

TABKEEPER SUPPORT, BILLING & REFUND POLICY

Version 1.1 · Effective Date: July 26, 2026 · Last Updated: August 10, 2026 This Support, Billing & Refund Policy (this "Policy") describes how Tabkeeper Inc. ("Tabkeeper," "we," "us") provides customer support and handles billing, cancellations, and refunds for the Services. This Policy is part of the Tabkeeper Legal Framework and is incorporated into the Tabkeeper Terms of Service (the "Terms"). Capitalized terms not defined here have the meanings given in Section 3 of the Terms. If this Policy conflicts with the Terms, the Terms control.

1. Customer Support

1.1 How to Reach Us. Support is provided by email at support@tabkeeper.io. Please send requests from the email address associated with your Account and include enough detail for us to help (what happened, when, and any error messages).

1.2 Hours and Response Targets. Our support team operates during business hours, Monday through Friday, Eastern Time (excluding U.S. federal holidays). We aim to respond to support requests within one (1) to two (2) business days. Response and resolution times are good-faith targets, not guarantees, and may be longer during periods of high volume. Requests involving account security, suspected unauthorized access, or billing errors are prioritized.

1.3 Scope of Support. Support covers help using the Services — account access, features, imports and exports, integrations and Connected Financial Accounts, and billing questions. Support responses are general product assistance only: they are not accounting, tax, legal, investment, or other professional advice, and they do not create a bookkeeping engagement (see Section 20 of the Terms). Bookkeeping clients also receive the support described in their Bookkeeping Engagement Agreement and applicable Order.

1.4 Onboarding. Onboarding resources may include documentation, in-product guidance, and, where offered for particular Plans or Bookkeeping Services, personal onboarding assistance.

2. Billing

2.1 How Billing Works. There are two ways to purchase a Tabkeeper Subscription. Subscriptions purchased in the Tabkeeper iOS app are billed by Apple through In-App Purchase, using the payment method on file with your Apple account and subject to Apple's terms — see Section 2.7. Subscriptions purchased directly from Tabkeeper (for example, web checkout, where offered) are billed in advance on a monthly or annual basis, as selected at checkout, through our Payment Processor (such as Stripe), and by providing a Payment Method you authorize recurring charges as described in Section 9 of the Terms. Current pricing is published on the Pricing Page; fees for Bookkeeping Services are stated in your Order, governed by the Bookkeeping Engagement Agreement, and billed directly by Tabkeeper — not through In-App Purchase.

2.2 Automatic Renewal. Subscriptions renew automatically at the end of each billing cycle unless cancelled before renewal. Renewal reminders, invoices, and receipts are delivered electronically to the email address associated with your Account.

2.3 Billing Portal. You can view invoices, update your Payment Method, change Plans, and cancel through your Account settings or the billing portal we make available (which may be operated by Stripe).

2.4 Failed Payments. If a charge fails, we may retry it and will notify you. Access to paid features may be suspended until payment succeeds, and continued nonpayment may lead to suspension or termination as described in Sections 31 and 32 of the Terms.

2.5 Taxes. Fees are exclusive of taxes; where required by law, tax will be added at checkout and shown on your invoice.

2.6 Billing Errors. If you believe a charge is wrong, contact support@tabkeeper.io within thirty (30) days of the charge so we can investigate and correct any error. We ask that you contact us and give us a reasonable opportunity to resolve any billing concern before disputing a charge with your bank or card issuer. For App Store

charges, we will help you direct your concern to Apple, which controls billing for In-App Purchases.

2.7 Subscriptions Purchased Through the Apple App Store. If you subscribed in the Tabkeeper iOS app, your subscription is an App Store Purchase managed by Apple: (a) billing, renewal timing, and price-change consent are handled by Apple under its terms; (b) to cancel, open Settings ! [your name] ! Subscriptions on your device (or manage subscriptions in the App Store app) and cancel at least twenty-four (24) hours before your renewal date to avoid the next charge — deleting the app does not cancel your subscription, and we cannot cancel an App Store subscription for you; (c) refund requests for App Store Purchases are decided by Apple — submit them at reportaproblem.apple.com or through Apple Support, and while Tabkeeper cannot issue refunds for App Store Purchases, we're glad to help you find the right place to ask; and (d) free trials and introductory offers in the iOS app are administered by Apple. Section 5 of this Policy applies to purchases made directly from Tabkeeper.

