

Terms of Use

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4. Services

The SensorOcean platform provides registered users with services of digital data processing, software and informational support, and other services related to the functionality of the SensorOcean's applications.

5. Purchases

Our pricing approach is based on the “*pay-as-you-go*” principle. That means you pay for a service before you use it, and you cannot use more than you have accepted or paid for.

We provide all registered users with a basic free-of-charge account and a possibility to purchase extra packages of service (the *items*). By purchasing an *item*, you acquire the right to get a certain level of service according to the conditions of the *item* purchased.

If you purchase a new *item*, all *items* of future periods that were previously purchased shall be canceled without a refund.

When we process your payment, we use a world-known trustful payment gateway providers, such as [Stripe](#), who run the transaction with the payment methods they support, according to their rules and security standards. We do not store any credit card's related data in our platform.

We may change the list of the *items*, their terms, and price at any time or impose additional fees or charges.

6. Refunds

Given the nature of digital content, we do not offer a refund, a payment return, or credit on a purchase unless as required by law. There is generally no obligation of providing a refund or a credit in the following situations:

- you decided not to use or stop using the *item* purchased;
- you do not know how to use the *item* purchased;
- you purchased the *item* by mistake;
- you purchased a new *item* that makes impossible to use other *items* that were previously purchased;

In case we decide to issue a refund, this will be generally done by providing a credit to your SensorOcean's account.

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