



**Award Winning Online Accounting Software**

## Refund and Cancellation Policy

### A. Definitions.

The following terms shall have the following meaning throughout the Terms of Service.

- i) The terms "SortMyBooks", "we", "us" shall refer to Aisling Software Ltd. t/a SortMyBooks. and all its affiliates.
- ii) The term "subscriber" refers to any person who maintains an account with us for keeping financial information entered or provided by such person.
- iii) The term "you" and "user" shall refer to the subscriber and any person who visits this site for a legitimate purpose.
- iv) The term "applicable law" refers to the law currently in force in Republic of Ireland and which shall govern this agreement.
- v) The term "system" shall refer to the online accounting software platform provided by SortMyBooks and shall include the software running such platform as well as content.

### B. General.

Should any subscriber wish to cancel their subscription, he/she must communicate the decision to cancel in writing to SortMyBooks prior to the next billing period. The subscriber can either email us [contact@sortmybooks.com](mailto:contact@sortmybooks.com) or submit a ticket using our support ticketing system

<https://sortmybooks.zendesk.com/hc/en-us/requests/new>.

Upon receipt of the subscriber's instructions to cancel their subscription, SortMyBooks will cancel all scheduled payments and discontinue making any charges to the subscriber's credit card or bank account.



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When you become a monthly subscriber, SortMyBooks provides the SortMyBooks Online service to you and the provision of services begin from the moment your payment has been accepted. Because of this, we cannot offer a cancellation or 'cooling off' period. This is in accordance with the EC (Protection of Consumers in respect of contracts made by means of distance communication) Regulations 2001 (Statutory Instrument 207 of 2001). We will of course cancel all future payments. For more information on this subject visit <http://www.citizensinformation.ie/>.

### C. CONTACT US.

Subscribers may contact us to make enquiries or to the accuracy of their personally identifiable information and to request the update, correction or deletion of such information should they wish to do so. Any query, comments or concerns can be sent to us by email at [contact@sortmybooks.com](mailto:contact@sortmybooks.com) or by post to the following address:

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