

SUUYAR – HOW TO CANCEL & PAUSE POLICY

1. Overview

SUUYAR offers monthly food subscription services billed on a recurring basis. This policy explains how customers may **cancel or pause** their subscription and outlines the conditions that apply.

By subscribing to SUUYAR, you agree to this policy along with our **Terms of Service, Subscription & Refund Policy**, and **Shipping Policy**.

2. Rolling Monthly Commitment

All SUUYAR subscriptions operate on a **rolling one-month commitment**.

- Customers must complete **one full paid month** before cancellation or pause is permitted
 - Requests made during an active billing cycle take effect **at the end of that cycle**
 - No mid-month cancellations or refunds are available
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3. How to Cancel Your Subscription

Eligibility

- Cancellation is permitted **after the first full subscription month**
- The subscription must be cancelled **before the next billing date** to avoid further charges

Step-by-Step Cancellation

1. Log in to your SUUYAR account
2. Go to **Account > Subscriptions**
3. Select your active subscription

4. Click “**Cancel Subscription**”

5. Confirm your request

You will receive an email confirmation once cancellation is completed.

Important Notes

- Cancellation takes effect at the **end of the current paid period**
 - If cancellation occurs after a billing date, the subscription will continue for that month
 - No refunds are issued for active or completed billing cycles
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4. How to Pause Your Subscription

Eligibility

- Pausing is available **after the first full paid month**
- The subscription must be active and in good standing

Pause Duration

- Minimum pause: **one full billing cycle (one month)**
- Maximum pause: **two consecutive months**, unless otherwise approved
- Subscriptions automatically resume after the pause period ends

Step-by-Step Pause Process

1. Log in to your SUUYAR account
2. Navigate to **Account > Subscriptions**
3. Select the active subscription
4. Choose “**Pause Subscription**”

5. Select your pause start date (before the next billing date)

A confirmation email will be sent once the pause is scheduled.

5. Billing During Cancellation or Pause

- No charges are applied during an approved pause period
 - No deliveries are made while a subscription is paused
 - Previously billed months are **non-refundable**
 - Pausing does not cancel the subscription
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6. Missed Deadlines

- Requests submitted **after the billing date** will apply to the following month
 - SUUYAR is not responsible for charges incurred due to late cancellation or pause requests
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7. Account Access Issues

If you are unable to manage your subscription online, please contact us **before your billing date** at:

✉ support@SUUYAR.com

Include your order number and registered email address for faster support.

8. Policy Updates

SUUYAR reserves the right to update or modify this policy at any time. Any changes will be posted on our website, and continued use of the subscription service indicates acceptance of the updated terms.

9. Acceptance of Policy

By subscribing to SUUYAR's monthly service, you confirm that you have read, understood, and agreed to this **Subscription Cancellation & Pause Policy**.