

Free Device Promotion and Refund Policy

1. Free Device Promotion Overview

Certain customers may receive a Tractive device free of charge, via a promotion, upon purchasing a **subscription plan**. The offer is valid for new purchases made directly through Tractive's official website and is subject to availability.

2. 30-Day Return and Refund Policy

- Customers who purchase a subscription under a **free device** promotion are eligible for a **full refund within 30 days of purchase**, provided that the Tractive device is **returned to Tractive at the customer's expense**.
- To initiate a return, customers must **first contact Tractive Customer Support** within **30 days from the purchase date** to obtain return authorization and instructions.
- The Tractive device must be returned in like-new condition.
- Refunds will be processed after an inspection, within 4 weeks of Tractive receiving the returned device. **Failure to return the device within 30 days of authorization will result in ineligibility for a refund** of the subscription fee.

3. Other Terms

- Tractive reserves the right to modify or discontinue our promotions at any time.
- These promotions cannot be combined with other offers or discounts unless explicitly stated by Tractive.
- Standard **Terms of Service** and **Refund Policy** apply to all purchases made under a promotion.