

REFUND POLICY

English Language Version

J. Sallinger Ltd., trading as DNX360

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Company Registration Number: 12797704

Primary Notice Email: legal@DNX360.com

Main Website: www.DNX360.com

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ENGLISH

Our Refund Policy ("Policy") is drafted exclusively in the English language and constitutes the sole governing text with respect to refunds. Any purchase of DNX360's services implies full and unconditional acceptance of the applicable Policy, as reproduced below.

By purchasing the services, the professional client acknowledges that it has read, understood, and accepted this Policy.

FRANÇAIS

Notre Politique de Remboursement (la « Politique ») est rédigée exclusivement en langue anglaise et constitue le seul texte de référence applicable en matière de remboursement. Tout achat des services de DNX360 emporte acceptation pleine et entière de la Politique en vigueur, telle que reproduite ci-dessous.

En achetant les services, le client professionnel reconnaît avoir lu, compris et accepté la présente Politique.

NEDERLANDS

Ons Terugbetalingsbeleid ("Policy") is uitsluitend opgesteld in de Engelse taal en vormt de enige toepasselijke referentietekst met betrekking tot terugbetalingen. Elke aankoop van de diensten van DNX360 houdt de volledige en onvoorwaardelijke aanvaarding in van de geldende Policy, zoals hieronder weergegeven.

Door de diensten aan te kopen erkent de zakelijke klant dat hij deze Policy heeft gelezen, begrepen en aanvaard.

DEUTSCH

Unsere Refund Policy („Policy“) ist ausschließlich in englischer Sprache abgefasst und stellt den einzigen maßgeblichen Referenztext im Hinblick auf Rückerstattungen dar. Jeder Erwerb von Dienstleistungen von DNX360 gilt als vollständige und vorbehaltlose Annahme der jeweils geltenden Policy, wie nachstehend wiedergegeben.

Mit dem Erwerb der Dienstleistungen bestätigt der Geschäftskunde, dass er diese Policy gelesen, verstanden und akzeptiert hat.

ESPAÑOL

Nuestra Política de Reembolso (la "Policy") está redactada exclusivamente en inglés y constituye el único texto rector aplicable en materia de reembolsos. Cualquier compra de los servicios de DNX360 implica la aceptación plena e incondicional de la Policy vigente, tal como se reproduce a continuación.

Al adquirir los servicios, el cliente profesional reconoce haber leído, comprendido y aceptado la presente Policy.

ITALIANO

La nostra Politica di Rimborso ("Policy") è redatta esclusivamente in lingua inglese e costituisce l'unico testo di riferimento applicabile in materia di rimborsi. Qualsiasi acquisto dei servizi di DNX360 comporta l'accettazione piena e incondizionata della Policy vigente, come riportata di seguito.

Acquistando i servizi, il cliente professionale dichiara di aver letto, compreso e accettato la presente Policy.

DANSK

Vores Refusionspolitik ("Policy") er udelukkende udarbejdet på engelsk og udgør den eneste gældende referencetekst vedrørende refusioner. Ethvert køb af DNX360's tjenester indebærer fuld og ubetinget accept af den gældende Policy, som gengivet nedenfor.

Ved at købe tjenesterne bekræfter den erhvervskunde, at denne har læst, forstået og accepteret denne Policy.

SVENSKA

Vår återbetalningspolicy ("Policy") är uteslutande upprättad på engelska och utgör den enda tillämpliga referenstexten avseende återbetalningar. Varje köp av DNX360:s tjänster innebär ett fullständigt och villkorslöst godkännande av den gällande Policy, såsom den återges nedan.

Genom att köpa tjänsterna bekräftar företagsskuden att den har läst, förstått och accepterat denna Policy.

SLOVENČINA

Naša Politika vrátenia peňazí („Policy“) je vypracovaná výlučne v anglickom jazyku a predstavuje jediný rozhodujúci referenčný text upravujúci vrátenie peňazí. Každý nákup služieb DNX360 znamená úplný a bezvýhradný súhlas s platnou Policy, ako je uvedená nižšie.

