

SIDESHIFT

Refund and Cancellation Policy

Last Updated and Effective: Tuesday, July 28, 2026*This policy serves as SideShift's return policy for digital subscriptions, Campaign services, Wallet deposits, and Creator payments*

**PLEASE REVIEW THIS POLICY BEFORE PURCHASING A SUBSCRIPTION, DEPOSITING FUNDS, OR LAUNCHING A CAMPAIGN.
MOST SIDESHIFT FEES ARE NON-REFUNDABLE.**

This Refund and Cancellation Policy ("Policy") explains when subscriptions may be canceled, when Campaign Wallet funds may be withdrawn, which payments are non-refundable, and how billing disputes are handled. It applies to purchases and payments made through SideShift and is incorporated into SideShift's Terms of Service. Capitalized terms not defined here have the meanings in the Terms of Service.

By creating an account, accessing or using the Services, enrolling in a subscription or free trial, funding a Campaign Wallet, electronically accepting a Campaign Participation Agreement, or otherwise indicating acceptance, you agree to be bound by these Terms. If you do not agree, do not use the Services.

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1. Summary

Payment Type	Refund or Withdrawal Status	Summary
Monthly or annual subscription	Non-refundable after charge	Cancel any time; cancellation takes effect at the end of the current billing period.
Free trial	No charge if canceled before trial ends	If not canceled, the selected subscription begins and renews automatically.
Setup, sourcing, strategy, and management fees	Non-refundable	Earned when charged, incurred, work begins, or resources are reserved.
Deposit or processing fees	Non-refundable	Not returned even when uncommitted Wallet principal is withdrawn.
Uncommitted Wallet principal	Withdrawable	Only if there are no active contracts, accrued Creator amounts, disputes, reversals, or outstanding balances.
Committed Creator funds	Not refundable or withdrawable	Committed when compensation or bonuses accrue or appear as Total Owed.
Campaign underdelivery or poor performance	No refund	No guarantee of views, engagement, conversions, or other outcomes.
Advertising-platform charges	Controlled by advertising platform	Meta, TikTok, or another platform charges the Client directly under its own rules.

2. Subscriptions and Free Trials

2.1 Automatic Renewal. Monthly and annual subscriptions automatically renew for successive periods of the same duration until canceled, unless a signed enterprise agreement states otherwise. By enrolling, you authorize SideShift and its processors to charge the payment method on file at each renewal.

2.2 Seven-Day Brand Trial. Eligible new Brand accounts may receive a seven-day free trial or another period displayed at enrollment. Unless canceled before the trial expires, the selected subscription begins automatically and the payment method on file will be charged.

2.3 Cancellation. You may cancel a self-service subscription at any time through available account settings or another method SideShift provides. Cancellation is effective at the end of the current billing period. You retain access through that period unless the account is suspended or terminated for violation of the Terms.

2.4 No Partial Refunds. Subscription charges are non-refundable once processed. SideShift does not issue partial-period, prorated, unused-time, or retroactive refunds because an account was not used, a feature was not used, a Campaign was paused, or a user forgot to cancel.

2.5 Exceptions. SideShift may correct a duplicate charge or SideShift billing error and will provide any refund required by non-waivable applicable law. A discretionary courtesy refund does not create a right to future refunds.

3. Non-Refundable Fees

Except where required by law or expressly stated in a signed Additional Agreement, all SideShift fees are final, earned when charged or incurred, and non-refundable. Non-refundable fees include subscription, platform, Campaign setup, Creator sourcing, strategy, Campaign-management, Creator-management, advertising-management, service, processing, and deposit fees, as well as fees for work already performed or resources and Creator capacity reserved.

4. Campaign Wallet Deposits and Withdrawals

4.1 Wallet Purpose. The Campaign Wallet is a limited-purpose ledger reflecting funds made available through approved payment providers for future Creator compensation, bonuses, SideShift fees, and related Campaign obligations. It is not a bank account, trust, escrow, investment, or general-purpose transfer service, and balances do not earn interest.

4.2 **Withdrawal Eligibility.** A Client may request withdrawal of remaining uncommitted Wallet principal only when the Client has no active Creator contracts, accrued Creator compensation, pending bonuses, unresolved payment disputes, anticipated reversals, active Campaign obligations, or other outstanding balances.

4.3 **Fees and Method.** Deposit and payment-processing fees are earned when incurred and are not refunded. Withdrawals are subject to the procedures, identity and risk checks, settlement timing, supported destinations, and fees of the applicable payment provider. Funds may be returned only through a payment method or destination permitted by that provider.

4.4 **Review.** SideShift may delay or deny a withdrawal while determining whether funds are required for an existing or reasonably anticipated obligation, fraud review, chargeback, or legal requirement.

5. Creator Compensation and Committed Funds

5.1 **Commitment.** Funds become committed when Creator compensation, bonuses, reimbursements, or other Campaign amounts accrue or appear as owed within the Services, including in the Total Owed amount on the payouts page. Committed funds are not refundable or withdrawable.

