

## **Taxnet Pro Terms and Conditions**

1. This contract supersedes any previous contract.
2. This contract is subject to approval by Carswell and will be governed by the laws of the Province of Ontario and the laws of Canada applicable therein.
3. The Taxnet Pro Subscriber Licence, and the Carswell Terms and Conditions, are hereby incorporated by reference and made part of this Contract. The Customer by his or her signature below acknowledges his or her understanding and acceptance of the terms and conditions of the Taxnet Pro Subscriber Licence. Carswell reserves the right to modify the Taxnet Pro Subscriber Licence, and the Carswell Terms and Conditions, from time to time. The current online Subscriber Licence can be found on <http://v2.taxnetpro.com> and the current Carswell Terms and Conditions can be found on [www.carswell.com/customersupport/terms/](http://www.carswell.com/customersupport/terms/).
4. Notices to Carswell must be made in writing to Carswell at One Corporate Plaza, Attn: Customer Relations, 2075 Kennedy Road, Toronto, ON M1T 3V4 or by email at [www.carswell.com/email](mailto:www.carswell.com/email). Notices to Customers may be given by Carswell either under clause 6.6 of the Terms and Conditions, or, at Carswell's option, to the most recent address/contact-information in Carswell's records for Customer. Notice shall be deemed delivered upon posting by Carswell under clause 6.6 of the Terms and Conditions or three business days after posting in the Canadian postal system, or one business day after posting by email.

### Cancellation Policy

If the customer is not completely satisfied with the product or products ordered, the customer may remove any or all of the products ordered within 30 days of the Access Start Date [called the "30-day Money Back Guarantee"] for a full refund or credit. All requests for cancellation must be in writing. The Access Start Date is the date which the customer is sent the passwords to access the service.

All requests for product credit made 31 days or later from the Access Start Date will not be accepted – the Subscriber shall be responsible for the payment of all invoices until the contract period has expired.

The Term of this Agreement commences from the Access Start Date. The Term (and any renewals hereafter) shall automatically renew for a further year on each anniversary thereafter at a price which is increased over that for the just ending term, unless the customer gives written notice of termination to Carswell within 30 days of the date of any renewal invoice from Carswell.

All invoices are due and payable within 30 days of the invoice date. A late payment fee of 1.5% per month is charged on invoices beyond terms. The customer is responsible for payment of content accessed outside of their subscription.