

# **Southern Oregon Live (S.O.L.) Advertising Refund & Cancellation Policy**

## **1. General Policy**

By purchasing advertising services on Southern Oregon Live ("S.O.L."), all advertisers agree to the terms outlined in this Refund and Cancellation Policy. These terms are binding upon payment and placement of any advertisement on the platform.

## **2. No Refunds on Classified Advertisements**

All payments made for classified advertisements are final and non-refundable. Once a classified ad is submitted, approved, and/or published, no refunds, credits, or transfers will be issued under any circumstances.

## **3. Show Notices and Site Advertising – Cancellation Requirement**

For all show notices, promotional listings, banner ads, and site advertising placements, advertisers must provide a minimum of thirty (30) days written notice to request cancellation. The 30-day notice period begins upon receipt of written cancellation request. Advertising services will continue during this notice period unless otherwise agreed in writing.

## **4. Refund Eligibility (Prepaid Advertising Only)**

Refunds may be issued only for prepaid advertising services that extend beyond the required 30-day cancellation notice period. Any eligible refund will be limited strictly to the unused, prepaid balance after the 30-day notice period has been fulfilled. No refunds will be issued for services already rendered or time elapsed prior to cancellation.

## **5. Immediate Removal Requests**

Advertisers may request the immediate removal of any advertisement or announcement at any time. Upon such request, the advertisement will be removed promptly. No refunds, credits, or prorated reimbursements will be issued for early removal, regardless of remaining time or unused balance.

## **6. Non-Accruable Services**

Advertising services are considered non-accruable unless explicitly stated otherwise in writing. If a service is deemed non-accruable, no unused time or value will carry over, and no refund will be issued. Only advertising packages specifically designated as accruable may qualify for partial refunds.

## **7. Modifications and Enforcement**

S.O.L. reserves the right to modify this policy at any time without prior notice, interpret and enforce this policy at its sole discretion, and refuse refund or cancellation requests that do not comply with these terms.

## **8. Agreement to Terms**

By purchasing advertising on S.O.L., the advertiser acknowledges and agrees to this Refund and Cancellation Policy in full.