



Refund & Cancellation Policy

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1. Subscription Plans

DTG Sentinel is available on three plans: a free Trial plan, Lite (€19.95/month), and Premium (€39.95/month). Paid plans include a 3-day free trial. All paid subscriptions are billed monthly in advance in Euros (EUR).

2. Free Trial

New paid subscribers receive a 3-day free trial. Your payment method will not be charged during the trial. If you do not cancel before the trial ends, your subscription starts automatically and your payment method will be charged the applicable monthly fee. You may cancel at any time during the trial at no cost.

3. Cancellation

You may cancel your subscription at any time via your account settings or by contacting us at support@dtg-sentinel.com. Cancellation takes effect at the end of the current monthly billing period. You retain full access to your plan's features until the end of the paid period.

4. Refunds

Subscription fees are non-refundable except in the following circumstances:

- **14-day cooling-off right:** If you are a consumer in the EU or UK and cancel within 14 days of your first paid charge (after the free trial), you are entitled to a full refund under the EU Consumer Rights Directive (2011/83/EU) and UK Consumer Contracts Regulations 2013, provided you have not accessed premium features during that 14-day period. Contact support@dtg-sentinel.com within 14 days of the first charge to exercise this right.
- **Service unavailability:** If a technical fault attributable to DTG Sentinel prevents access for more than 72 continuous hours, you are entitled to a pro-rata credit for the affected period.
- **Duplicate charges:** Erroneous duplicate transactions will be refunded in full.

- Applicable consumer law: Where mandatory consumer protection law in your jurisdiction requires a refund, we will comply.

To request a refund, email support@dtg-sentinel.com with your account email address, a description of the issue, and the transaction reference. We will respond within 5 business days.

5. Plan Upgrades and Downgrades

Upgrades take effect immediately; you will be charged the pro-rata difference for the remainder of the billing period. Downgrades take effect at the start of the next billing period.

6. Price Changes

We will give at least 30 days' notice by email of any subscription price increase. If you do not cancel before the new price takes effect, the new rate will apply at your next renewal.

7. Failed Payments

If a payment fails, we will notify you by email and retry the charge. Access to premium features may be suspended if payment remains outstanding for more than 7 days. Accounts with unpaid fees for more than 30 days may be terminated.

8. Tax

Prices are exclusive of VAT and other consumption taxes except where required to be displayed inclusive by applicable law. Where required, VAT will be added at checkout.

9. Payment Security

All payments are processed by a PCI-DSS compliant third-party payment processor. DTG Sentinel does not store full payment card numbers.

10. Contact

For billing enquiries: support@dtg-sentinel.com