

Cancellation & Refund Policy

StationKitty LLC

Version 1.0 | Effective Date: April 19, 2026

1. Overview

This Cancellation & Refund Policy ("Policy") applies to all subscriptions, add-ons, and one-time purchases made through the StationKitty platform. StationKitty LLC ("we," "us," or "StationKitty") processes all payments through Stripe. By subscribing to or purchasing any StationKitty product, you agree to the terms of this Policy.

This Policy is written in plain English. If anything is unclear, contact us at carlos@stationkitty.com and we will explain it.

2. Monthly Subscriptions

StationKitty subscriptions are billed monthly. The following products are recurring monthly charges:

- Base Platform (Single Alarm): \$39.99/station/month
- Working Fire Package (add-on): +\$24.99/station/month
- Fully Involved Package (add-on): +\$44.99/station/month
- Multi-Kitty Shift Add-On: +\$9.99 per additional shift/month

You may cancel your subscription at any time. When you cancel:

- Your subscription remains active until the end of your current billing period.
- You will not be charged for the next billing period.
- There are no partial-month refunds. If you cancel on day 5 of a 30-day billing cycle, you keep access for the remaining 25 days but do not receive a refund for the unused portion.

3. Feature Package Add-Ons

Feature package add-ons (Working Fire and Fully Involved) follow the same cancellation rules as the base subscription. When you cancel your base subscription, all add-ons cancel at the end of the same billing period. There are no partial refunds on add-ons.

If you downgrade from one package to another (for example, from Fully Involved to Working Fire), the change takes effect at the start of your next billing period. You keep access to the higher-tier features until then.

4. Setup Fee

Every new station pays a one-time setup fee of \$250. This fee covers account configuration, data migration, onboarding support, and a 5-10 business day activation window. You choose one of two payment options at sign-up:

Option A - Pay Upfront (\$250)

The full \$250 is charged at checkout. This fee is non-refundable once onboarding has begun. Onboarding begins when StationKitty activates your station in the system.

Option B - 6-Month Spread (\$41.67/month x 6)

The \$250 setup fee is divided into 6 equal monthly payments of \$41.67. This is a firm 6-month commitment. If you cancel your subscription before all 6 payments have been made, the remaining balance of the setup fee becomes due immediately as a lump sum.

Example:

A station chooses the 6-month spread and cancels after month 2. They have paid \$83.34 (2 x \$41.67). The remaining balance of \$166.68 (months 3 through 6) is charged at cancellation. This charge is non-negotiable - the setup work has already been performed.

5. Kiosk Hardware

Kiosk hardware is a one-time purchase of \$125. This purchase is non-refundable after the order has been placed.

If the hardware arrives damaged or defective, you must notify StationKitty LLC within 7 calendar days of delivery. Send an email to carlos@stationkitty.com with photo documentation of the damage. We will arrange a replacement at no additional cost. Claims submitted after the 7-day window will be reviewed on a case-by-case basis.

6. Department-Level Contracts

Department-level subscriptions (2-Alarm through 5-Alarm plans covering multiple stations) are governed by a separate written agreement between StationKitty LLC and the department. The terms of this Policy do not apply to department-level contracts. Cancellation, refund, and billing terms for departments are defined in their individual agreements.

7. How to Cancel

You can cancel your subscription in two ways:

1. Self-service: Log into StationKitty, go to Billing & Subscription, and click Cancel Subscription. The system will show you any remaining setup fee balance before confirming.
2. Email: Send a cancellation request to carlos@stationkitty.com from the email address associated with your station account. Include your station name. We will process the cancellation within 2 business days.

8. Refund Requests

All refund requests must be submitted in writing to carlos@stationkitty.com. Include your station name, the charge in question, and the reason for your request.

StationKitty LLC reserves the right to issue refunds on a case-by-case basis at its sole discretion for situations not covered by this Policy. We are a small company built by firefighters for firefighters, and we will always try to do right by our customers.

9. Summary of Refund Rules

- Monthly subscription: No partial refunds. Access continues until end of billing period.
- Feature package add-ons: No partial refunds. Cancel with base subscription at period end.
- Setup fee (upfront): Non-refundable once onboarding has begun.
- Setup fee (6-month spread): Remaining balance due immediately upon early cancellation.
- Kiosk hardware: Non-refundable. Damaged goods: notify within 7 days with photos.
- Department contracts: Governed by separate written agreement.

10. Governing Law

This Policy is governed by the laws of the State of Florida. Any disputes arising from this Policy will be resolved in the courts of Miami-Dade County, Florida.

11. Changes to This Policy

We may update this Policy from time to time. If we make material changes, we will notify affected subscribers by email at least 30 days before the changes take effect. The current version of this Policy is always available on our website at stationkitty.com/legal.

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