

Tribetactics Limited T/A chopcast Customer Terms of Service

Last Updated Jan 4 2023

The following terms of service cover Chopcast Product and Chopcast Services, where one or both apply respective to your agreement(s).

CHOPCAST PRODUCT CUSTOMER TERMS OF SERVICE

PLEASE READ THESE CUSTOMER TERMS OF SERVICE CAREFULLY

- I. DEFINITIONS
- II. GENERAL
- III. TERMS OF USAGE
- IV. RENEWAL & CANCELLATION
- V. REFUNDS
- VI. CONTENT DELIVERABLES AND TERMS

I. DEFINITIONS

- a. Product subscription plan - refers to one of our paid product plans delivered through app.chopcast.io
- b. Upload minutes - refers to minutes uploaded by the user(s)

II. GENERAL

- This is a contract between you (the Customer) and us (Tribetactics Limited T/A chopcast).
- You are entitled to a free 7-day trial of no more than 60 upload minutes. After that, we reserve the right to suspend your account unless you upgrade to a paid plan.
- For monthly subscriptions, you can cancel your monthly subscription at any time by emailing support@chopcast.io, which will set your plan to cancel at the end of the billing cycle. For quarterly, semi-annual, and annual subscriptions - a 90-day notice is required.

III. TERMS OF USAGE

- You should only use your upload minutes to upload content that you have made or that you're authorised to use. You should not upload content you didn't make, or use content that someone else owns the copyright to without necessary authorisations.
- If more than one user wishes to use a chopcast account, additional users should be purchased accordingly.
- We do not allow the sharing of user accounts, and reserve the right to immediately cancel your account with no prior notice if this occurs.
- Your upload minutes balance will renew every month on an active subscription. Deleting content you already uploaded does not return those minutes to your account balance.

(PAGE 2/5)

- If a file you try to upload is corrupt, or does not process successfully, you may contact support@chopcast.io to reinstate the minutes used to your account.
- You consent for chopcast to disclose the collaboration between chopcast and your company for marketing purposes and in this connection also use the company logo. You or a company representative may revoke this consent at any time by declaration via email to support@chopcast.io.

IV. RENEWAL & CANCELATION

- You can request to cancel your subscription plan by giving written consent to your point of contact at tribetactics or by emailing support@chopcast.io
- We require 90-day notice periods for quarterly, semi-annual, and annual subscriptions.
- Your subscription plan will automatically renew based on your selected billing period (monthly, quarterly, semi-annually, or annually) unless a written request by email has been given to cancel your subscription plan with the appropriate notice period given (as specified above).
- Unused upload minutes do not carry over month to month.
- You will have access to your account as normal until the cancellation date.
- We do not offer early, prorated, or mid-contract terminations for your subscription plan. Or in the case of unused upload minutes.

V. REFUNDS

- We do not offer full or partial refunds if you decide to stop using your subscription during your active subscription plan.
- We do not offer refunds for unused periods during your subscription plan or after it has concluded.
- It is your responsibility to manage your upload minutes during an active subscription plan.

(PAGE 3/5)

CHOPCAST SERVICES CUSTOMER TERMS OF SERVICE

PLEASE READ THESE CUSTOMER TERMS OF SERVICE CAREFULLY

- I. DEFINITIONS
- II. GENERAL
- III. TERMS OF USAGE
- IV. RENEWAL & CANCELLATION
- V. REFUNDS
- VI. CONTENT DELIVERABLES AND TERMS

I. DEFINITIONS

- a. Subscription plan refers to one of our paid productized service plans which are offered on a recurring basis.
- b. Billing Cycle refers to the payment terms and duration which you agree to pay fees for access to placing content orders. Billing cycles are monthly, quarterly, semi-annual, annual or other, depending on the specific plan you're subscribed to.
- c. Content Deliverables refers to the specific set of content formats and quantities we offer in video, audio, written, and image (outlined below).

II. GENERAL

- This is a contract between you (the Customer) and us (Tribetactics Limited T/A chopcast).
- For monthly subscriptions, you can cancel your monthly subscription at any time by providing us with a 30-day notice by email to your account manager or support@chopcast.io, which will set your plan to cancel at the next billing cycle after the 30-day period. For example, if you are on a monthly subscription started on Jan 1, and you request to cancel on June 25th, your plan will cancel on August 1st. If your email request to cancel was on June 1st, it would cancel on July 1st, and so on.
- For quarterly, semi-annual, and annual subscriptions - a 90-day notice is required.

