

The terms of this EasyPost Refund Policy (“**Refund Policy**”) apply as referenced in Section 4.7 of the Master Customer Agreement (“**Agreement**”). Capitalized terms used but not defined in this Refund Policy will have the meanings given to those terms in the Agreement .

Except as set forth below or in the applicable Order Form, all Fees are non-cancelable and non-refundable. If Customer does not utilize all of the prepaid access or usage for EasyPost Products and Services during the Initial Order Form Term or Renewal Term, as applicable, Customer will not have the right to any refund of the Fees or to carry forward any unused EasyPost Products and Services to a Renewal Term.

EasyPost reserves the right to amend this refund policy at any time. Updates will be posted on our website, and continued use of the software constitutes acceptance of any changes.

Refund Policy for Material Changes to EasyPost Products and Services

If a significant change to the EasyPost Products and Services impacts its core features or functionality as outlined in Section 3.4 of the Agreement, then Customer may request a refund within 15 days of the change. Refunds will be prorated based on the unused fees with respect to the remaining subscription or license term provided in the Order Form for the terminated portion.

Customer must submit requests in writing to EasyPost Support with proof of purchase and details of the issue. This policy excludes minor updates, bug fixes, and third-party purchases. The refund will be deposited in the EasyPost Wallet. Customer may withdraw the unused funds from EP Wallet at any time.

Refund Policy for Early Termination by EasyPost

In the event EasyPost terminates the Order Form for convenience, not as a result of a breach of the Agreement by Customer, as permitted by Section 7.2, the customer will receive a pro-rated refund based on the remaining subscription or license term provided in the Order Form.

Return of Deposits in EasyPost Wallet

All unused deposits in Customer’s EasyPost Wallet are refundable upon Customer’s request. To initiate a refund request, Customer must submit the request in writing to [EasyPost Support](#). The refund of unused deposits is subject to the complete financial resolution regarding Customer’s wallet spend between EasyPost and the respective carrier.