5.2 **Immediate Payment at Termination.** Before terminating a Campaign, the Client must fund and pay all Creator compensation and other amounts accrued or committed through the termination date. A good-faith dispute must be submitted through SideShift and does not excuse payment of undisputed amounts.

5.3 **Application of Funds.** SideShift may apply Wallet funds against SideShift fees, Creator compensation, bonuses, refunds or adjustments related to that Client, chargebacks, payment reversals, direct processor costs, fraud losses attributable to that Client, and other overdue obligations.

6. Campaign Cancellation and Termination

6.1 **Client Cancellation for Convenience.** If a Client cancels or terminates a Campaign for convenience: (a) subscriptions and all SideShift fees already charged, incurred, earned, or invoiced remain non-refundable; (b) Creator compensation, bonuses, expenses, and other accrued or committed amounts become immediately due; (c) Creators remain entitled to compensation for qualifying completed work and any prorated amount required by their Campaign Participation Agreements; and (d) only remaining uncommitted Wallet principal may be withdrawn.

6.2 **Client Breach.** If SideShift terminates or suspends a Campaign because of payment failure, chargeback, fraud, misuse, circumvention, unlawful conduct, or another Client breach, all accrued, committed, invoiced, and contractually guaranteed amounts become immediately due. No refund is available for fees or losses caused by the breach.

6.3 **SideShift Cancellation Without Client Breach.** If SideShift permanently cancels a Campaign for reasons unrelated to the Client's breach, the Client's exclusive monetary remedy is return of unused and uncommitted Wallet principal attributable to that Campaign. Earned SideShift and payment-processing fees remain non-refundable.

7. No Performance-Based Refunds

Creator content, social distribution, and advertising performance depend on factors outside SideShift's control. SideShift does not guarantee Creator availability, Deliverable volume, timing, views, impressions, engagement, audience location, clicks, conversions, purchases, revenue, or return on advertising spend unless a signed Additional Agreement expressly states a specific guarantee and remedy. Campaign underdelivery, delay, dissatisfaction, or failure to achieve expected outcomes does not create a right to a refund, credit, chargeback, fee reduction, or damages.

SideShift may voluntarily extend a Campaign, provide replacement opportunities, or issue account credit as a customer accommodation. A discretionary accommodation is not an admission of liability and does not require SideShift to offer the same remedy again.

8. Advertising Charges

Advertising spend is generally charged directly by Meta, TikTok, or another advertising platform to the Client's payment method. SideShift does not control the platform's billing, refunds, account restrictions, ad rejections, or settlement decisions. Any Creator compensation calculated as a percentage of advertising spend, revenue, purchases, or another performance measure remains payable under the applicable Campaign Participation Agreement and SideShift payment settings.

9. Billing Errors and Chargebacks

9.1 **Contractual Notice.** To the fullest extent permitted by law, a claimed billing error must be reported to support@sideshift.app within thirty (30) days after the applicable charge, invoice, or statement becomes available. The notice must identify the amount,

explain the issue, and include supporting documentation. This contractual period does not limit a longer, non-waivable statutory right.

9.2 Contact SideShift First. Before initiating a chargeback, bank dispute, or payment reversal, you must contact SideShift and provide a reasonable opportunity, generally at least ten (10) business days where practicable, to investigate and resolve the matter. This does not eliminate a right that cannot lawfully be waived.

9.3 Improper Chargebacks. You may not dispute an authorized charge for Services delivered or made available under the applicable agreement, a non-refundable fee, accrued Creator compensation, poor Campaign performance, or as a substitute for the cancellation and refund rules. You may not knowingly describe an authorized charge as fraudulent or unauthorized.

9.4 Consequences. A disputed or reversed charge may result in immediate account suspension, Campaign archiving, paused Creator work, restricted Wallet withdrawals, offset, and collection. If the dispute is denied, withdrawn, or resolved in SideShift's favor, the amount becomes immediately due, together with direct processor fees and reasonable collection costs to the extent permitted by law.

9.5 Evidence. You authorize SideShift to provide relevant agreements, acceptance records, invoices, communications, Campaign activity, Deliverables, approvals, payment records, device and IP information, and other supporting evidence to a payment processor, bank, issuer, card network, dispute administrator, insurer, court, or law-enforcement authority.

9.6 Legitimate Rights. Nothing in this Policy prevents a cardholder from reporting a genuinely unauthorized transaction or exercising a non-waivable legal right. Knowingly false, misleading, duplicative, or bad-faith disputes violate the Terms of Service.

10. How to Request a Withdrawal or Report an Error

To request withdrawal of eligible uncommitted Wallet principal, use the available Wallet withdrawal feature or contact support@sideshift.app. To report a billing error, include the account name and email, charge date, amount, invoice or transaction reference, explanation, and supporting records. SideShift may request identity, authorization, or payment-method verification before acting.

11. Enterprise Agreements

A signed master services agreement, order form, statement of work, or other enterprise agreement may establish different billing, refund, cancellation, minimum-commitment, termination, or remedy terms. If that agreement expressly conflicts with this Policy, the signed agreement controls for the applicable Services.

12. Contact

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