REFUND AND CANCELLATION POLICY

This Refund and Cancellation Policy (hereinafter the Policy) sets out the terms on which Global Bond Data FZE (hereinafter the Contractor) refunds payments for paid services provided through the website cbonds.com (hereinafter the Website).

The Policy supplements the User Agreement and Data Protection Policy (hereinafter the User Agreement). By paying for a Paid Service, the Customer confirms that it has read and accepted the Policy.

Effective date: 01/01/2026.

1. DEFINITIONS AND NOTIONS

1.1. **Customer:** a legal entity or an individual that pays for a Paid Service, including a person named as the Client in a Signed Agreement.

1.2. **Paid Services:** paid subscription access to the Website, access to data through the Cbonds API or file exports, and paid participation in conferences and seminars.

1.3. **Signed Agreement:** a written agreement between the Customer and the Contractor for a Paid Service. In such an agreement, the Contractor may be named as the Service Provider or the Vendor.

1.4. **Payment System:** an electronic payment service through which the Customer pays by card or by another electronic payment method, including Tap Payments and Stripe.

1.5. **Paid Period:** the period of access to a Paid Service for which the Customer has paid in advance.

1.6. **Refund Request:** the Customer's written request for a refund, made in accordance with Section 7 of the Policy.

2. SUBJECT AND SCOPE

2.1. The Policy defines the cases in which the Customer is entitled to a refund, and the method and time limits for paying it.

2.2. The Policy applies to all Paid Services, whether the Customer pays through a Payment System or by bank transfer.

2.3. Access to the Basic Website Functions is free of charge in accordance with the User Agreement, so no refund arises in respect of it.

2.4. If a Signed Agreement differs from the Policy, the Signed Agreement shall prevail.

2.5. Nothing in the Policy limits any right of the Customer that cannot be excluded under applicable law.

3. REFUNDS FOR SUBSCRIPTIONS AND API ACCESS

3.1. The Customer shall be entitled to a refund in the following cases:

(a) the Customer has paid twice for the same Paid Service or has been charged more than the agreed price, in which case the Contractor shall refund the excess amount in full. The Customer should notify the Contractor as soon as possible, preferably within 60 days of the payment date;

(b) the Contractor has not granted the paid access and cannot grant it, in which case the Contractor shall refund the amount paid for that access in full;

(c) the Paid Service has a significant defect or differs materially from what was agreed, the Customer has notified the Contractor in writing within 30 days of discovering this, and the Contractor has not corrected or re-provided the service within 30 days of that notice, in which case the Contractor shall refund the amount corresponding to the affected period;

(d) the Customer terminates the subscription or the Signed Agreement before the end of the Paid Period, in which case the Contractor shall refund the amount calculated under clause 3.3 for the period after the termination date;

(e) the Contractor terminates the subscription or the Signed Agreement, or refuses to perform it, although the Customer has not violated its terms, in which case the Contractor shall refund the amount paid for the period after the termination date;

(f) the holder of the payment card or account did not authorise the payment and this is confirmed by the Payment System, the issuing bank or the Contractor's check, in which case the Contractor shall refund the payment in full.

3.2. No refund shall be due if the Contractor terminates the User Agreement or the Signed Agreement because the Customer has violated its terms, including by sharing a login and password, unless applicable law requires otherwise.

3.3. Refunds for the period after the termination date shall be calculated as follows:

(a) if the Customer without a Signed Agreement terminates a subscription, the refund covers each whole unused month of the Paid Period. For example, if the Customer paid USD 3,600 for 12 months and the termination date falls in the eighth month, the refund shall be USD 1,200;

(b) in all other cases, the refund is calculated by days: the amount paid for the Paid Period, divided by the number of days in that period, multiplied by the number of unused days. For example, if the Customer paid USD 3,650 for 365 days and the service ended after day 200, the refund shall be USD 1,650;

(c) if the Customer received a discount for a longer Paid Period and terminates it early, the period used shall be charged at the price that was stated for the shorter period, where such a price was stated in the offer or invoice.

3.4. A Customer without a Signed Agreement may terminate its subscription by giving the Contractor 30 business days' written notice. The termination date shall be the last day of the notice period or a later date stated in the notice. Access to the Paid Service shall continue until that date.

3.5. The amount paid for the period up to the termination date shall not be refunded, because access to the Paid Service was available during that period.

3.6. Scheduled maintenance and interruptions permitted by the User Agreement or the Signed Agreement, and isolated data errors of the kind described in clause 4.14 of the User Agreement, shall not be treated as a defect under clause 3.1(c).

3.7. A refund does not release the Customer from its obligations under the User Agreement or the Signed Agreement regarding the information obtained through the Paid Service.

4. CONFERENCES AND SEMINARS

4.1. Before the Customer pays for participation in a conference or seminar (hereinafter the Event), the Contractor shall state the date by which participation can be cancelled with a refund (hereinafter the Cancellation Date). The Cancellation Date may be shown in any of the following: the Event page, the invoice or the registration confirmation.

