

## **ZEN.COM Terms for the 30-Day Trial (UK)**

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### **1. Scope and relationship with the applicable Individual Terms**

These Terms for the 30-Day Trial (the “Trial Terms”) apply to customers contracting with ZEN-UK Limited under the UK Individual Terms. They supplement the ZEN.COM [Terms for Individual Users \(UK\)](#), which remains the core agreement. If there is a conflict, these Trial Terms prevail only as needed to apply the Trial and do not limit mandatory rights or unlawfully override regulated terms.

### **2. Definitions**

In these Trial Terms:

- “Trial” means the optional 30-day trial offered during onboarding which may also be extended by a valid promotional code.
- “Individual Terms” means the applicable Individual Terms identified in section 1.
- “Applicable Paid Plan” means the paid plan selected by you.
- “Free Plan” means the free plan option shown during onboarding.
- “Pricing Page” means the pricing information at the link below and the price shown in the app before acceptance.

### **3. Eligibility**

The Trial is available only to customers who are new to ZEN, provided that it is offered during onboarding and that they meet the eligibility and verification requirements in the Individual Terms. The Trial is optional.

### **4. Trial mechanics and duration**

If you select the Trial and successfully pass verification following onboarding, the Trial starts on the day which you pass verification. Unless a longer period applies under a valid promotional code, the Trial is free for 30 consecutive calendar days. The first payment for the applicable paid plan is charged when the Trial ends.

A valid promotional code may extend the period during which the Trial is free. If a promotional code applies, the Trial lasts for the period specified for that promotional code.

## **5. Free Plan, later changes and opt-out**

If you select the Free Plan during onboarding, the Trial does not start and you do not pay a monthly subscription fee while you remain on the Free Plan.

If you change from the Free Plan to a paid plan, you must pay the new plan fee upfront when you make the change. The amount payable will be shown in the app before payment. If you accept the applicable terms and the payment succeeds, your plan will be changed to the selected paid plan. If the payment fails, you will remain on your current plan. After the Trial starts, you may opt out using the method shown in the app or the support route in the Individual Terms. Account or plan cancellation remains subject to those terms.

## **6. Charging, pricing and related consequences**

Unless you opt out or change plan in accordance with the applicable terms, the fee shown on the [Pricing Page](#) and in the app before acceptance will be charged automatically after the Trial.

## **7. Changes, suspension and withdrawal**

We may change, suspend or withdraw the Trial only for a valid reason, including law or regulation, regulator or scheme requirements, AML/CTF, sanctions, fraud or misuse, security, technical or operational reasons, third-party withdrawal, correction of an obvious error, prevention of customer harm, or expiry or replacement of a time-limited offer.

A Trial validly granted will be protected for its Trial Period, except where fraud, misuse, a refund or reversal, an obvious error, breach, or mandatory legal, regulatory, security or technical action requires otherwise. Any change remains subject to the change provisions of the Individual Terms and applicable law.

## **8. Acceptance and electronic records**

You accept these Trial Terms electronically when you select the Trial and complete the acceptance step in the app. Your selections, confirmations and notices may be recorded electronically. Selecting the Free Plan records that you did not start the Trial; a later paid-plan selection requires fee confirmation described above.

