

LEG-005 / CURRENT PUBLIC VERSION

Membership, Billing, Cancellation and Refund Policy

Commercial terms for SideOf+ memberships and one-time packs.

EFFECTIVE DATE	ISSUED BY	CONTACT
26 September 2026	LIBRASIDE TECHNOLOGIES LLC d/b/a SideOf	support@sideof.app

READ THIS FIRST

A price list is not an offer by itself. Billing is available only through an enabled checkout that clearly presents the exact charge, interval, renewal, cancellation method, and provider before affirmative purchase consent.

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1. Free and paid services

Core account rights, baseline privacy, reporting, blocking, basic safety controls, export, and deletion requests remain free. The phone apps are ad-free for everyone during the launch period. When non-personalized advertising is shown, free accounts will see it on the Social and Dating Sides, described in the Privacy Policy. The launch period runs from SideOf's public launch until a date SideOf announces in the app and on its website at least 30 days in advance. SideOf+ stays ad-free and provides the other benefits identified at purchase while the membership is active. Benefits may vary by platform or availability but will not be misrepresented.

2. Current membership options

The first 200 eligible Founding Member accounts may receive a reserved \$7.99 each-month rate. The rate is non-transferable and tied to the original eligible account. After the first 200 Founding Members, accounts that first subscribe during the launch period may receive the Early Member rate: \$8.99 each month for 12 months from the first paid billing date, followed by \$14.99 each month.

Standard options are \$14.99 each month, \$38.99 every three months, \$71.99 every six months, and \$119.99 each year. The purchase screen controls if a provider-localized price differs. Prices exclude applicable taxes unless the checkout says otherwise.

3. Automatic renewal

A membership renews automatically at the accepted price and interval until canceled. Before consent, the checkout discloses the amount, billing cadence, first charge, renewal, promotional transition, and cancellation path. Where you buy through Apple or Google Play, that store runs the checkout and shows those terms in its own purchase sheet; SideOf records what you accepted and does not see your payment details. Silence, inactivity, or a preselected control is not purchase consent.

4. Renewal reminders

SideOf sends its own renewal reminders for memberships billed directly on the web through Stripe: 7-day and 1-day reminders for a one-month membership, and 30-day, 7-day, and 1-day reminders for three-month, six-month, and 12-month memberships. A reminder identifies the amount, expected charge date, and cancellation path. A membership bought through Apple or through Google Play is billed by that store, and the store sends the renewal notices it requires; SideOf does not send a separate reminder for those and cannot suppress the store's. Any legally required timing applies in addition.

5. Cancellation

Cancel through the channel used to purchase: Apple subscriptions through Apple, Google Play subscriptions through Google Play, and direct web subscriptions through the SideOf billing portal. Cancellation stops a future renewal and ordinarily leaves access active through the paid period. Uninstalling the app, signing out, or deleting an account does not by itself cancel an external subscription.

Canceling a direct web membership takes no more steps than starting one: it is a control in the same settings screen where the membership was purchased, not a separate request, a phone call, or a hidden flow.

6. Refunds

Except where law or the billing provider requires otherwise, payments are final and unused time is not prorated.

Right to cancel within three business days. If you live in Arizona, California, Colorado, Connecticut, Illinois, Iowa, Minnesota, New York, North Carolina, Ohio, Rhode Island, or Wisconsin, you may cancel a new SideOf+ membership, without penalty or obligation, at any time before midnight of the third business day (not counting Sundays or holidays) after the date you subscribed, and receive a full refund of what you paid for it. To cancel a membership you bought on the web, email support@sideof.app with "Three-Day Cancellation" in the subject line from the email address on your account, or mail a signed and dated notice to LIBRASIDE TECHNOLOGIES LLC, 2200 15th Street NE, B, Washington, DC 20018, including the email address on your account; any message saying you're cancelling is enough. SideOf will refund you within 10 days after it receives your notice, to the original payment method. If you bought the membership through Apple or Google Play, those stores control refunds, so ask the store for the refund; SideOf will confirm your eligibility to the store or to you on request.

If you die, or become disabled so that you can't use SideOf, before your paid membership period ends, you or your estate may receive a refund of the part of the payment that covers the time after the death or disability. Ask in the same way as a three-day cancellation. SideOf may ask for reasonable proof, such as a death certificate or a doctor's statement.

Apple controls Apple refund requests. Google Play controls requests it processes. For direct web purchases, contact support@sideof.app with transaction details. SideOf may issue a refund or credit for duplicate, erroneous, unauthorized, materially defective, or legally refundable charges after verification.

7. One-time packs

Packs are one-time purchases and do not renew. Current packs are \$4.99 for 5 Direct Introductions, \$11.99 for 15 Direct Introductions, \$3.99 for 5 intent signals, and \$9.99 for 15 intent signals. Purchased introductions and intent signals do not expire while the account remains in good standing but may be adjusted after a refund, reversal, dispute, fraud finding, or legal requirement. Free and membership allowances reset on their stated product windows and do not roll over. Direct Introductions and intent signals give you a limited, personal, non-transferable license to use a feature of SideOf. They are not property, currency, or stored value, have no cash value, and can't be sold, transferred, or exchanged for cash or anything outside SideOf. Unused ones end when your account is closed or deleted. SideOf does not refund them then, except where the law or the billing provider requires it, or where SideOf discontinues the feature or closes your account for a reason other than your breach of the Terms, in which case SideOf will refund the unused part of a web purchase or help you ask Apple or Google for a refund.

8. Payment failures and disputes

A failed or reversed payment may pause or end paid access. SideOf may retry a payment only as permitted by the provider and disclosed terms. Contact support before filing a chargeback so an error can be investigated; this does not limit a lawful dispute right. Fraudulent chargebacks or payment abuse may result in restrictions.

9. Price or benefit changes

SideOf may change future membership prices or benefits for legitimate business, product, or legal reasons. A change takes effect only for billing periods that begin after the change. For a membership you bought on the web, SideOf will email you about a price increase at least 7 and no more than 30 days before it applies, with the new price, the date it starts, and how to cancel. Where the law or the billing provider requires your consent to a change, SideOf will ask for it. You may cancel before the change applies. SideOf will not charge a new price without the required authorization.

10. Taxes and contact

Taxes depend on location and billing-provider configuration. SideOf does not promise tax-inclusive pricing unless checkout says so. Billing questions, cancellation problems, and direct-purchase refund requests may be sent to support@sideof.app with 'Billing' in the subject line.