

Microsoft Cloud Solutions Provider Program (CSP)

Cancellation Policy

- The cancellation policies outlined in this document apply to Microsoft Offers in the Cloud Solution Provider (CSP) Program only.
The cancellation policies outlined in this document do not apply to Non-Microsoft Product OLS Subscriptions, Marketplace Offers or Third Party Offers.
- Cancellation policies in the Cloud Solution Provider (CSP) Program vary by Microsoft Offers.
- Cancellation period begins at the time on the clock at which the order or renewal is processed.
- Cancellation period includes all days of the week and does not exclude weekends or holidays.
- Cancellation requests submitted outside business hours may not be reviewed until the next business day.
Business hours and days are 8:00am to 5:00pm (Trinidad and Tobago Time) Monday to Friday - excluding holidays in Trinidad and Tobago.
Trinidad and Tobago observe Atlantic Standard Time all year. There are no Daylight-Saving Time clock changes for calendar year 2022.
- Microsoft and the CSP Indirect Provider will not accept cancellation requests that are outside the cancellation period. No exceptions.
- Cancellation effective date is the date that the cancellation request is accepted and successfully processed.
Cancellation effective date is NOT the date that the cancellation request is submitted.
- CSP Indirect Resellers will continue to be billed by the CSP Indirect Provider for the usage that the Customer incurs until the cancellation request is accepted and successfully processed.
- CSP Indirect Resellers will continue to be billed by the CSP Indirect Provider for the remaining billing term if the cancellation request is rejected.
- Cancellation requests must be accompanied by supporting Customer documentation, as required, and will be subject to the CSP Indirect Provider's and Microsoft's review and acceptance.
- Cancellations may be subject to a penalty fee at the discretion of Microsoft which will be deducted from the credit memo from the CSP Indirect Provider.
- Exclusions and variances to the cancellation policies may apply.
- Cancellation policies may change at any time without notice at the discretion of Microsoft and/or the CSP Indirect Provider.

Azure Plan (New Commerce Experience) Cancellation Policy

Cancellation policy applies to Microsoft Azure Plan Offers in the New Commerce Experience only and does not apply to the Legacy Commerce Experience.

- A Cloud Storefront User from the CSP Indirect Reseller must contact the CSP Indirect Provider by sending an email to Cloud Support support_cca@mc3cloud.com and a Support Agent will assist with the cancellation process.
- The Azure Plan Environment can only be permanently cancelled if there are no active Azure Plan Subscriptions (Entitlements) that are billed under the same Azure Plan with the CSP Indirect Provider.
- CSP Indirect Resellers will continue to be billed by the CSP Indirect Provider for the Azure Plan Subscription (Entitlement) until cancelled in the Azure Portal.
- CSP Indirect Resellers will receive a final invoice from the CSP Indirect Provider for the usage that the Customer incurred in the last billing cycle after the Azure Plan Subscription (Entitlement) is cancelled.
- CSP Indirect Resellers will not receive a credit memo from the CSP Indirect Provider as billing is based on usage which is stopped after the Azure Plan Subscription (Entitlement) is cancelled.

Azure Plan Reservations (New Commerce Experience) Cancellation Policy

Cancellation policy applies to Microsoft Azure Plan Reservations Offers in the New Commerce Experience only and does not apply to the Legacy Commerce Experience.

- A Cloud Storefront User from the CSP Indirect Reseller must contact the CSP Indirect Provider by sending an email to Cloud Support support_cca@mc3cloud.com and a Support Agent will assist with the cancellation process.
- CSP Indirect Resellers will receive a 100% credit memo from the CSP Indirect Provider if the cancellation is accepted and the cancellation effective date is less than or equal to 120 hours (5 days) from the date of order and there is no usage.
- CSP Indirect Resellers will receive a prorated credit memo from the CSP Indirect Provider if the cancellation is accepted and the cancellation effective date is less than or equal to 120 hours (5 days) from the date of order and there is usage.
- CSP Indirect Resellers will receive a prorated credit memo from the CSP Indirect Provider if the cancellation is accepted and the cancellation effective date is more than 120 hours (5 days) from the date of order and there is no usage.
- CSP Indirect Resellers will receive a prorated credit memo from the CSP Indirect Provider if the cancellation is accepted and the cancellation effective date is more than 120 hours (5 days) from the date of order and there is usage.
- Azure Plan Reservation cancellations may be subject to a 12% early termination fee which will be deducted from the prorated credit memo.
- The total cancelled commitment cannot exceed USD \$50,000.00 in a twelve (12) month rolling window per Customer.