Zakúpením služieb profesionálny zákazník vyhlasuje, že si túto Policy prečítal, porozumel jej a akceptoval ju.

This Refund Policy sets out the terms and conditions governing refunds for products and services provided by J. Sallinger Ltd., trading as DNX360 ("DNX360," "we," "us," or "our") through the DNX360 platform. This Policy is a summary of the refund-related provisions contained in the DNX360 Terms and Conditions (the "Terms"), which remain the governing document. In the event of any inconsistency between this Policy and the Terms, the Terms shall prevail.

This Policy applies to Contractors (as defined in the Terms) who have subscribed to a DNX360 Subscription Plan or purchased Credits or other services through the DNX360 platform.

1. GENERAL REFUND POSITION

1.1 No Prorated Refunds

DNX360 does not provide prorated refunds for any unused portion of a Subscription Period, for any reason. This includes, without limitation, refund requests based on: (a) early cancellation of a Subscription; (b) downgrade from a higher-tier Subscription Plan to a lower-tier plan; (c) non-use or under-use of Credits or platform features; (d) partial use of the platform during a Subscription Period; (e) dissatisfaction with the platform or its outputs; (f) change in business circumstances; or (g) any other reason not expressly covered by the 100-Day Money-Back Guarantee described below.

1.2 Cancellation

You may cancel your Subscription at any time through the account management interface on the DNX360 platform. Upon cancellation, your Subscription will not auto-renew at the end of the current Subscription Period. You will continue to have access to the platform until the end of the current paid Subscription Period. No refund, credit, or reimbursement will be provided for the remaining portion of the Subscription Period following cancellation.

2. 100-DAY MONEY-BACK GUARANTEE

2.1 Overview

DNX360 offers a 100-Day Money-Back Guarantee (the "Guarantee") to eligible Contractors on paid Subscription Plans (Starter, Pro, or Agency). The Guarantee Period is the first one hundred (100) calendar days from the date of your first paid Subscription activation. The Guarantee applies only to Subscription Fees for the initial Subscription Period.

2.2 What Is NOT Covered

The Guarantee does NOT apply to:

- Pay-Per-Audit (PPA) or other one-time purchases;
- additional Credit purchases (beyond those included in your Subscription Plan);
- renewal periods (only the initial Subscription Period is covered);
- any non-subscription purchases, implementation fees, third-party costs, taxes, payment processing fees, foreign exchange costs, or similar charges;
- technical issues, bugs, service interruptions, outages, or platform malfunctions (these are addressed through Customer Support and remediations it may provide, not the Guarantee).

2.3 Eligibility Conditions

To be eligible for a refund under the Guarantee, ALL of the following conditions must be met:

- (a) You must have completed at least one (1) full Audit during the Guarantee Period;
- (b) You must have completed all onboarding videos, training materials, and onboarding assessments provided by DNX360 (including through DNX360 University, the platform, onboarding flows, checklists, Customer Support communications, help-centre materials, and implementation guidance);
- (c) You must have followed all DNX360-recommended implementation steps and best practices;
- (d) You must have used reasonably appropriate and genuinely representative SMB Client data in completing the Audit;
- (e) You must have opened a support request through the designated Customer Support section of the platform, describing the issue with reasonable specificity and providing all requested evidence (including screenshots, outputs, reports, examples, and account details);
- (f) You must have provided evidence that the Output Report did not meet DNX360's published methodology standards;
- (g) You must have received and accepted DNX360's remediation proposal, which includes one (1) complimentary Audit credit and guidance;
- (h) The remediation Audit must have been completed using a NEW SMB Client (not the same data as the original complaint);

(i) The Output from the remediation Audit must also have failed to meet DNX360's published methodology standards.

2.4 Input Quality Requirements

DNX360 may reject a Guarantee claim where the platform could not be fairly evaluated due to poor-quality inputs. Poor-quality inputs include, without limitation: skipped questions, vague or generic responses, one-word answers, inconsistent answers, incomplete factual information, failure to provide business context, failure to follow instructions, or responses submitted carelessly, mechanically, or in bad faith. Where Output quality has been affected by the quality of inputs provided, the Guarantee does not apply.