III. TERMS OF USAGE

- As standard, all subscriptions renew automatically each month. The monthly subscription payment is deducted from the billing details provided by you in accordance with your plan. Plans can be downgraded or canceled subject to the terms outlined in section IV below.
- **[For a subscription where cancellation notice has been given]:**
 - You will be able to place orders normally until your plan cancellation date. Standard turnaround times apply.
 - If a project is on-going and your cancellation has taken place, we will deliver your project through a Google Drive link and email which will be available for 5 working days for you to download. After that, there will be no guarantee that we will store your files on our servers.
- **[For a subscription that lapses (auto-renewal)]:**

- **For monthly, quarterly, semi-annual, annual, and other recurring plans: Your account will continue to auto-renew on a month-to-month basis, unless a request to cancel was put in.**
 - Our turnaround times for orders listed on our [help center](#) are guidelines and are not always guaranteed, and are subject to the complexity of the order(s) placed.
 - Once an order or revision of an order has been submitted to you, you will have a window of 5 working days to reply requesting further revisions, within your plan's allowance. If no response has been received the order will be automatically marked as complete or canceled.
 - We reserve the right to cancel an order if the order is missing data and the missing data is not provided after being requested by 5 working days.
 - Once an order has been marked as complete, no further revisions can be requested as part of that same order. If a further revision is required, please place a new order accordingly.
 - We reserve the right to cancel an order if what is requested is beyond the scope of our services.
 - Subject to your plan, we will work on one or more orders at a time simultaneously.
 - You consent for chopcast to disclose the collaboration between chopcast and your company for marketing purposes in the form of (but not limited to): positive remarks from you to our team, content we created for you that you approved, and/or your company logo. You or a company representative may revoke this consent at any time by declaration via email to support@chopcast.io.
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IV. RENEWAL & CANCELLATION

- As above, we require 30-day notice periods for monthly subscriptions, and 90-day notice periods for quarterly, semi-annual, and annual subscriptions.
 - Your subscription plan will automatically renew based on your selected billing period (monthly, quarterly, semi-annually, or annually) unless a written request by email has been given to cancel your subscription plan with the appropriate notice period given.
 - You can request to cancel your subscription plan by giving written consent to your point of contact at [tribetactics](#) or by emailing support@chopcast.io
 - You will have access to your services as normal until the cancellation date.
 - We do not offer early, prorated, or mid-contract terminations for your subscription plan.
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V. REFUNDS

- We do not offer full or partial refunds if you decide to stop using your subscription during your active subscription plan.
- 100% Risk-free Guarantee: On a month to month plan, in the event that we are unable to fix something in your orders, you can request a full refund during the trial period (the first 30 days of a new plan) and we'll process it if all other options have been exhausted to attempt to solve the issue.
- We do not offer refunds for unused periods during your subscription plan or after it has concluded. It is your responsibility to manage your content orders and make use of them during the active subscription plan.

(PAGE 5/5)

VI. CONTENT DELIVERABLES AND TERMS

a. Definitions

Standard Templates

- Standard Templates are designed by our creative team to fit your brand guidelines based on our most popular design directions of the past. For more information visit this [help article](#).

VIDEO

Pillar episode creation

- Create full video episodes from your uploaded raw footage. Post-production includes multi cam edits, lower thirds, color grading, and intro/outro sequences.

Square microcontent videos (1:1)

- Subtitled square videos centered around a specific topic or highlight in your long-form content.

Vertical microcontent videos (9:16)

- Subtitled vertical videos centered around a specific topic or highlight in your long-form content.

Horizontal microcontent videos (16:9)

- Subtitled horizontal videos centered around a specific topic or highlight in your long-form content.

Audiograms (1:1)

- Subtitled square videos centered around a specific topic or highlight in your long-form content with soundwave animation.

IMAGE

Square microcontent images (1:1)

- Square Poster Quotes, Facts, Statistics. Perfect for LI, FB, TW and embedding in blogs.

Horizontal microcontent videos (16:9)

- Horizontal Poster Quotes, Facts, Statistics. Perfect for LI, FB, TW and embedding in blogs.

AUDIO

Audio Podcast

- Polished audio from a long-form video content, including a custom intro and outro, removing gaps and umms.

WRITTEN

SEO Optimized Article

- A SEO optimized article (min. 600 words) of what was discussed in a long-form piece of content, along with additional SEO research. Written in 1st person or 3rd person. Perfect for building your organic ranking on Search Engines along with allowing for easy engagement on social.