eTVnet - Cancellation and Refund Policy

Ethnic Television Network

This Cancellation and Refund Policy (the "Policy") explains the payment, cancellation, credit and refund rules that apply to services purchased directly from Ethnic Television Network (the "Company" or "eTVnet"). This Policy should be read together with the Company's Terms of Use. If there is a conflict, the Terms of Use will prevail, subject to applicable law.

General rule. Amounts paid for services and unused portions of paid subscription periods are nonrefundable, except where required by applicable law. The Company may consider an individual request under Section 5 of this Policy.

1. Customer Payment Obligations

Depending on the subscription selected, services may be billed monthly or prepaid for a specified period. The Customer agrees to pay all subscription charges, applicable taxes and any other amounts properly due under the Terms of Use.

The Customer is responsible for maintaining a valid payment method. If a payment cannot be processed, is not made when due, or causes the account to have an outstanding balance, the Customer may be considered in default and the Company may suspend or terminate access to the service.

2. Monthly Subscriptions

A Customer may request suspension, cancellation or resumption of a monthly subscription by contacting Customer Support by telephone, email or live chat, subject to the Terms of Use.

Cancellation of a monthly subscription becomes effective on the next billing date and prevents the next renewal charge. Payment for the current billing period remains due in full, and no prorated refund or credit is provided for any unused portion of that period, except where required by applicable law. Unless the service is suspended or terminated earlier in accordance with the Terms of Use, access remains available until the end of the paid period.

Stopping use of the service does not cancel a monthly subscription. The Customer must explicitly request cancellation by telephone, email or live chat. Until the Customer submits a cancellation request, the subscription remains active and authorized recurring charges continue, subject to applicable law.

3. Annual and Semi-Annual Subscriptions

Temporary suspension of an annual or semi-annual subscription is not available.

If the Customer chooses to stop using the service before the end of an annual or semi-annual subscription, no recalculation or refund will ordinarily be provided for the remaining unused portion of the prepaid period. Access to the service will remain available until the end of the paid subscription period.

A request to cancel automatic renewal affects only the next renewal and does not cancel the current paid subscription period or create a right to a refund.

For annual and semi-annual subscriptions enrolled in automatic renewal, the Customer must explicitly request cancellation of automatic renewal by contacting Customer Support by telephone, email or live chat. Non-use of the service does not cancel automatic renewal.

4. Changes to Services and Account Credits

A change to a subscription plan or other service requested by the Customer does not retroactively change charges already incurred. The Company does not issue refunds or credits solely because the Customer changes the requested service, does not use the service, or stops using the service before the end of the applicable paid period.

Subscription charges are for access to the service during the applicable subscription period, regardless of whether the Customer actually accesses or uses the service. Not watching content, not logging in, uninstalling an application, disconnecting a device, or otherwise stopping use of the service does not constitute a cancellation request and does not, by itself, stop recurring charges.

5. Individual Refund Consideration

In exceptional circumstances, the Company may, at its sole discretion, review a Customer's request for a partial refund, account credit or another form of resolution. Submission or review of a request does not guarantee approval.

If the Company approves a partial refund for an annual or semi-annual subscription, the portion of the subscription already used will be recalculated at the full standard monthly price of the corresponding subscription plan, without the discount provided for annual or semi-annual payment. Each billing month that has commenced, including the billing month in which the request is approved, will be treated as a full month for purposes of the recalculation.

Only the remaining balance after the recalculation, if any, may be refunded. The Company may return an approved amount to the original payment method or provide an account credit or another resolution agreed to with the Customer.

Each request is reviewed individually. A decision made in one case does not create an obligation to provide the same or a similar result in another case and does not give any Customer an unconditional right to demand a refund or credit.

6. Automatic Renewal, Continued Subscription and Cancellation

Subscriptions designated as automatically renewing at purchase will continue to renew at the price and for the billing periods disclosed to the Customer unless the Customer explicitly requests cancellation of the subscription or automatic renewal, or the Company terminates the subscription, subject to applicable law.

To cancel a subscription or automatic renewal, the Customer must contact Customer Support using one of the following methods:

- **Telephone:** Call Customer Support and clearly request cancellation.
- **Email:** Send a cancellation request to support@etvnet.com.
- **Live chat:** Contact Customer Support through eTVnet Help and clearly request cancellation.

The subscription remains active even if the Customer has not used the service. Non-use, inactivity, or an intention to stop using the service does not replace an explicit cancellation request.

Cancellation takes effect as described in Sections 2 and 3 and prevents subsequent renewals. It does not, by itself, create a right to a refund for the current or previous subscription periods.

The Company will provide confirmation of cancellation and the applicable effective date. If the Customer does not receive confirmation, the Customer should contact Customer Support to verify the status of the request. The absence of a confirmation does not invalidate an otherwise valid cancellation request or extend the Customer's payment obligations.

7. Payment Disputes and Chargebacks

If the Customer believes a charge is incorrect, the Company encourages the Customer to contact Customer Support promptly so that the Company can investigate and attempt to resolve the issue. Contacting the Company is not a prerequisite to exercising any right to dispute a transaction with a bank or payment provider.

Non-use of the service does not, by itself, establish that an otherwise properly authorized subscription charge was unauthorized or incorrectly billed. A cancellation request does not retroactively cancel charges properly incurred before its effective date, except where required by applicable law or otherwise provided in this Policy.

If a payment dispute or chargeback is submitted, the Company may respond through the applicable dispute-resolution process and provide relevant records, which may include the Customer's subscription authorization, the terms and cancellation policy disclosed at purchase, billing records, service-access records, and communications concerning cancellation or refunds.

A chargeback does not, by itself, determine whether an underlying amount is lawfully owed. Any outstanding amount remains subject to the outcome of the dispute, applicable payment-network rules and applicable law. The Company will not recover the same amount twice.

If a dispute communicates a request to cancel the subscription or revoke authorization for future recurring charges, the Company will process that request as required by applicable law and applicable payment-network rules. The Company will not require the Customer to withdraw a dispute as a condition of processing cancellation.

Nothing in this section limits the Customer's statutory rights or rights under applicable bank, card-network or payment-provider dispute procedures.

8. Default and Remedies

The Customer will be considered in default if:

a) any amount due for the service is not paid when required; or
b) the Customer fails to comply with any provision of the Terms of Use.

If the Customer is in default, the Company may, subject to applicable law and applicable payment-network rules:

a) declare all outstanding amounts lawfully due immediately payable;
b) suspend or terminate the service; or
c) take any other lawful action the Company considers appropriate.

The exercise of a lawful right to dispute a charge does not, by itself, constitute a breach of this Policy.

9. How to Submit a Request

Cancellation, automatic-renewal cancellation and refund-review requests may be submitted by email to support@etvnet.com, through live chat at eTVnet Help, or by contacting Customer Support by telephone.

A cancellation request must clearly communicate that the Customer wishes to cancel the subscription or stop automatic renewal and provide sufficient information for the Company to identify the account. No particular wording or explanation is required. The Company may request information reasonably necessary to identify the account and verify the requester's authority.

For a refund-review request, the Customer should provide the account login, payment or transaction details, the reason for the request and any relevant supporting information. These additional refund-review details are not required merely to request cancellation.

10. Applicable Law

Nothing in this Policy excludes, restricts or modifies any right or remedy that cannot lawfully be excluded, restricted or modified under applicable law.