LEGAL

Refund Policy

Try Cotterpin free on Watch, with no time limit and no card. If you then buy an annual plan and it isn't right for you, ask within 30 days for a full refund.

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The short version

- Watch and the free routes are free and need no card, so there is nothing to refund.
- Pro and Team are annual plans. Ask within 30 days of a payment and you get all of that payment back, no questions asked.
- Paddle, our merchant of record, processes the refund to your original payment method.
- After a refund, Cotterpin switches to Watch. Nothing on your machine is deleted.

1. Who refunds you

Cotterpin's paid plans are sold by **Paddle.com Market Ltd** (“Paddle”), our merchant of record and reseller, so your purchase contract is with Paddle under Paddle's Buyer Terms. **Paddle processes every refund**, including any sales tax or VAT it collected. Cotterpin Technologies Ltd (company number 17498532, registered office 18 Massingberd Way, London, SW17 6AB) sets this policy and will approve every refund it covers.

2. Watch is free

Watch, the free version, and the free routes never ask for card details and never charge you, with no time limit. You are only charged if you choose to subscribe to Pro or Team.

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- **Added Team seats.** You can ask for a refund of a charge for seats added during the year within 30 days of that charge.
- **Removing Team seats.** Team needs at least 5 seats. Removing seats above that minimum takes effect at your next renewal; outside the refund window it does not refund the current year.

You don't need to give a reason. To keep this fair for everyone, we may decline a refund under this policy if the same customer has already had one in the previous 12 months. This never affects your statutory rights.

4. How to ask

1. Find your order at paddle.net using the email address you paid with, and request a refund there; **or**
2. Email support@cotterpin.io with the email address you paid with and the order or invoice number shown on your Paddle receipt, and we will ask Paddle to refund you.

Refunds within the window are approved within 2 business days. Paddle then returns the money to your original payment method; your bank or card provider may take a further 5–10 business days to show it. Refunds are made in the currency you paid; Paddle and your bank set any exchange rate.

5. What happens after a refund

- The refunded subscription is cancelled and will not renew.
- Your licence is revoked, and Cotterpin on your machines switches to **Watch**: it keeps reporting what it would have caught, but stops blocking and fixing, and fetches no new paid releases.
- **Nothing on your machine is deleted.** Your repositories, branches, reports and receipts stay exactly where they are.
- For Team, a refund of the whole subscription ends every seat; a refund of added seats removes only those seats.

6. Outside the window

After the refund window, you can cancel at any time in the Paddle customer portal (`cotterpin billing` opens it) to stop the next renewal. You keep your paid features until the end of the year you have paid for. We do not give partial refunds for the rest of a year, except:

- where the law requires one (see section 7);
- where we end your licence for a reason that is not your breach of our Terms of Service, or materially reduce a paid plan's core features during a period you have paid for — you then get a pro-rata refund of the unused period.

7. Your statutory rights

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your acknowledgement that you lose it. Our 30-day refund window covers this period in any case, so you can always get your money back in the first 14 days.

- **Faulty digital content.** Under the Consumer Rights Act 2015, digital content must be as described, fit for purpose and of satisfactory quality. If it isn't, you are entitled to a repair or replacement, or in some cases a price reduction or refund, at any time those rights apply.

Consumers outside the UK keep any mandatory rights given by the law of their country.

8. Chargebacks

Please ask us or Paddle for a refund before disputing a payment with your bank: within the window it is quicker, and it is always free. Paddle handles payment disputes as merchant of record. If a dispute leads to the payment being returned to you, the subscription it paid for is cancelled and Cotterpin runs in Watch.

9. Enterprise

Enterprise refunds follow your written agreement with us.

10. Contact

Email support@cotterpin.io, or contact Paddle directly at paddle.net. See also our Terms of Service and Privacy Policy.

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