

WEBROOT[®]

Webroot[®] WiFi Security

Cancellation and Refund Policy

Cancellations

I want to cancel my trial

Some subscription plans begin with a free trial. To avoid being charged following a free trial promotion, you must cancel your subscription before your free trial ends. If you don't cancel during the trial period, you will be charged the subscription price for the plan you selected.

Uninstalling the Webroot® WiFi Security app does not automatically stop your subscription. You need to cancel your trial according to the directions below.

I want to cancel and purchased through the Play Store or the App Store

If you want to cancel your subscription to Webroot® WiFi Security, uninstall the Webroot WiFi Security app from your device, and cancel your subscription on the Google Play™ Store or the Apple App Store®.

Uninstalling the Webroot WiFi Security app does not automatically stop your subscription. You need to cancel your subscription from the Play Store or App Store subscription settings.

To know more about how to cancel or change your subscriptions, please follow the instructions in the following support articles:

Apple App Store: <https://support.apple.com/HT202039>

Google Play Store: <https://support.google.com/googleplay/answer/7018481>

I want to cancel and subscribed through Webroot's Online Store

If you want to cancel your subscription to Webroot® WiFi Security, please follow the steps at <https://www.webroot.com/us/en/auto-renewal-optout-wifi>. You will need to know the email address you used when you activated your account.

Cancellation Policy: Month-to-Month Subscriptions

Your subscription will continue on a month-to-month basis unless and until you cancel your subscription or turn off auto-renew or your subscription is suspended or discontinued by Webroot. Simply deleting the Webroot® WiFi Security App during any subscription period will not cancel your subscription and your payment method will still be charged, so please follow the applicable cancellation instructions above to cancel.

If you purchased through a third party marketplace – e.g., through the Apple App Store® or the Google Play™ store – please visit the third party marketplace for information regarding their cancellation policies or contact Webroot's customer support at 1-866-612-4268 (select option 2) or via email at autorenew@webroot.com.

You must cancel your subscription at least 24 hours before your monthly renewal date to avoid the next billing. To avoid any automatic renewal charges due to processing delays, you should cancel your subscription a couple of days in advance of your renewal date.

If you cancel your subscription, cancellation will be effective at the end of your current subscription period. You will have continued access to the Webroot WiFi Security service for the remainder of the current subscription period, but you will not receive a refund.

Cancellation Policy: Annual Subscriptions

Your subscription will continue for 12 months and then automatically renew unless and until you cancel your subscription or turn off auto-renew or your subscription is suspended or discontinued by Webroot.

If you purchased the Webroot® WiFi Security service through a third party marketplace - e.g., in-app purchases through the Apple App Store® or the Google Play™ store - you must cancel your subscription at least 24 hours in advance of your renewal date to avoid the

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next billing. To avoid any automatic renewal charges due to processing delays, you should cancel your subscription a couple of days in advance of your renewal date.

If you purchased the Webroot® WiFi Security service through Webroot's Online Store, you must cancel your subscription at least 7 days in advance of your renewal date to avoid the next billing. To avoid any automatic renewal charges due to processing delays, you should cancel your subscription at least 10 days in advance of your renewal date.

If you cancel your subscription, cancellation will be effective at the end of the current subscription period; you will have continued access to the Webroot® WiFi Security service for the remainder of the current subscription period, but you will not receive a refund.

Cancellation Policy: Third-Party Marketplaces

If you purchased the Webroot® WiFi Security service through a third party marketplace – e.g., in-app purchases through the Apple App Store® or the Google Play™ store – the cancellation policy applicable to that third party marketplace will apply, unless otherwise explicitly stated by Webroot. Webroot disclaims any responsibility or liability related to any third party marketplace's cancellation policy or the third party's compliance or noncompliance with such policy.

Refunds

Refund Policy: Month-to-Month Subscriptions

Webroot does not offer refunds for payments made on a month-to-month subscription plan.

Refund Policy: Annual Subscriptions

Webroot does not offer refunds for payments made on an annual subscription plan.

Refunds: Third Party Marketplaces

If you purchased the Webroot® WiFi Security service through a third party marketplace – e.g., in-app purchases through the Apple App Store® or the Google Play™ store – the refund policy applicable to that third party marketplace will apply, unless otherwise explicitly stated by Webroot. Except as otherwise stated by Webroot, the third party marketplace will be solely responsible for making refunds under its refund policy, and Webroot will have no refund obligations. Webroot disclaims any responsibility or liability related to any third party marketplace's refund policy or the third party's compliance or noncompliance with such policy.

Questions

For more information or to receive help in cancelling your subscription, please contact our customer support at 1-866-612-4268 (select option 2) or via email at autorenew@webroot.com.

Effective as of October 8, 2018