



Cancellation and Refund Policies:

Refund Policy

Refunds will be offered only within the “**refund period**”: after initial payment for the Mining Plan, but before the initial disbursement of mining rewards. Outside of this period, on a case-by-case basis, TeraDynamic will review the circumstances of a refund request. TeraDynamic reserves the right to deny any refund request made outside of the refund period and/or deny any refund request if the circumstances do not meet our satisfaction.

If a refund is requested within the refund period, TeraDynamic reserves the right to withhold a processing fee equal to 10% of the original purchase price to cover administrative costs. If a refund is granted, TeraDynamic will refund the purchase price minus the processing fee within 30 days of the refund request.

Refunds may be granted outside of the refund period on a case-by-case basis. If one is granted within the first year of the contract, TeraDynamic will refund the purchase price of the mining plan minus a 10% processing fee and adjust for the mining rewards already distributed to the customer. The adjustment will be an amount equal to all the KDA transferred to the Customer at the “middle price target”, as seen on Our Website, which is \$25 USD per KDA.

If a refund is requested within the second year of the contract, the Customer is eligible for 10% of the original purchasing price. If a refund is granted, TeraDynamic will refund the purchase price minus the processing fee and 90% of the original price within 30 days of the refund request.

No refunds will be permitted in the third year of the contract.

Cancellation Policy

The customer is free to cancel service without any form of refund at any time during the contract but must submit the cancellation request in writing to support@teradynamic.io.

TeraDynamic reserves the right to adjust, suspend or terminate customer mining plans in the scenarios outlined below. Any such modification to a mining plan requires a) a unanimous decision by all able



Members of the LLC; b) appropriate effort and other reasonable options should be taken into consideration; and c) 14 days' notice shall be given to the impacted customer(s)

1. Customer acts in bad faith and intentionally causes financial, reputational, or physical harm to the company, its customers, or its Members.
2. Company is unable to continue to operate and/or meet its obligations to its customers due to unforeseen circumstance
3. Company identifies an opportunity that can benefit customers and wishes to implement changes with the explicit consent of the customer(s)

TeraDynamic reserves the right to make the final decision in all cases regarding refunds and cancellations.

Your Comments and Concerns:

This website is operated by TERADYNAMIC LLC, 1605 15th AVE UNIT LW6, Seattle, Washington 98122

All notices of copyright infringement claims, other feedback, comments, requests for technical support, and other communications relating to the Website should be directed to: support@teradynamic.io

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