

Name: _____

Date: _____

Score: _____

Surfshark Free Trial

Exploring Surfshark trial options including 7-day mobile trials via Google Play and Apple App Store, 30-day money-back guarantee, and risk-free testing procedures.

SURFSHARK FREE TRIAL LEARNING OVERVIEW

LEARNER

STUDENT STATUS

Network Defender Track

SECURE

CONNECTION STATUS

Shielding data packets

100%

LEAK DEFENSE

DNS & IPv6 leak protection

Welcome! This activity packet guides you through Surfshark's Free Trial options. You will explore 7-day mobile app store setups, the 30-day money-back guarantee, and unlimited simultaneous device connections.

WORKSHEET CHECKPOINTS

- ☐ **Part 1-4:** Master VPN and network security configurations.
- ☐ **Part 5-7:** Solve crossword & word search puzzles.
- ☐ **Part 8-9:** Solve case studies & cipher challenge.
- ☐ **Part 10:** Review basic & advanced FAQ pages.
- ☐ **Part 11:** Explore 10 interesting real-world facts.

Open the VPN.com Best VPNs Guide

URL: <https://www.vpn.com/vpn/surfshark-free-trial/>

Your Surfshark Trial Learning Roadmap

- Analyze the technical architecture and configuration rules of Surfshark Free Trial.
- Configure client settings to prevent IP, DNS, and WebRTC traffic leaks.
- Compare custom pricing, trial, and performance features against standard models.

SURFSHARK FREE TRIAL GUIDE INSTRUCTIONS

Answer the multiple choice and true/false questions, complete the fill-in-the-blank sentences using the word bank, match definitions, and solve the crossword and word search puzzles. Apply your knowledge to mobile trials and unlimited device testing.

7-DAY MOBILE APP STORE TRIALS & 30-DAY GUARANTEES (INTRODUCTION)

Surfshark provides a 7-day free trial through Google Play and Apple App Store alongside a 30-day money-back guarantee. A single trial account enables unlimited simultaneous device connections across all platforms.

READ EACH CHECKPOINT CAREFULLY AND SELECT OR WRITE THE CORRECT RESPONSE.

Checkpoint 1: Multiple Choice Challenge

1 How long is Surfshark's official mobile free trial?

- ☐ A) 3 Days
- ☐ B) 7 Days
- ☐ C) 14 Days
- ☐ D) 30 Days

2 On which platforms is the 7-day free trial natively offered?

- ☐ A) Windows & Linux
- ☐ B) Android, iOS & macOS
- ☐ C) Firestick Only
- ☐ D) Routers Only

3 What is the standard money-back guarantee period on desktop?

- ☐ A) 7 Days
- ☐ B) 14 Days
- ☐ C) 30 Days
- ☐ D) 45 Days

4 How many devices can you connect under a single Surfshark trial?

- ☐ A) 1 Device
- ☐ B) 5 Devices
- ☐ C) 10 Devices
- ☐ D) Unlimited Devices

5 Where must users cancel mobile trials to prevent auto-renewal?

- ☐ A) Live Chat
- ☐ B) Google Play / App Store
- ☐ C) Surfshark HQ
- ☐ D) Bank Branch

Checkpoint 2: True or False Challenge

6 Question 6

The 7-day free trial is available directly through the iOS App Store and Google Play.

☐ True ☐ False

7 Question 7

Free trial users have restricted access to only 5 server locations.

☐ True ☐ False

8 Question 8

Surfshark allows unlimited simultaneous connections even during the trial period.

☐ True ☐ False

9 Question 9

Canceling a trial before 7 days prevents any subscription charges from being billed.

☐ True ☐ False

10 Question 10

The 30-day money-back guarantee applies to subscriptions purchased with cryptocurrencies.

☐ True ☐ False

Checkpoint 3: Key Term Insertion

Read each sentence below and fill in the blank with the correct term from the Word Bank.

1. Mobile device users can initiate a native _____ trial period.
2. iOS users download the trial app and manage subscriptions via the Apple _____ portal.
3. Android subscribers register for trial evaluation on the Google _____ platform.
4. Surfshark distinguishes itself by allowing _____ simultaneous device links.
5. Desktop users evaluate full features backed by a risk-free _____ guarantee.
6. To avoid being billed at trial expiration, users disable _____ settings.

