

# Santa Monica Services Ltd - Refund Policy

## Refund Policy

Like many software service providers, we strive to provide you with 100% satisfaction with our products. We have, nevertheless, established a refund policy, in case either you are not satisfied or wish to effect changes to your subscription plan.

A refund is subject to a valid request to Santa Monica Services Ltd in case of technical malfunction in our software. For example, if your account has already been deducted of a standard amount for a given period, and a technical fault that can be retraced to our software systems, rendered the resulting calculation set unusable, you are de facto entitled to receive a refund. We proceed to refund your account by the number of days lost or may extend your license period of the equivalent time lost.

### ***Definition of technical Malfunction.***

Santa Monica Services Ltd does not view the following as technical malfunction:

- (1) Wrong data entry in the SmLoader interface, giving a result set of member loading that does not hold up to mechanical engineering stress tests in the Verauto structural analysis. It is your responsibility as an engineer to correctly input parameters that define a tower structure. Evidently, in a case like this, our point of view is that Verauto is functioning correctly, and you are not entitled to a refund.
- (2) Multiple iterations are a normal part of antenna structure optimization, and any iteration with inadequate values is not a technical malfunction. For engineering purposes, we view that Verauto software is functioning correctly, giving substandard results to substandard input by the user. No refund is applicable.
- (3) Malfunctions relevant to your computer rather than the software. Verauto is tested on several platforms, but often, installation of gadget software, firewall misconfiguration, games etc. might interfere with your computer stability. In case of a crash, usually it means the copy of Verauto has become corrupted; your firewall, antivirus software, or various other subsystems local to your work setting are interfering with Verauto. We cannot be held responsible for glitch hardware or software combinations at your local operation level. It is your duty as the consulting engineer to operate Verauto on a clean standard Windows platform to obtain correct results.
- (4) Network misconfiguration or very slow network. Verauto is designed to perform calculations either remotely or in situ, making it dependent on an internet connection except where license type provides to have the numerical solver in situ. Very slow connections, clogged by downloads in parallel, games, video streaming are sometimes so slow that the data transfer between the computation server and Verauto expires and is cut off. In this case, we cannot refund the calculation, as it is your duty to provide adequate operating conditions for Verauto. From our point of view, Verauto is functioning correctly, but your local condition of work is interfering with Verauto, this is not our responsibility.

Nevertheless, contact us, describe the situation in which the error occurred, and if the claim is not abusive, we will do our best to satisfy your request.

## Returns and Exchanges

Verauto is software and as such, there is no item to return, you simply have to notify us of your cessation of subscription and your account will be terminated and your copy of Verauto will cease to function.

In case you want to renegotiate your subscription into a different type of account with a different pricing mechanism, we will do the necessary to transfer your existing credits into your new account type with an equivalent value of your remaining credits.