License-Based Services (New Commerce Experience) Cancellation Policy

Cancellation policy applies to Microsoft License-Based Services Offers in the New Commerce Experience only and does not apply to the Legacy Commerce Experience.

- Cancellation period is the first 168 hours (7 days) from the date of the order or renewal.

- Cancellation requests must be submitted by the CSP Indirect Reseller through their Company's Cloud Storefront profile with the CSP Indirect Provider.

Exception Only - If the Subscription is not available in the Cloud Storefront, a Cloud Storefront User from the CSP Indirect Reseller must contact the CSP Indirect Provider by sending an email to mc3orders@mc3.fr to manually submit a cancellation request.

The email must include the following cancellation instructions: Customer Company Name, Microsoft ID, Subscription ID, Product, Quantity, Effective Date.

- CSP Indirect Resellers will receive a prorated credit memo (Proration calculated daily) from the CSP Indirect Provider if the cancellation is accepted and the cancellation effective date is less than or equal to 168 hours (7 days) from the date of the order or renewal.

License-Based Services (Legacy Commerce Experience) Cancellation Policy

Cancellation policy applies to Microsoft License-Based Services Offers in the Legacy Commerce Experience only and does not apply to the New Commerce Experience.

- Cancellations can be requested at any time during the term of the Subscription.
- Cancellation requests must be submitted by the CSP Indirect Reseller through their Company's Cloud Storefront profile with the CSP Indirect Provider.

Exception Only - If the Subscription is not available in the Cloud Storefront, a Cloud Storefront User from the CSP Indirect Reseller must contact the CSP Indirect Provider by sending an email to mc3orders@mc3.fr to manually submit a cancellation request.

The email must include the following cancellation instructions: Customer Company Name, Microsoft ID, Subscription ID, Product, Quantity, Effective Date.

- CSP Indirect Resellers will receive a 100% credit memo from the CSP Indirect Provider if the cancellation is accepted and the cancellation effective date is the same date of the order or renewal.
- CSP Indirect Resellers will receive a prorated credit memo (Proration calculated daily) from the CSP Indirect Provider if the cancellation is accepted and the cancellation effective date is greater than 24 hours (1 day) from the date of the order or renewal.

Perpetual Software (New Commerce Experience) Cancellation Policy

Cancellation policy applies to Microsoft Perpetual Software Offers in the New Commerce Experience only and does not apply to the Legacy Commerce Experience.

- Cancellation period is the first thirty (30) days from the date of order.
- Cancellation requests must be submitted by the CSP Indirect Reseller through their Company's Cloud Storefront profile with the CSP Indirect Provider.

Exception Only - If the Asset is not available in the Cloud Storefront, a Cloud Storefront User from the CSP Indirect Reseller must contact the CSP Indirect Provider by sending an email to mc3orders@mc3.fr to manually submit a cancellation request.

The email must include the following cancellation instructions: Customer Company Name, Microsoft ID, Product, Quantity, Effective Date.

- CSP Indirect Resellers will receive a 100% credit memo from the CSP Indirect Provider if the cancellation is accepted and the cancellation effective date is less than or equal to thirty (30) days from the date of order.

Software Subscriptions (New Commerce Experience) Cancellation Policy

Cancellation policy applies to Microsoft Software Subscriptions Offers in the New Commerce Experience only and does not apply to the Legacy Commerce Experience.

- Cancellation period is the first 168 hours (7 days) from the date of the order or renewal.
- Cancellation requests must be submitted by the CSP Indirect Reseller through their Company's Cloud Storefront profile with the CSP Indirect Provider.

Exception Only - If the Asset is not available in the Cloud Storefront, a Cloud Storefront User from the CSP Indirect Reseller must contact the CSP Indirect Provider by sending an email to mc3orders@mc3.fr to manually submit a cancellation request.

The email must include the following cancellation instructions: Customer Company Name, Microsoft ID, Subscription ID, Product, Quantity, Effective Date.

- CSP Indirect Resellers will receive a prorated credit memo (Proration calculated daily) from the CSP Indirect Provider if the cancellation is accepted and the cancellation effective date is less than or equal to 168 hours (7 days) from the date of the order or renewal.