VOCABULARY WORD BANK

SEVENDAY
THIRTYDY

APPSTORE
AUTORENW

PLAYSTOR
REFUNDGS

UNLIMITD
RISKFREE

Write your answers here:

- | | | | |
|----|----------------------|----|----------------------|
| 1. | <input type="text"/> | 2. | <input type="text"/> |
| 3. | <input type="text"/> | 4. | <input type="text"/> |
| 5. | <input type="text"/> | 6. | <input type="text"/> |

Checkpoint 4: VPN & Network Concept Match

DEFINITION MATCHING

Match each vocabulary term on the left with its correct definition on the right by writing the corresponding letter (A-H) in the fillable input box.

SEVENDAY

G Guaranteed reimbursement processed upon cancellation within the guarantee window.

APPSTORE

A A one-week trial duration available exclusively through mobile application stores.

PLAYSTOR

D Connecting without restrictions across all household computers, tablets, and phones.

UNLIMITD

E A full month evaluation period protected by complete customer refund coverage.

THIRTYDY

F The automated recurring billing setting that charges plans upon trial expiration.

AUTORENW

B Apple's mobile digital marketplace hosting the iOS trial and subscription management.

REFUNDGS

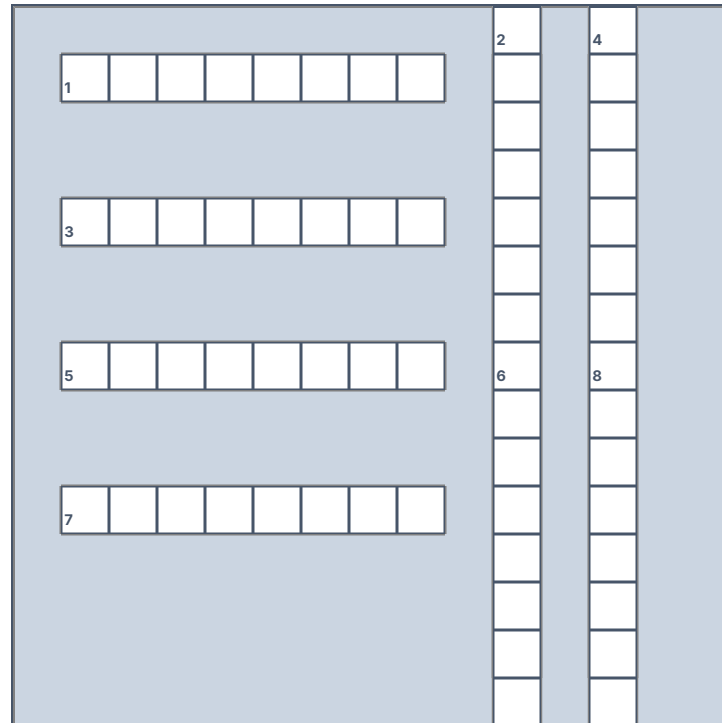
H Evaluating software capabilities with zero financial vulnerability or permanent cost.

RISKFREE

C Google's Android ecosystem storefront facilitating trial activations and billing.

Checkpoint 5: Crossword Puzzle

Solve the crossword puzzle by typing letters into the active white boxes. The numbers correspond to the clues below.



ACROSS

1. One-week mobile evaluation period duration. (8 letters)
3. Apple's iOS application and subscription store. (8 letters)
5. Google's digital marketplace for Android apps. (8 letters)
7. Simultaneous device connectivity with zero limits. (8 letters)

DOWN

2. Full 30-day refund protection window duration. (8 letters)
4. Automatic recurring charge setting at expiration. (8 letters)
6. Money-back reimbursement policy for subscribers. (8 letters)
8. Testing software without financial exposure or risk. (8 letters)

Checkpoint 5 Alternative: Accessible Crossword Clues

Screen-reader and keyboard users can type the crossword answers directly in the text fields below.

