

# Return and Refund Policy for Automile Tracker

May 9, 2025

## **If you don't wish to keep your Automile Tracker**

You must request a return for refund within 14 days of receiving the Automile Tracker. No refunds will be granted after 14 days, unless you received a damaged product in which case our hardware warranty may apply.

No refunds will be given on due or paid fees on a product that has been opened or used. All return(s) must have the original packaging and accessories intact.

The customer will pay for the return shipment. Automile is not responsible for any loss or damage in shipping from the customer.

What is stated above shall apply to the fullest extent permitted by law in the applicable jurisdiction.

## **If you receive a damaged product**

You must inform Automile of any order discrepancy or damage within 72 hours of the delivery date.

User inflicted damage to unit will void the device warranty and will not be accepted. We will not replace a stolen device.

Defective devices within warranty period (12 months) will be replaced with a new or refurbished product or component, in accordance with the hardware warranty in our Terms and Conditions.

Automile will pay for the return shipment if the product is damaged due to no fault on customer's side. Automile is not responsible for any loss or damage in shipping from the customer.

Please allow at least two weeks for a return to be processed, at which time a refund, credit or exchange will be made provided the conditions for this are met.

## **If you wish to terminate your Automile subscription**

If you wish to terminate your Automile subscription, you can do so by following the instructions on our website, via the Automile app, or by contacting [billing@automile.com](mailto:billing@automile.com). When you terminate your Automile subscription, you are still obligated to pay fees for the remaining subscription period. We will not refund any such fees that have already been paid. However, this does not apply if you return an Automile Tracker within 14 days of delivery, in which case a full refund will be issued under the conditions stated above.

If you cancel the subscription and do not return any associated hardware within ten (10) days of the cancellation, a fee of 99 USD excluding VAT per unit will be

charged. This fee will in such cases be deducted from the credit card you have registered with us.

### **Questions?**

If you have any questions or wish to inquire about your return please contact our Customer Service desk on [support@automile.com](mailto:support@automile.com).

## **Return and Refund Policy for Automile Box**

May 9, 2025

### **If you are on a trial and you don't wish to keep your Automile Box**

If you are using your Automile Box on a trial basis, you may only use it during the limited trial period specified on our website [www.automile.com](http://www.automile.com), and solely for the purpose of evaluating whether you wish to purchase the service.

If at the end of the trial period you decide not to purchase the service, you must immediately stop using it and return your Automile Box. You can return the device by following the instructions on our website, through the Automile app, or by contacting [billing@automile.com](mailto:billing@automile.com).

If we do not receive the hardware or your payment within ten (10) days after the trial period has expired, we will charge a fee of 99 USD excluding VAT per unit. This fee will be charged to the credit card you have registered with us.

Once the trial period has expired, you are not entitled to a refund of any fees that are due or already paid.

### **If you receive a damaged Automile Box**

You must inform Automile of any order discrepancy or damage within 72 hours of the delivery date.

User inflicted damage to unit will void the device warranty and will not be accepted. We will not replace a stolen device.

Defective devices within warranty period (12 months) will be replaced with a new or refurbished product or component, in accordance with the hardware warranty in our Terms and Conditions.

Automile will pay for the return shipment if the product is damaged due to no fault on customer's side. Automile is not responsible for any loss or damage in shipping from the customer.

Please allow at least two weeks for a return to be processed, at which time a refund, credit or exchange will be made provided the conditions for this are met.

**If you wish to terminate your Automile subscription**

If you wish to terminate your Automile subscription, you may do so at any time by following the instructions on our website, through the Automile app, or by contacting [billing@automile.com](mailto:billing@automile.com). Your termination will be effective as of the last day of your current subscription period.

When you terminate your subscription, you are still liable to pay the subscription fees for the remaining part of your ongoing subscription period. Any fees already paid will not be refunded.

If you do not return any associated hardware within ten (10) days from the termination date, a fee of 99 USD excluding VAT per unit will be charged to the credit card you have registered with us.

**Questions?**

If you have any questions or wish to inquire about your return please contact our Customer Service desk on [support@automile.com](mailto:support@automile.com).