TNT CONNECTS, LLC

CANCELLATION & REFUND POLICY

Revision: November 23, 2026

1. Scope

This Policy applies to CONNECT, CONNECT+, and CONNECT Pro monthly subscriptions offered by TNT CONNECTS, LLC ("Company"). It explains how to cancel a subscription and when a refund is available. It supplements the Customer Subscription Agreement. Mandatory rights under applicable law are not limited by this Policy.

2. Monthly Service Prices

CONNECT: $55.99 per month; CONNECT+: $89.99 per month; CONNECT Pro: $119.99 per month, plus any applicable taxes disclosed at checkout. No setup or activation fee is charged for these CONNECT subscriptions.

3. Seven-Day Free Trial

Eligible new customers receive seven (7) consecutive calendar days of CONNECT service without a monthly service charge. Enrollment is Day 1. Unless canceled before the first scheduled charge, the selected monthly service fee is charged on Day 8, seven calendar days after enrollment. The checkout and confirmation identify the actual first charge date and applicable time. Cancel before the first charge to avoid the first monthly service payment.

4. Fourteen-Day Money-Back Guarantee — CONNECT Services Only

The guarantee begins when the first monthly CONNECT service payment is successfully charged on Day 8. A customer who requests cancellation and a refund within fourteen (14) calendar days after that successful charge is eligible for a full refund of that first monthly CONNECT service payment. The exact deadline, including date, time, and time zone, will be shown in the enrollment confirmation and customer account. The guarantee does not cover later monthly charges or CONNECT 5 Rewards membership fees. Applicable statutory refund rights remain unaffected.

5. How to Cancel

Cancel through the cancellation control in your TNT CONNECTS online account or contact Support at support@tntconnects.com. Include the email address associated with your account; do not send payment-card details by email. The Company will provide confirmation of the cancellation request and its effective date. Cancellation does not

require calling Support or providing a reason. A cancellation request received before a scheduled charge prevents that charge, subject to payment processing already initiated and applicable law. No undisclosed three-day advance-notice requirement applies.

6. Effect of Cancellation

During the trial: cancellation before the first charge avoids the monthly CONNECT service charge. During the fourteen-day guarantee: a timely cancellation and refund request qualifies for a full refund of the first monthly CONNECT service payment. After the guarantee: cancellation prevents future renewal charges after it takes effect, but previous monthly charges are not ordinarily refundable except as required by law. The confirmation will explain any remaining access period.

7. Refund Processing

Approved refunds will be issued to the original payment method where feasible. Posting time depends on the bank, card network, or payment processor. If a charge was disputed or reversed, the Company may coordinate processing to prevent duplicate refunds. A refund of the first monthly CONNECT payment ends the associated paid service period, subject to applicable law.

8. CONNECT 5 Rewards Is Separate

CONNECT 5 Rewards is an optional affiliate program with a separate $79 annual Business Center fee. That fee may be charged upon enrollment and on authorized annual renewal; it is not included in the seven-day CONNECT service trial or the promotional fourteen-day CONNECT service guarantee. Its cancellation, renewal, and any applicable refund rights are governed by the separate affiliate terms and applicable law. Canceling CONNECT service does not automatically establish that the separate affiliate membership has been canceled; customers should review both memberships in their account.

9. Example Timeline

For enrollment on November 23, 2026: the free trial is November 23–29; the first CONNECT monthly payment is scheduled for November 30 (Day 8); and the fourteen-day guarantee deadline is December 14, 2026 at the corresponding time of the successful November 30 charge. Actual dates and times depend on enrollment and payment processing.

10. Support and Records

For assistance: support@tntconnects.com | 877-798-TNT1. The Company will retain the customer’s acceptance, disclosed billing schedule, cancellation request timestamp, confirmation, and refund disposition as required by applicable law.