2.5 How to Submit a Claim

To submit a claim under the Guarantee, you must send a written request to finance@dnx360.com within the Guarantee Period with the subject line "Refund Request." Your claim must include:

- full account details;
- a detailed description of the issue with supporting evidence;
- confirmation that all eligibility conditions have been met;
- evidence of completed onboarding and best-practice compliance;
- evidence of your support request and cooperation with the remediation process;
- evidence of the remediation Audit outcome.

DNX360 may request additional information to assess your claim. If you fail to respond to a request for additional information within fourteen (14) days, your claim may be closed.

2.6 Refund Amount

If your claim is approved, the refund will be limited to the Subscription Fees actually paid for the relevant initial paid Subscription Plan during the Guarantee Period. The refund excludes: additional Credits, one-time purchases, renewals, PPA fees, implementation fees, third-party costs, taxes, payment processing fees, and foreign exchange costs. The refund will be issued in GBP or the original currency of payment, at DNX360's discretion, to the original payment method.

2.7 One-Time Right

The Guarantee may be exercised only ONCE per: (a) Contractor account; (b) Contractor entity; and (c) group of accounts or entities that DNX360 reasonably determines are connected (including through common ownership, control, billing information, domain overlap, or behavioural patterns). Any attempt to exercise the Guarantee multiple times may be treated as grounds for claim rejection and may constitute bad faith or material breach of the Terms.

3. EXCEPTIONAL CIRCUMSTANCES

DNX360 may, in its sole and absolute discretion, consider providing a refund, credit, or other accommodation outside the standard Guarantee in the following genuinely exceptional circumstances:

- a platform outage exceeding seventy-two (72) consecutive hours that materially prevented access to core platform functionality;
- a billing error resulting in a material overcharge that has been verified by DNX360;
- a documented and verified systemic failure in the platform's core functionality;
- other genuinely exceptional circumstances at DNX360's absolute discretion.

Requests for exceptional accommodation must be submitted by written email to finance@dnx360.com with the subject line "Refund Request." Any accommodation granted under this section is a one-time courtesy, does not set a precedent, and does not waive any of DNX360's rights under the Terms.

4. TERMINATION BY DNX360

Where DNX360 suspends or terminates a Contractor account — whether for breach, non-payment, suspected fraud, conduct harmful to the platform or its users, insolvency, inactivity for twelve (12) or more consecutive months, or any other reason at DNX360's sole discretion — no refund shall be payable except where mandatory applicable law requires otherwise.

5. REFUND PROCESSING

Approved refunds will be processed to the original payment method, subject to payment processor availability, fraud checks, chargeback status, banking restrictions, and applicable law. Non-recoverable taxes, payment processor fees, bank charges, foreign exchange losses, and other third-party fees may be excluded from the refund amount. DNX360 is not responsible for delays, deductions, or failed payments arising from the acts or omissions of payment processors, banks, or card networks.

6. SOLE REFUND RIGHT

The 100-Day Money-Back Guarantee constitutes the sole and exclusive contractual right to a refund, credit, or reimbursement under the Terms, except where mandatory applicable law provides otherwise. No other contractual right to a refund exists under the Terms.

7. GOVERNING DOCUMENT

This Refund Policy is a summary provided for informational and customer-service purposes. The complete terms governing refunds are set out in Clause 5 and Schedule 3 of the DNX360 Terms and Conditions, as published on DNX360's website and amended from time to time. In the event of any inconsistency, conflict, gap, or ambiguity between this Policy and the Terms, the Terms shall prevail in all respects.

8. CONTACT INFORMATION

For refund enquiries, please contact:

J. Sallinger Ltd.

128 City Road

London, EC1V 2NX, United Kingdom

Email: finance@dnx360.com

For general legal enquiries: legal@dnx360.com

END OF REFUND POLICY