

CloudSURVEY Subscription cancellation information

We are sorry if CloudSURVEY doesn't meet your needs. Before cancelling your subscription, please contact us via support@Cloud-SURVEY.co.uk to see if there's *anything* we can do to resolve things or support you with making the most out of your subscription.

Annual subscriptions Cooling off period

All annual subscriptions will start with a cooling off period of 14 days from the date your payment is taken. You have the right to cancel at any point during this cooling off period by emailing us at cancellations@Cloud-SURVEY.co.uk.

Refunds incur a charge depending on the number of tokens used, charged at the basic rate. For example, cancelling a Premium Plus Plan within 14 days but after using 900 tokens attracts a £18.00 fee (ex VAT). Standard pricing can be found in the CloudSURVEY section of the FAQ located at <https://www.siretta.com/faq>.

Tokens	Total
500	£10.00
1000	£18.00
5000	£65.00
10000	£100.00
25000	£190.00
50000	£300.00

Right to cancel after cooling off period

You can cancel your subscription at any time by contacting us by email at cancellations@Cloud-SURVEY.co.uk.

If you cancel your subscription after 14 days of the payment being taken, the subscription will be cancelled at the end of the current twelve month subscription period. We do not offer refunds for unexpired portions of a payment period.

Termination of the free pay as go plan

The Basic “pay as you go” plan can be ended at any time as there is no monthly subscription fee. You will not be refunded unused tokens.