4.2. The Contractor shall refund the participation fee in full if:

(a) the Contractor cancels the Event for any reason;

(b) the Contractor changes the date or format of the Event, and the Customer notifies the Contractor in writing before the Event that it cannot take part;

(c) the Customer cancels participation in writing on or before the Cancellation Date.

4.3. No refund shall be due if the Customer cancels participation after the Cancellation Date or does not attend the Event, unless the terms of the Event state otherwise.

4.4. The Customer may replace a registered participant with another employee by written notice to the Contractor before the Event, at no additional charge.

4.5. The Contractor shall not refund travel, accommodation or other costs that the Customer pays to third parties in connection with the Event.

5. METHOD AND TIME OF REFUND

5.1. The Contractor shall send each refund due within 14 calendar days of receiving a complete Refund Request.

5.2. A payment made through a Payment System shall be refunded to the same card or other original payment method, in full or in part.

5.3. The time for the refund to reach the Customer depends on the Payment System, the payment method and the Customer's bank. It usually takes up to 10 business days after the Contractor sends the refund, and the Contractor does not control this period.

5.4. A payment made by bank transfer shall be refunded to the bank account stated in the Refund Request, which must belong to the payer.

5.5. If the Payment System or the Customer's bank cannot complete a refund to the original payment method, the Contractor shall contact the Customer and arrange another way to return the money to the same payer.

5.6. A refund shall be made in the currency of the original payment and shall not exceed the amount paid.

5.7. The Contractor shall not charge a refund fee or deduct Payment System fees from the refund. The Contractor is not responsible for charges or exchange rates applied by the Customer's bank.

5.8. At the Customer's request, the Contractor shall confirm that the refund has been sent and provide any reference number available from the Payment System.

6. CUSTOMERS WITH A SIGNED AGREEMENT

6.1. The Policy applies to a Customer with a Signed Agreement together with the terms of that agreement, whether the Customer pays the invoice by bank transfer or by card.

6.2. The Customer may terminate the Signed Agreement by email with the notice stated in it, which is 30 business days in the Contractor's standard agreements. The Customer shall pay for services provided up to the termination date, and any amount paid for the period after that date shall be refunded in accordance with the Policy.

6.3. The Customer should notify the Contractor in writing of a significant defect in the Paid Service within the billing period in which the defect occurred.

6.4. Where a Signed Agreement provides for automatic renewal, the commercial terms shall renew for successive 12-month periods unless a Party requests in writing to revise them at least 30 days before the end of the current period. A Customer that does not wish to continue shall give notice of termination under clause 6.2.

6.5. The Contractor may deduct from a refund any undisputed amount that the Customer owes under the Signed Agreement, and shall state the deduction in writing.

6.6. A Refund Request under a Signed Agreement shall be made by a person authorised to act on behalf of the Customer.

7. REFUND REQUEST PROCEDURE

7.1. The Customer shall send a Refund Request to i.lobakova@globalbonddata.com.

7.2. A Refund Request shall state:

(a) the Customer's name and the Account or Signed Agreement details;

(b) the invoice or payment reference, the payment date and the amount paid;

(c) the Paid Service concerned and the reason for the request;

(d) for a payment made by bank transfer, the bank details of the payer.

7.3. If a Refund Request is incomplete, the Contractor may ask for the missing information. The period in clause 5.1 shall run from the date the Contractor receives a complete Refund Request.

7.4. The Contractor shall confirm receipt of a Refund Request within 5 business days.

7.5. If the Contractor refuses a refund, it shall state the reason in writing.

7.6. The Contractor shall process personal data in a Refund Request in accordance with Section 3 of the User Agreement.

7.7. The Customer may send any complaint about a Paid Service or a refund to the email address or phone number stated in Section 10. The Contractor shall review the complaint and reply in writing.

8. PAYMENT DISPUTES

8.1. The Contractor asks the Customer to send a Refund Request before disputing a payment with its bank or card issuer. This helps to resolve the matter sooner and does not limit the Customer's rights.

8.2. If the Customer disputes a payment while a Refund Request for the same payment is pending, the Contractor may suspend the refund until the dispute is resolved, in order to avoid paying the same amount twice.

8.3. The Contractor may provide the Policy, the Customer's acceptance of it and related correspondence to the Payment System or the bank when responding to a dispute.

9. AMENDMENTS AND OTHER PROVISIONS

9.1. The Contractor may amend the Policy by publishing a new version on the Website. The version in force on the date of payment shall apply to that payment.

9.2. Unless a Signed Agreement states otherwise, the Policy shall be governed by the legislation of the UAE, and disputes shall be resolved in accordance with Section 10 of the User Agreement. A dispute under a Signed Agreement shall be resolved under the governing law and dispute resolution clause of that agreement.

9.3. Time limits in the Policy shall be determined by Dubai time.

9.4. A Refund Request and any other notice under the Policy may be sent by email.

9.5. In respect of refunds, the Policy shall prevail over the User Agreement.

10. CONTACTS OF THE CONTRACTOR

Global Bond Data FZE
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