

## Playermaker

### PMI Returns and Refunds Policy

**Note: Our policy lasts 30 days. If 30 days have gone by since receipt of the Device, unfortunately you cannot return the Device and your card will be charged.**

1. This PMI Returns and Refunds Policy covers return of the Playermaker PMI product ("**Device**") purchased from Motionize Israel Ltd. or Playermaker Ltd. or Playermaker Inc., as indicated in your Device purchase receipt or invoice ("**Playermaker**") via playermaker.com, pursuant to the Terms and Conditions of Sale available at: <https://playermaker.com/Tos>. The Device may be returned as described below.
2. In order to return the Device please email our Customer Service team at support@playermaker.com with your purchase details ("**Order Cancellation**") within **30 days** from the date when you receive the Device. If 30 days have passed since you received the Device, Playermaker will not accept your Order Cancellation, and you will be charged the applicable subscription fees, as set forth in the subscription plan chosen by you ("**Subscription Fees**"), in full. For clarity, you will not be permitted to return the Device for any reason, nor to obtain a refund, after the end of this 30 day period.
3. Any Order Cancellation must include the relevant order reference number for which the return is requested. Playermaker may reject any Return Request which does not include the applicable order reference number.
4. Following receipt of your Order Cancellation within the period specified in Section 2 and/or upon any failure by you to pay the minimum Subscription Fees as set forth during the Device Order Process, Playermaker will send you a returns label to be affixed to your Device. The Device shall be returned by you to Playermaker in the same condition as it was delivered to you. In order to avoid damage during shipment, returned Devices must be shipped in their original packaging or in similar packing material, and in accordance with any instructions provided by Playermaker.
5. To return your Device, you should mail your Device, accompanied by the returns label referenced at Section 4 above, to address listed on the returns label ("**Return Facility**"), marked for the attention of Playermaker. Return of the Device will be at your cost. Playermaker shall not accept any returns not sent in accordance with this Section 5.
6. Playermaker will not accept returns which were received by it more **14 days** from the date that Playermaker replied to the Order Cancellation and sent you the returns label. If 14 days have passed since the date that Playermaker replied to the Order Cancellation and Playermaker has not yet received the returned Device, Playermaker may charge you the full applicable Subscription Fees.
7. Once your return is received and inspected, Playermaker will send you an email to notify you that Playermaker has received your returned Device. Playermaker will also notify you of the approval or rejection of your return. If the return is approved, then you will not be charged any amount for your order. If the return has been rejected, or if your return is otherwise ineligible under this PMI Returns and Refunds Policy, you will be charged the applicable Subscription Fees in full.
8. Refunds will include only the Subscription Fees paid for the Device(s) plus duties, taxes and fees (if prepaid). Shipping costs cannot be refunded. Refunds will be processed up to 14 business days from receipt of the returned Device(s) in our Return Facility. Playermaker may, at its sole discretion, offer other amounts of the Subscription Fees paid as a refund, subject to terms specified in the subscription plan chosen by you.
9. The above terms shall apply, *mutatis mutandis*, with respect to any returns of the Device following a termination of a Free Trial prior to the end of the Free Trial Period, provided that, for the avoidance of doubt, no refunds shall be made in such case.

**Last Updated: February, 2024**