



CANCELLATION GUIDELINES

- 1.** You are able to cancel Eleo at anytime. If you need to cancel your subscription, please be sure to let us know as soon as possible. We ask for 30-days' notice.
- 2.** To cancel, please email cancel@eleoonline.com.
- 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 the following month, to tie up loose ends and to allow you to export your data.
- 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