



CANCELLATION TERMS & CONDITIONS

- 1.** You are able to cancel your Eleo account at anytime. If you need to cancel your subscription, please email cancel@eleoonline.com. We ask for a 15-day notice before your next subscription billing date.
- 2.** If your organization works with an Eleo Support Specialist to have your data imported, but cancels before any monthly fees have incurred, you will be charged for one month of Eleo, at your current subscription level.
- 3.** A cancellation confirmation will be emailed to you. If you do not receive your email confirmation within 3 business days, please check your spam folder and email support@eleoonline.com.
- 4.** Your Eleo Database will remain open until the end of any paid or promotional period, to tie up loose ends and to allow you to export your data. If your organization has been unresponsive, your database will be closed immediately.
- 5.** Your organization is able to export all data via Eleo's reporting module, at no cost.
- 6.** Exporting data is handled by your organization. If you would prefer to have help during your export, our Eleo Support Team is available for a reasonable hourly rate. For assistance, please contact support@eleoonline.com.
- 7.** Once your database is deactivated, you will no longer have login privileges. However, your data will be stored securely on Eleo's server for 6 months, in case you need to re-visit any information. After the 6-month period, the data will no longer be available.
- 8.** Change of heart? Welcome back! Please contact support@eleoonline.com to let us know you'd like to keep your database active.

Thank you for your cooperation!

QUESTIONS? email support@eleoonline.com

