ITSAILOR

Refund Policy

Effective 28 October 2026. Current version: https://www.itsailor.io/legal/refund

Most of what we sell is sold to businesses, which have no statutory cooling-off right, so the business terms below are voluntary. If you are a consumer, the 14-day right of withdrawal in section 4 applies and nothing in this policy reduces it.

01 Architecture & Security Design Workshop (business buyers)

- **Before your session is booked:** full refund if you ask within 14 days of purchase.
- **After booking:** full refund if you cancel more than 48 hours before the start; 50% if you cancel later.
- **Once the session has started:** no refund, with one exception. The deliverable pack is due within 5 business days (working days in Malta) after the session ends. If it is late, we refund the full fee and you keep the documents when they arrive. You do not have to ask. The window pauses only while we wait for access or information we asked you for in writing.

The deliverable pack contains:

- Written architecture document
- Microsoft 365 security gap analysis
- Azure landing-zone sketch and Terraform starter
- Copilot gate record
- AI and tenant evidence register
- Exit Kit handover pack
- 30 days of email support

The Azure item is left out if your estate has no Azure in it. A bonus eBook, where included, is not part of the pack.

Implementation credit. If you book an implementation engagement with us within 90 days of your session, the workshop fee is deducted once from that engagement's price. The credit is not cash, is not transferable, does not apply to software licences, lapses after 90 days and does not apply if the fee was refunded.

02 eBooks

eBooks are sent as a PDF by email within seconds of payment. If the email does not arrive or the file does not open, tell us and we resend it; if we cannot deliver it, we refund in full.

- **Business buyers:** no refund after delivery, unless the eBook materially differs from its description. Report it in writing and we refund within 14 days of confirming the defect.
- **Consumers:** section 4 applies. We do not ask you to give up your right of withdrawal when you buy, so you can withdraw within 14 days even after downloading the eBook, and we refund the full price. Please delete your copy.

03 Software licences (via Pax8)

The CSP Marketplace Terms and the vendor's own rules apply. Microsoft seat-based subscriptions under the New Commerce Experience can be cancelled, or their seats reduced, only within 7 days (168 hours) of purchase or of each renewal, and seats added during a term can be reduced within 7 days (168 hours) of being added: a cancellation executed

within 24 hours of the purchase or renewal is refunded in full, anything later pro rata for the unused days. Sections 2 and 6 of the CSP Marketplace Terms define purchase, renewal and when we execute a request. After those 7 days, the term you chose is binding until it ends, and for an annual term billed monthly every monthly payment stays due. Microsoft software subscriptions and perpetual software follow section 2 of the CSP Marketplace Terms; perpetual software can be returned for a full refund within 30 calendar days of purchase. For another vendor's licence, that vendor's rules apply, as section 11 of the CSP Marketplace Terms sets out.

If we cannot provision a licence you paid for, we refund that amount in full. Licence refunds are documented with a credit note.

04 Consumers: your 14-day right of withdrawal

If you are a consumer, you may withdraw from the contract within 14 days of the day of purchase without giving a reason (Consumer Rights Regulations, S.L. 378.17, implementing Directive 2011/83/EU).

- **How:** use Withdraw from contract here, email billing@itsailor.io, call +356 9912 1061, or write to the address in section 9, with a clear statement that you are withdrawing. You may use the model form in section 8, but you do not have to. It is enough to send your statement before the 14 days end. We confirm receipt by email.
- **Refund:** we refund all payments within 14 days of receiving your statement, using the same payment method, at no cost to you.
- **Services:** if you expressly asked us, when booking, to start within the 14 days, you pay a proportionate amount for what was delivered before you withdrew. Otherwise you pay nothing.
- **Digital content:** we do not ask you to give up the right when you buy, so it is not lost when the file is delivered.
- **Legal guarantee:** digital content must match its description and work as normally expected. If it does not, we fix it free of charge; if we do not, you may get a price reduction or, unless the fault is minor, end the contract.
- **If we cannot settle a complaint:** you can contact the Office for Consumer Affairs at the Malta Competition and Consumer Affairs Authority (MCCAA), bring a claim before the Consumer Claims Tribunal or, if you live elsewhere in the EU, Iceland or Norway, contact the European Consumer Centre in your country.

05 Consulting engagements

The Statement of Work sets the cancellation and refund terms. Where it says nothing, work already performed is payable, and future scheduled work can be cancelled free of charge with 5 business days' notice.

06 Managed automation packages

Packages are sold to businesses only. Your accepted quote sets the fees, the term and the notice period for ending the package. When a package ends, section 14 of the Terms of Service sets out the export of your data with the runbooks within 14 days and deletion within 30 days.

07 How to ask for a refund

Email billing@itsailor.io from the address you used for the order, with the order or invoice number and, for a business refund, the reason. A cancellation or seat reduction of a software licence does not wait for these steps: we execute it within the times in section 6 of the CSP Marketplace Terms, the refund is the one the vendor grants when it is executed, and we pay it within 10 business days of execution. For other refunds, we acknowledge within 2 business days and decide within 7 business days; approved refunds are paid to the original payment method within 10 business days. A consumer withdrawal is refunded within 14 days of your statement, whatever these steps say.

We may refuse a voluntary refund only for fraud, a duplicate request or a material breach of the Terms of Service, and we tell you why in writing. This never limits a consumer's statutory rights.

Please contact us before filing a chargeback: we can usually resolve a billing problem faster. Filing one does not affect your statutory rights.

08 Model withdrawal form

Complete and return this form only if you want to withdraw from the contract.

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To: Michal Jatczak, trading as ITSailor, Level 1, Unit 60, Door No 63, Connecticlub
Business Center, Triq Il-Ballut (Zona Industrijali, Mosta), MST 4001, Mosta, Malta.
Email: billing@itsailor.io

I hereby give notice that I withdraw from my contract for the provision of the following
service / for the supply of the following digital content: ......................

Ordered on: ......................
Received on (if applicable): ......................
Name of consumer: ......................
Address of consumer: ......................
Signature of consumer (only if this form is sent on paper): ......................
Date: ......................
```

09 Contact

- Refunds and withdrawals: billing@itsailor.io
- Questions about this policy: legal@itsailor.io
- Phone: +356 9912 1061

Michal Jatczak, trading as ITSailor, a sole trader registered in Malta. Level 1, Unit 60, Door No 63, Connecticlub Business Center, Triq Il-Ballut (Zona Industrijali, Mosta), MST 4001, Mosta, Malta. VAT MT32760411.