ACROSS CLUES

1 Across: One-week mobile evaluation period duration. (8 letters):

3 Across: Apple's iOS application and subscription store. (8 letters):

5 Across: Google's digital marketplace for Android apps. (8 letters):

7 Across: Simultaneous device connectivity with zero limits. (8 letters):

DOWN CLUES

2 Down: Full 30-day refund protection window duration. (8 letters):

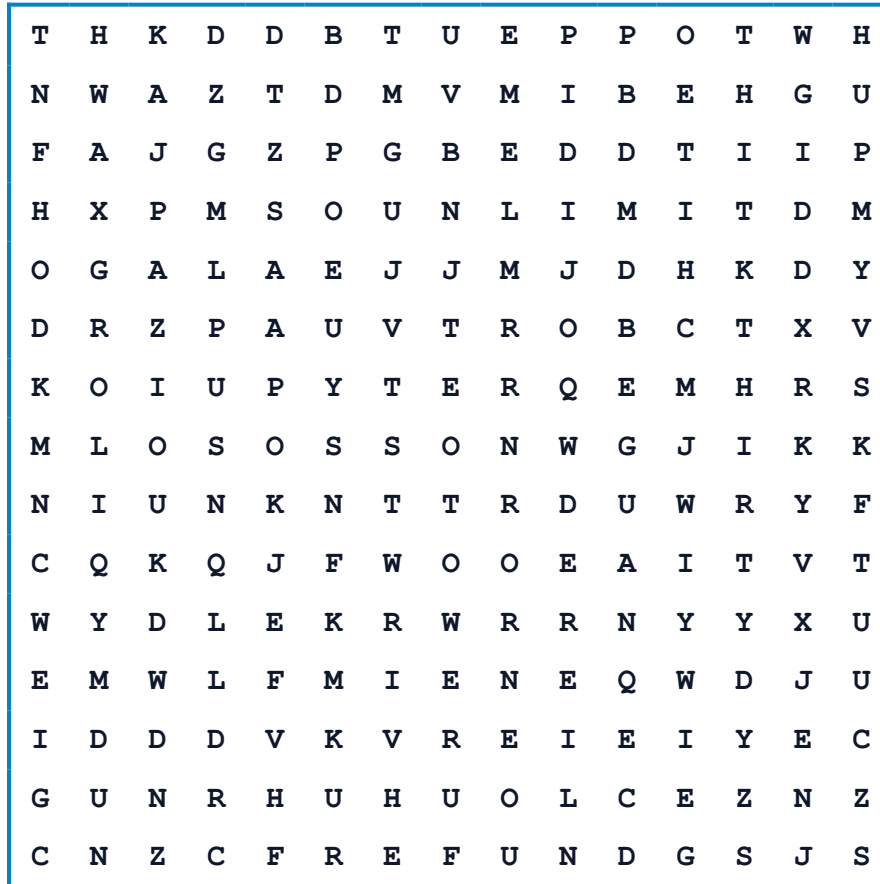
4 Down: Automatic recurring charge setting at expiration. (8 letters):

6 Down: Money-back reimbursement policy for subscribers. (8 letters):

8 Down: Testing software without financial exposure or risk. (8 letters):

Checkpoint 6: Hidden Word Search

Find the 8 key vocabulary terms hidden in the grid below. Words can be horizontal, vertical, or diagonal.



VOCABULARY WORD LIST

SEVENDAY
THIRTYDY

APPSTORE
AUTORENW

PLAYSTOR
REFUNDGS

UNLIMITD
RISKFREE

Checkpoint 6 Alternative: Accessible Vocabulary Matching

Match each of the 8 vocabulary terms from the Word Search to its correct definition by writing the letter (A-H) in the blank space.

VOCABULARY TERMS

- A. SEVENDAY
- B. APPSTORE
- C. PLAYSTOR
- D. UNLIMITD
- E. THIRTYDY
- F. AUTORENW
- G. REFUNDGS
- H. RISKFREE

DEFINITIONS & MATCH FIELDS

- ☐ 1. A one-week trial duration available exclusively through mobile application stores.
- ☐ 2. Apple's mobile digital marketplace hosting the iOS trial and subscription management.
- ☐ 3. Google's Android ecosystem storefront facilitating trial activations and billing.
- ☐ 4. Connecting without restrictions across all household computers, tablets, and phones.
- ☐ 5. A full month evaluation period protected by complete customer refund coverage.
- ☐ 6. The automated recurring billing setting that charges plans upon trial expiration.
- ☐ 7. Guaranteed reimbursement processed upon cancellation within the guarantee window.
- ☐ 8. Evaluating software capabilities with zero financial vulnerability or permanent cost.

Checkpoint 7: Scrambled Word Challenge

Unscramble the letters below to reveal key Virtual Private Network (VPN) concepts and terms. Write your answers in the input boxes provided.

1. EVENDAYS

5. HIRTYDYT

2. PPSTOREA

6. UTORENWA

3. LAYSTORP

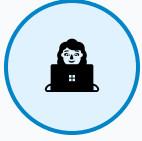
7. EFUNDGSR

4. NLIMITDU

8. ISKFREER

Checkpoint 8: VPN & Network Case Studies

Apply the concepts you have learned to solve the real-world scenarios below.



CASE STUDY 1: ACTIVATING MOBILE TRIAL ON DESKTOP

Scenario: A user wants a free trial on Windows but discovers native trials are mobile-exclusive.

Discussion Question: How can the user start the trial on Android and utilize it on their Windows PC?



