

## **Purchase, Cancellation and Refund Policy**

The application named "Jigle" is owned by Jigle Bilgi Teknolojileri A.Ş.. ("our", "App", "Application", "we" or "us") offers premium features for purchase via periodical and automatically renewing subscriptions ("Subscription") and one-off in-app products. A description of included premium features for different Subscription types are available within our website or mobile apps.

The subscription for sale and one-off in-app products are an In-App product. This product can only be used in the App. The product is delivered to the you electronically and instantly. It cannot be returned after delivery. Due to the features of the product explained and expressed in this contract, the payment is made instantly and in cash at once.

In case of return of goods and services purchased via the Internet, the App Store cannot pay with cash in accordance with the App Store Terms and Conditions.

The Application will be deemed to have fulfilled its performance and its responsibility will end when it is delivered electronically in terms of the product features offered. Since the subscription is made in electronic environment, there is no need for delivery and cargo process, and no cargo and delivery costs will be requested in this context.

To be valid within the borders of the Republic of Turkey, for disputes up to the value declared by the Ministry of Customs and Trade every year, the Provincial or District Consumer Arbitration Committees in the place where the CONSUMER transaction is made or the residence of the CONSUMER, in case of disputes above the said value, the CONSUMER transaction is made or the residence of the CONSUMER is located. Consumer Courts will be Authorized.

### **Purchase**

How to subscribe. You may activate a Subscription in one of the following two ways:

You can make an in-app purchase on a subscription and one-off in-app product on a third-party app store on which the App is made available, such as Apple App Store and Google Play Store (an "App Store") and following the instructions given by the relevant App Store (an "In-App Subscription"). All payments in relation to In-App Subscriptions are handled by the third-party App Store from which you obtained the App. Payments made to an App Store will be subject to the App Store's own terms and conditions which you should review carefully before activating an In-App Subscription ("App Store T&Cs"). We will not process any payments from you or make any refunds to you directly if you have taken out an In-App Subscription. Please refer to the App Store T&Cs for the relevant time period for cancellations and for more information on how to do this.

You can also make a purchase directly from us on our website using a credit card, debit card, PayPal or other payment method that we permit from time to time (a "Website Subscription"). All payments in relation to Website Subscriptions are handled directly by us.

You may choose to use these premium features by authorizing us to charge Subscription fees and one-off in-app products to your selected payment method including credit card, mobile payment, or similar as selected by you at the payment screen. When you place a purchase order for a Subscription and one-off in-app product (each a "Transaction"), we may request from you to provide additional information relevant to your selected payment method for the Transaction, such as your credit card details and billing address ("Payment Information"). You represent and warrant that you have the legal right to use and share any such Payment Information, authorize us to provide your Payment Information to our third-party service providers in order to complete your Transaction, and agree to pay the Subscription fees and any additional charges (applicable taxes and other fees) with the provided Payment Information.

During a Transaction, we may offer a free or discounted trial which may not include all premium features. Please note that if a trial is offered, this shall be explicitly stated on the payment screen at the time of the Transaction. You authorize us to charge you the full Subscription fees at the end of the trial period.

### **Subscription Period**

You agree to be automatically charged a Subscription fee for the chosen Subscription type at the time of the Transaction or after the end of the trial period (if any). You acknowledge that all Subscriptions are recurring and will renew automatically at the end of each Subscription period (each day, week, month, 3 months, 6 months, year, or otherwise, depending on the option selected by you at the time of the Transaction) until you cancel as described in this document. We may offer different lengths of Subscription period from which to choose. We may change the Subscription period lengths that we offer from time to time, but we will not change the length of your Subscription period while it is active. Each Subscription period will automatically renew on the day that

it expires for another period of the same length of time. For example, a weekly subscription would automatically renew on the same day each week and a monthly subscription would automatically renew on the same day each month. You will be charged for the following Subscription period in advance on the renewal date, unless you cancel the Subscription in advance of the renewal date in accordance with these Terms.

### **Price Change**

We reserve the right to change our pricing terms for Subscriptions and one-off in-app products at any time. Changes to the pricing terms will not apply retroactively and will only apply for Subscription renewals after the date of such change. If you do not agree to a Subscription and one-off in-app products fee increase, please remember that you can always cancel your Subscription before your next Subscription period starts. If you do not cancel your Subscription after receiving notice of a change in Subscription fee, you will be obliged to pay the new Subscription fee from the date on which the next Subscription period commences.

