

AsterFive Refund Policy

Last Updated: May 3, 2026

Company: AsterFive LLC

Products/Services Covered: AsterFive Reply and CoolerCount

1. Scope of this Refund Policy

This Refund Policy applies to recurring fees paid to AsterFive LLC (“AsterFive,” “we,” “us,” or “our”) for the following offerings:

- AsterFive Reply, a restaurant review-response service that assists restaurants with reviewing, composing, and posting authorized replies to Google customer reviews; and
- CoolerCount, a Windows and Mac software product for restaurant inventory, vendor management, ordering and receiving, menu management, recipes, menu PDFs, and AI-assisted nutrition and food-safety information.

This policy applies to subscription or license fees billed monthly, quarterly, annually, or under another recurring billing period offered by AsterFive. It does not replace any separate written agreement signed by AsterFive and a customer; if a signed agreement conflicts with this policy, the signed agreement controls.

2. Definitions

Term	Meaning
Customer or Client	The restaurant, business, organization, or individual that purchases or uses AsterFive Reply or CoolerCount.
Monthly Period	Either a calendar month or a 30-day period measured from the date the applicable service or license originally began, depending on how the customer was billed.
Billing Period	The recurring billing cycle selected by the customer, such as monthly, quarterly, annually, or another period offered by AsterFive.
Prepaid Period	The portion of a Billing Period for which the customer paid in advance.
Current Monthly Period	The Monthly Period in which AsterFive receives the cancellation request.

3. Cancellation Rights

Customers may cancel AsterFive Reply or CoolerCount at any time by contacting AsterFive or by using any cancellation method AsterFive makes available. Unless otherwise stated in a signed agreement, cancellation is effective at the end of the Current Monthly Period.

For AsterFive Reply, AsterFive may continue providing review-response services through the end of the Current Monthly Period. For CoolerCount, the customer's software license may remain active through the end of the Current Monthly Period, after which the license may expire, deactivate, or become unavailable unless renewed.

4. Refund of Prepaid Fees

If a customer cancels before the end of a prepaid Billing Period, AsterFive will refund 100% of the unused prepaid balance beginning after the end of the Current Monthly Period and continuing through the end of the prepaid Billing Period.

No refund is due for the Current Monthly Period in which the cancellation request is received, because the service or license remains available through that period.

Example: If a customer cancels in the middle of June and has prepaid through November 30, the customer will receive a refund for the unused prepaid period from July 1 through November 30. No refund is due for June.

Customers paying monthly may cancel during the month. The applicable service or license will continue through the end of the Current Monthly Period, and future monthly billing will stop.

5. CoolerCount 30-Day Free Trial

CoolerCount may include a 30-day free trial. No license fee is charged for the free-trial period unless the customer separately purchases a license. If the customer does not purchase or activate a paid license before the trial expires, CoolerCount may stop functioning, limit functionality, or require a paid license to continue use.

Because no license fee is charged for the free trial itself, there is no refund due for the free-trial period. Once a paid license is purchased, the cancellation and refund terms in this policy apply.

6. Data, Exports, and Customer Responsibility

AsterFive's refund obligations are limited to the unused prepaid service or license fees described in this policy. Refunds do not include any claimed value of customer data, business interruption, loss of profits, lost savings, lost recipes, lost inventory information, lost menu information, lost vendor information, lost review history, or other consequential, incidental, special, indirect, or similar damages.

CoolerCount customers are responsible for backing up, exporting, and preserving their own data before cancellation, expiration, software removal, computer replacement, or license deactivation. AsterFive is not responsible for loss of customer data arising from cancellation, expiration, misuse, hardware failure, user error, failure to back up data, or failure to export data before the license ends.

7. Non-Refundable Items

Unless required by law or agreed in writing by AsterFive, the following are not refundable:

- Fees for the Current Monthly Period in which cancellation is requested;
- Custom design, setup, onboarding, consulting, administrative, implementation, training, data import, or data cleanup fees;
- Custom printed materials, menus, marketing pieces, or other customized products, except as described below;
- Third-party costs, pass-through fees, payment-processing charges, or vendor charges that AsterFive cannot recover; and
- Amounts owed for services already performed, license periods already used, or work already delivered.

For customized physical products or printed materials, defects or approved-design errors must be reported to AsterFive within 14 calendar days of delivery. Any replacement or refund may be subject to the return and defect policies of the applicable production or printing vendor. Design and administrative fees are not refundable.

8. Processing Refunds

Refunds for canceled recurring services or licenses may be processed automatically when the cancellation is recorded. If additional information is required, AsterFive may contact the customer. Refunds are generally issued to the original payment method when reasonably possible.

Banks, credit-card companies, and payment processors may take additional time to post refunds after AsterFive submits them. If an agreed refund has not appeared after a reasonable processing period, the customer should first check with the bank or credit-card company, and then contact AsterFive.

9. How to Cancel or Ask Questions

To cancel, ask about a refund, or report a problem with a custom product, contact AsterFive at **Info@AsterFive.com**

AsterFive LLC
75-816-D Hiona Street
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AsterFive may update this Refund Policy from time to time. The version posted on AsterFive's website or otherwise provided to customers will apply to future purchases and renewals, unless a signed agreement states otherwise.