

# Policies and Terms & Conditions

## Store Subscription Policy

For Stores subscriptions, the following definitions shall apply to these terms as used on this page:

- **Calendar month** defines the first day of the month to the last day of the month.
- **Invoice month** defines the billable days included on a seller's invoice (e.g. 1 June – 30 June or 16 January– 15 February).
- **Subscription start date** defines the date your Stores subscription starts.

All Stores subscription fees are included on your monthly invoice. Free listing entitlements and other benefits described on the Stores page are allocated to each Stores subscriber on a calendar month basis. Your unused free listings and other benefits don't carry over to the next calendar month.

### When you register for a monthly subscription for the first time:

- Your Stores benefits start as soon as the store is setup & approved by the Admin. You receive your entire free listing entitlement for the calendar month when you sign up, regardless of when you sign up. (For example, if you sign up for a Stores subscription on 22 May, you receive your entire free listing allotment for May immediately.)

Your first invoice after you register for an Indian Heritage Store includes:

- The prorated subscription fee for the number of days from your subscription start date to the first date of your next full invoice month (the "prorated period") and
- The subscription fee for the next full invoice month (the "first full invoice month"). You're billed monthly thereafter.

### Subscription renewals

Your monthly Stores subscription is automatically renewed each month until you cancel it. Such automatic renewal is continuous, and you'll be billed for each continuous subscription term at the defined rates, which are subject to change.

### Cancelling your subscription

There's no fee for cancelling a monthly subscription, although you will be billed the subscription fee for the entire calendar month during which you cancel.

### When cancelling your Stores subscription:

- If you cancel your Store **during the mandatory subscription period** (i.e. before the end of the first full calendar month after you signed up):
  - You're billed the current Stores subscription fees for the mandatory subscription period.
  - You receive the current Stores subscription benefits for the

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mandatory subscription period.

- After the mandatory subscription period, you pay standard fees for any new listings.
  - You're billed the current Stores subscription fees for the entire calendar month during which you cancel.
  - You receive Stores benefits corresponding to the current subscription until the end of the calendar month during which you cancel.
  - Starting the next calendar month, you pay standard fees for any new listings.
- Fees for listings are based on the terms in effect when the listing goes live and when it renews.

## Updating your subscription

You can update your Stores subscription level at any time.

When **upgrading your Stores subscription** (changing your Stores subscription level from one level to another with more benefits):

- Fees for your current subscription for the current invoice month are prorated and the unused portion of your current subscription is credited back to you. Your upgraded subscription fee is also prorated for the current invoice month and your upgraded subscription is treated as a new subscription.
- Your free listing entitlement from the package being cancelled ends immediately. (Any unused free listings from your previous subscription don't roll over.)
- You receive upgraded Stores benefits immediately. You receive your full free listing entitlement for the new upgraded subscription immediately. Each calendar month thereafter, you receive the applicable free listing entitlement.
- Your upgraded subscription start date, mandatory subscription period and renewal date is reset based on the date you change your subscription.

When downgrading your Stores subscription (changing your Stores subscription level to one with fewer benefits):

- If you downgrade your Store subscription level **during the mandatory subscription period:**
  - You're billed at the current higher subscription fee rate for the mandatory subscription period.
  - You receive the current higher subscription Stores benefits for the mandatory subscription period.
  - Your new downgraded subscription benefits are effective immediately after the mandatory subscription period.
  - You're billed at downgraded subscription fee rate immediately after the mandatory subscription period.
- If you downgrade your Store subscription level **after the mandatory subscription period:**

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- You're billed at the current higher subscription fee rate for the calendar month during which you wish to downgrade.
- You receive Stores benefits corresponding to the current higher subscription until the end of the calendar month during which you elect to downgrade.
- Your new downgraded subscription benefits are effective immediately after the calendar month during which you elect to downgrade.
- You're billed at the downgraded subscription fee rate immediately after the calendar month during which you elect to downgrade.

## Want further assistance?

Available 09:00 AM - 07:00 PM, Mon - Sat

We aim to respond within 1-2 days  
email us at: [help@indianheritage.com.au](mailto:help@indianheritage.com.au)

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