute.

By using Swiftpage, you understand and agree to our Billing Policies.