3. Free Trials and Promotions

3.1 Free Trials. Where offered, new Customers may receive a free trial (currently anticipated to be fourteen (14) days). The trial length, the Plan and Fees that apply after conversion, and the conversion date are disclosed at signup. If you do not cancel before the trial ends, the trial converts to a paid Subscription and your payment method is charged. For direct purchases, you can cancel during the trial at any time through your Account settings or the billing portal, in which case you will not be charged; for trials started in the iOS app, cancel through your Apple subscription settings as described in Section 2.7.

3.2 Coupons and Discounts. Coupon codes and introductory discounts apply as described in the specific offer (for example, a discount for the first three months). When an introductory period ends, standard Fees apply automatically. Promotions cannot be combined unless the offer says otherwise, have no cash value, and may be modified or withdrawn prospectively.

4. Cancellation

4.1 How to Cancel. For Subscriptions purchased directly from Tabkeeper, you can cancel at any time: (a) in your Account settings; (b) through the billing portal; or (c) by emailing support@tabkeeper.io from the email address associated with your Account. Online cancellation is at least as easy as signing up and never requires a phone call. For subscriptions purchased in the iOS app, cancel through your Apple subscription settings as described in Section 2.7.

4.2 When Cancellation Takes Effect. Cancellation stops future renewals. Your Subscription and paid features remain active through the end of the billing cycle already paid for, and no further charges are made after that.

4.3 After Cancellation. Export your Customer Content (CSV, PDF, or Excel) before your Subscription ends. Data retention and deletion after cancellation follow Section 33 of the Terms: deletion or de-identification within ninety (90) days after account deletion, with backups retained up to ninety (90) days, subject to legal requirements.

4.4 Bookkeeping Services. Cancellation of Bookkeeping Services is governed by the Bookkeeping Engagement Agreement (generally thirty (30) days' written notice).

5. Refunds

5.1 General Rule. This Section 5 applies to purchases made directly from Tabkeeper; refunds for App Store Purchases are decided by Apple, as described in Section 2.7. Except as described in Section 5.2 or required by Applicable Law, Fees are non-refundable and non-creditable, and cancelling mid-cycle does not entitle you to a refund or credit for the unused portion of the billing cycle. This matches Section 11 of the Terms.

5.2 When We Do Refund. We will issue a refund or billing correction where: (a) you were charged in duplicate for the same Subscription period; (b) a verified technical failure attributable to Tabkeeper prevented you from accessing the core Services for a substantial portion of the period charged and you contacted us within thirty (30) days of the charge; (c) Tabkeeper terminates your Subscription for convenience (prepaid unused amounts are refunded, per Section 32.3 of the Terms); or (d) a refund is required by Applicable Law.

5.3 How to Request. Email support@tabkeeper.io within thirty (30) days of the charge with the Account email, the date and amount of the charge, and a description of the issue. Approved refunds are issued to the original Payment Method, normally within ten (10) business days of approval (bank posting times vary).

5.4 Chargebacks. Please contact us first — most billing issues are resolved quickly. If a chargeback is filed for a charge we believe was valid, we may suspend the associated Account while the dispute is pending and provide our billing records to the Payment Processor, as described in Section 11.4 of the Terms.

6. Plan Changes Upgrades take effect promptly and are charged as disclosed at the time of the change. Downgrades take effect at the start of the next billing cycle and may reduce features, limits, or data access associated with the higher Plan; no refunds or credits are provided for the remainder of the current cycle.

7. Changes to This Policy We may update this Policy from time to time. The "Last Updated" date above reflects the current version, and material changes will be notified as described in Section 55 of the Terms. Questions about this Policy: support@tabkeeper.io. © 2026 Tabkeeper Inc. All rights reserved.

