

## PRINCETON CLIMATE ANALYTICS, INC.

### ORDER / DELIVERY / REFUND POLICY

*Last Updated: December 16, 2019*

#### **Delivery Policy**

Thank you for purchasing from us! We're excited for you to study and use our datasets.

If you order during our business hours (9am-5pm EST) and you are shown a price during the order process, then you will receive an email within one (1) business day containing your download link to a .tgz file.

If you are directed to contact us and do so during our business hours, we will respond to your email on the same day to set up a brief call. Once complete, you will receive an email within one (1) business day from the time of the call containing your download link to a .tgz file.

#### **Order Acceptance/Confirmation**

Please remember that by placing an order or making a purchase from Princeton Climate Analytics Inc. ("PCA", or "we"), you agree to the terms set forth below along with PCA's Privacy Policy and Terms of Use.

PCA may, in its sole discretion, refuse or cancel any order and limit order quantity. PCA may also require additional qualifying information prior to accepting or processing any order. Once we receive your online order, we'll send you an email order confirmation. Your receipt of an order confirmation, however, does not signify PCA's acceptance of your order, nor does it constitute confirmation of our offer to sell; we are simply confirming that we received your order. PCA reserves the right at any time after receiving your order to accept or decline your order for any reason. If PCA cancels an order after you have already been billed, PCA will refund the billed amount. We recommend contacting us for assistance at [support@princetonclimate.com](mailto:support@princetonclimate.com) if you experience any issues receiving or downloading our products.

#### **Refund Policy**

We fundamentally believe in giving you a seamless buying experience. We understand, however, that unexpected technical issues may arise. Therefore, we will always provide refunds or credit in situations like the following:

- You receive a link to an empty file;
- You receive the product but not to the specifications (area, resolution, timestep) you requested;
- You are charged multiple times for the same item in an order.

We will assess refund requests on their merits, considering the nature of the item and the information that was available before purchase. However, given the nature of digital content, a refund or credit on a purchase is not typically granted in situations like the following:

- You have changed your mind about an item;
- You bought an item by mistake;
- You do not have sufficient expertise to extract or use the item;
- You ask for goodwill; or

- You can no longer access the item because it has been removed (we advise you to download items as soon as you buy them to avoid this situation).

If we decide to issue a refund or credit, this will generally be done using the same manner used to make the purchase. Our transactions are handled by Stripe in USD (\$), so refunds will originate from there in that currency. If you would like to request a refund please contact us at [support@princetonclimate.com](mailto:support@princetonclimate.com) with the subject line: "PCA Refund Request."

### **For Research Users Only**

If you have been granted access through a research license, the following additional conditions apply:

- You will not use MSWEP commercially.
- As a single source research use, you will not share this MSWEP data with anyone else.
- You agree to acknowledge PCA in any publications (by citing [Beck et al., 2017](#), [Beck et al., 2019](#)).
- You agree to share feedback with us about your results and findings, particularly with comparisons of similar datasets.