

POLICY: Castaway Refund Policy BMS/ ISMS [External]

Before making a purchase, please read this Policy so you can understand your rights and what you can expect from the Castaway team if you are not satisfied with your software or services.

Australian Consumer Law

Under the Australian Consumer Law, our products and services come with guarantees that cannot be excluded under the Australian Consumer Law.

If the Australian Consumer Law applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the Australian Consumer Law, the Australian Consumer Law will prevail.

Further information about the Australian Consumer Law and these Consumer Guarantees is available from the website of the Australian Competition and Consumer Commission.

Inability to access Castaway

For major failures with supply of our software - for instance, if we are unable to provide you access within an agreed reasonable amount of time - you are entitled to cancel the subscription and receive a refund for the prorated remainder of the month (or other agreed period) you have paid in advance.

Please note, refunds are only granted if we (Castaway) are responsible for being unable to provide access to our software via MS Azure. We will not provide refunds if you can't access the software due to some issue (technical or otherwise) at your end. For instance, if your internet service is not working or you choose to work in an environment where you are not able to access our application website for whatever reason.

Cancellation and Change of Mind

If you have purchased Castaway software under subscription licence and you become dissatisfied with our software, or change your mind about an ongoing subscription, you may cancel your subscription and you will not be charged any further subscription fees.

Please note, while you will no longer be charged for the software under these conditions, we do not provide refunds for unused remaining portions of a subscription you have already agreed to purchase if you cancel your subscription or change your mind.

Also note, due to our strict privacy and security policies, once you cancel your subscription, you will lose access to Castaway software and any Castaway files you have created and these will be permanently destroyed.

Further information

If you require additional information in relation to this policy, or you have any suggestions for improvement to this policy, please contact coo@castawayforecasting.com.



Jo Buchanan
COO
1 September 2023

CASTAWAY

Currency: September 2023

Revision history

VERSION	DATE	REVISION AUTHOR	SUMMARY OF CHANGES
1.0	1 MAR 2019	Jo BUCHANAN	Initial DRAFT
2.0	1 SEP 2023	Jo Buchanan	Updated v2.0

Distribution

Jo BUCHANAN	COO
Michael FORD	CEO
The Castaway Team (as determined)	All