

REFUND POLICY

Effective Date: October 2023

This Refund Policy ("Policy") outlines the terms and conditions for refund requests related to the services provided by GigFire LLC ("GigFire"), a broadband company. By using our services, you agree to comply with this Policy and any applicable laws or regulations. Please read this Policy carefully before requesting a refund.

1. Eligibility for Refunds

1.1 No Refund for Monthly Service: Once you subscribe to our internet service plan, there will be no refund for cancellations. The service will continue through the specified service date. You are required to return all provided equipment associated with the internet service. Failure to return the equipment within the stipulated time will result in a \$450 equipment fee being charged to your account.

1.2 Refund for Prepaid Service: In the event you wish to cancel your subscription before the service date and you have prepaid for service, an early termination fee of \$150 will be applied to your account and we will prorate your service to the nearest month and mail you a refund check. Additionally, you are required to return all provided equipment associated with the internet service. Failure to return the equipment within the stipulated time will result in a \$450 equipment fee being charged to your account.

1.3 Service Outages: In the event of a significant service outage caused by GigFire's network or equipment failure, you may be eligible for a refund of a portion of your service fees. The eligibility and amount of the refund will be determined by GigFire based on the duration and impact of the outage.

1.4 Dissatisfaction with Service: If you are dissatisfied with our services for reasons other than those stated in sections 1.1 and 1.2, please contact our customer support to discuss your concerns and explore possible resolutions. We strive to provide a satisfactory service experience for all our customers.

2. Refund Requests

2.1 Initiation of Refund Request: To request a refund, you must contact our customer support within 2 days from the date of the eligible event (e.g., service discontinuation, significant outage). Refund requests made after this period may not be considered.

2.2 Required Information: When requesting a refund, you will be asked to provide the following information:

- a) Your full name and contact information;
- b) Details of the eligible event for which you are requesting a refund;
- c) Any supporting documentation or evidence, if applicable.

2.3 Refund Processing: GigFire will review and process refund requests in a timely manner. The refund will be issued using the original payment method whenever possible. GigFire reserves the right to use alternative refund methods, such as a check, if necessary.

2.4 Refund Amount: The refund amount will be determined based on the specific circumstances of the eligible event and in accordance with this Policy. Refunds may be prorated based on the unused portion of the service or the impact of the eligible event.

3. Exclusions

3.1 Non-Refundable Fees: Certain fees and charges are non-refundable, including but not limited to installation fees, equipment fees, and any fees associated with additional services or features.

3.2 Other Services and Third-Party Charges: This Policy applies only to GigFire's broadband services and does not cover any other services or charges from third-party providers. Refunds for such services or charges should be addressed directly with the respective provider.

4. Changes to the Policy

4.1 GigFire reserves the right to modify or update this Policy at any time. Any changes will be effective immediately upon posting the revised Policy on our website. We encourage you to review this Policy periodically to stay informed about our refund practices.

5. Contact Us

5.1 If you have any questions or concerns about this Policy or your refund eligibility, please contact our customer support at helpdesk@gigfire.com.

By requesting a refund, you acknowledge that you have read and understood this Refund Policy and agree to abide by its terms and conditions.