

1. INTRODUCTION

The cancellation and refund policy for Bronze-Silver-Gold-Platinum corporate packages applies exclusively to customers who have purchased any of the following packages:

Bronze	Silver	Gold	Platinum
Current update	Current update	Current update	Current update
Witnessed will	Witnessed will	Witnessed will	Witnessed will
	1 service contract	2 consults 1 service contract	2 consults 1 employment contract 1 service contract

When you purchase a package through the Neolegal Inc.'s website or by opening a file with a sales agent, you agree to be bound by the terms and conditions listed below.

Please read these conditions carefully and make sure you understand them before purchasing your package.

2. DEFINITIONS

Reference year: This is the year starting at the time of purchase of the package and ending the day before the anniversary of the package purchase. Example: the product was purchased on May 1, 2023, therefore the reference year will end on April 30, 2024.

Anniversary day of package purchase: this is the date marking one year since the purchase.

3. CONDITIONS

The package you purchase is non-refundable. However, you may stop the monthly payment provided you meet the following conditions:

- If you wish to stop your monthly payments, we require a 14-day notice prior to the next scheduled monthly payment;
- Should you fail to meet this deadline, Neolegal inc. will collect the next scheduled monthly payment and reserves the right to impose administrative penalties based on the rates in effect at the time of cessation of payments;
- Monthly instalments are deducted on the same date each month. For example, if the purchase occurs on March 3rd, the instalments will be deducted on the 3rd day of each month. If the purchase occurs on February 31st or the 29th during a leap year, the payment will be deducted on the 1st of the following month. For example, if the purchase

occurs on October 31st, the payment for November will be deducted on December 1st, but also on December 31st, and on February 29th in the case of a leap year.

- If you wish to cease monthly payments to Neolegal within the first 3 months of each year and you have obtained the majority of the services mentioned in your package, Neolegal reserves the right to apply administrative penalties that could be equivalent to the prices posted on the website at the time of cessation of payments for said services rendered minus the amounts already disbursed in the reference year;
- Services rendered must be taken each year and cannot be cumulative from one year to the next. In the event that a service is not rendered in a given year due to Neolegal's fault, Neolegal will see to the execution of said service as quickly as possible;
- If you wish to change your package during the reference year and obtain a package with more services, you may do so on condition that you pay the new amount and request the change 14 days before the next payment;
- If you wish to change your package during the reference year and obtain a package with fewer services, you may do so subject to the services already obtained. Neolegal reserves the right to request the price of the service already obtained and not included in the new package. This change must also be requested 4 days before the next payment;
- It is the Customer's responsibility to request the service(s) corresponding to the package purchased from Neolegal before the expiry of the reference year. If you do not request the service(s), you will not be able to transfer them to the next reference year.

4. PROCESS

If you would like to purchase a corporate package, you may do so by contacting us at 1 (855) 996-9695. The sales agent will be able to guide you in choosing the best package for your needs.

After purchasing a package, if you have any questions or wish to terminate this agreement, please call 1(844) 311-6634.

Should a refund be necessary, Neolegal will proceed in the same way as for payment.

5. CONTACT

If you have any questions or requests regarding our refund policy, please contact us at serviceclients@neolegal.ca.