### **Subscription for Non payment**

Suspension for non-payment. We and/or the relevant App Store may immediately suspend your access to the App if your Subscription is not paid by you until such time as the full amount has been paid. If any amount remains unpaid following our notice to you, we may end your rights under these Terms

All payments made are non-refundable and non-transferable except as expressly provided in this document.

### **Cancellation**

You may cancel the renewal of your subscription anytime from the destination of your Transaction (e.g. App Store, Website). You will not receive a refund for the fees you already paid for your current Subscription period and you will continue to receive the premium features until the end of your current Subscription period. Please note that deleting the application does not cancel or end your subscription. If you cancel your Subscription, the cancellation will take effect at the end of your then-current paid Subscription period. You will continue to be able to access the App until that time.

In case of purchasing one-off in-app products, it is not possible to return, cancellation or refund this product as it is a one-time product.

### **In-App Subscription**

If you have an In-App Subscription and you would like to cancel it, you will need to do this in accordance with the relevant process required by your App Store. All refunds for In-App Subscriptions will be handled in accordance with your App Store T&Cs. Subscriptions purchased via an App Store are subject to such App Store's refund policies. This means we cannot grant refunds. You can find further information on cancelling orders and any associated refunds on the website of the App Store from whom you purchased the In-App Subscription or within the App Store itself. Please make sure you familiarise yourself with your App Store's policy on refunds before you subscribe. Further instructions on how to do this can be found at the following links: [Apple App Store](#); and [Google Play Store](#).

In case of purchasing one-off in-app products, it is not possible to return, cancellation or refund this product as it is a one-time product.

**Google Play:** You may cancel a trial or a subscription anytime by turning off auto-renewal through your Google Play account settings. To avoid being charged, cancel the subscription in your account settings at least 24 hours before the end of the trial or the current subscription period. You alone can manage your subscriptions. Learn more about managing subscriptions (and how to cancel them) on [Google Play Store](#) page.

So If you have an Android device: Open the App, go to your profile and select "Manage Subscription" box. From here, you will be directed to subscription settings and will be able to turn it off by following some simple steps.

**Apple App Store:** You may cancel a trial or a subscription anytime by turning off auto-renewal through your Apple App Store account settings. To avoid being charged, cancel the subscription in your account settings at least 24 hours before the end of the trial or the current subscription period. You alone can manage your subscriptions. Learn more about managing subscriptions (and how to cancel them) on [Apple App Store](#) page.

So If you have an iOS device: Open the App, go to your profile and select “Manage Subscription” box. From here, you will be directed to subscription settings and will be able to turn it off by following some simple steps.

**Website Subscription:** If we offer a Website Subscription and you have a Website Subscription which you would like to cancel it, then you must log in to your account through our Website. From here please follow <https://dashboard.zotlo.com/user/login> than click unsubscribe .You may contact us to cancel your Subscription by reaching us at [support@jigle.desk360.com](mailto:support@jigle.desk360.com).

## Refunds

You may be eligible for a refund only from the destination of your Transaction (App Store or Website such as <https://dashboard.zotlo.com/user/login>).

Apple Store: To request a refund, follow these instructions from the [Apple](#).

If you use a computer:

1. Sign in to [reportaproblem.apple.com](https://reportaproblem.apple.com)
2. Tap or click "I'd like to," then choose "Request a refund"
3. Choose the reason why you want a refund, then choose Next
4. Choose the app, subscription, or other item, then choose Submit

If you use an iOS device:

1. Go to App Store App on your mobile and click on your Apple ID
2. Select Purchase History, find the transaction and tap Report a Problem
3. Select Report a Problem to the right of the purchase and select the reason why you are requesting a refund

Google Play: To request a refund, follow these instructions from the [Google](#).

1. Go to [play.google.com](https://play.google.com).
2. At the top right, click your profile icon.
3. Select Payments & subscriptions and then Budget & order history.
4. Find the order you want to return.
5. Select Request a refund or Report a problem.
6. Choose the option that describes your situation.
7. Complete the form and note that you'd like a refund.
8. You'll get a message that says "Thank you for sharing your concerns." You'll also receive an email with a refund decision.

Our website: We provide refunds at our sole discretion and subject to laws and regulations and our policies that may be published from time to time.

To request a refund, you may contact us your Website Subscription by reaching us at [support@jigle.desk360.com](mailto:support@jigle.desk360.com).

If you have any further questions about purchase, cancellation or refund, please get in touch with us via the chat functionality on our website or e-mail at [support@jigle.desk360.com](mailto:support@jigle.desk360.com).