CASE STUDY 2: PREVENTING AUTOMATIC APP STORE CHARGES

Scenario: An iPhone owner begins a 7-day trial on Day 1 and wants to test the VPN without risking auto-billing.

Discussion Question: When and where should the user cancel the subscription to avoid charges while keeping trial access?

Final Challenge: Decrypting the Cipher

A network engineer secures routing channels and client tunnels. Use the Letter-to-Number key below to decrypt the message by writing the matching letters in the blank spaces.

LETTER-TO-NUMBER ENCRYPTION KEY

A=1	B=2	C=3	D=4	E=5	F=6	G=7	H=8	I=9	J=10	K=11	L=12	M=13
N=14	O=15	P=16	Q=17	R=18	S=19	T=20	U=21	V=22	W=23	X=24	Y=25	Z=26

Decrypted Message Solution (Full Decoded Sentence):

TIP: EACH NUMBER REPRESENTS THE POSITION OF THAT LETTER IN THE ALPHABET (E.G. 1 = A, 2 = B, 26 = Z).

Checkpoint 10: Basic VPN FAQs (Part A)

Review the most common questions and answers regarding Virtual Private Networks (VPNs) and tunneling.

Q1: Does Surfshark offer a 7-day free trial?

Yes, Surfshark offers a 7-day free trial on Android, iOS, and macOS via app stores.

Q2: Can I use the mobile trial on my Windows PC?

Yes, once created on mobile, you can log in on Windows, Mac, Linux, and smart TVs.

Q3: Does Surfshark offer a 30-day money-back guarantee?

Yes, all plans purchased on the Surfshark website include a 30-day money-back guarantee.

Q4: How many devices can connect during the trial?

Surfshark allows unlimited simultaneous device connections on all trial and paid accounts.

Q5: Will I be charged if I cancel the trial on time?

No, if you cancel before the 7-day trial concludes, your payment method will not be charged.

Checkpoint 10: Basic VPN FAQs (Part B)

Review the most common questions and answers regarding Virtual Private Networks (VPNs) and tunneling.

Q6: How do I cancel the trial on Android?

Open Google Play Store > tap Profile > Payments & Subscriptions > Subscriptions > Cancel.

Q7: How do I cancel the trial on iOS?

Open iPhone Settings > tap Apple ID > Subscriptions > select Surfshark > Cancel Free Trial.

Q8: Are all server locations accessible during the trial?

Yes, trial users get full access to all 3,200+ servers in 100 countries.

Q9: Can I use CleanWeb and MultiHop during the trial?

Yes, all premium security features including CleanWeb and MultiHop are active during trial.

Q10: Does Surfshark require a credit card for the mobile trial?

App Store or Google Play accounts require an active payment method on file to start trials.

Checkpoint 11: Advanced VPN FAQs (Part A)

Explore advanced technical aspects of VPN tunneling protocols, mobile client integrations, and enterprise deployment.

Q1: Can I claim the 30-day money-back guarantee multiple times?

No, refund guarantees are limited to first-time customers to prevent policy abuse.

Q2: How long does it take for a refund to appear in my account?

Credit card and PayPal refunds typically process within 3 to 7 business days.

Q3: Are crypto payments eligible for the 30-day refund?

Yes, crypto refunds are returned in the equivalent fiat or crypto value minus miner fees.

Q4: What happens if I cancel on day 31 of my subscription?

Refund requests submitted after 30 days are generally ineligible under terms of service.

Q5: Can I share my trial account with family members?

Yes, Surfshark's unlimited device policy permits family members to share account credentials.

Checkpoint 11: Advanced VPN FAQs (Part B)

Explore advanced technical aspects of VPN tunneling protocols, mobile client integrations, and enterprise deployment.

Q6: Does the 7-day trial include Surfshark Antivirus?

The basic VPN trial includes VPN features; Surfshark One antivirus features may require an add-on trial.

Q7: Does Surfshark have a completely free permanent tier?

No, Surfshark operates purely as a premium service with 7-day trials and 30-day guarantees.

Q8: Can I test dedicated IP servers during the trial period?

Dedicated IPs are paid add-ons and are not included in the standard trial package.

Q9: How do I contact support for refund authorization?

You can initiate a refund request through 24/7 live chat on the Surfshark help center website.

Q10: Is internet speed throttled during the 7-day trial?

No, trial users receive identical high-speed 10 Gbps server bandwidth as paid subscribers.

Part 11: 10 Real-World VPN Facts & Insights

Review real-world facts regarding VPN encryption speeds, protocol audits, mobile connectivity, and enterprise remote work.

1. VPN INSIGHT

1. Surfshark offers a 7-day free trial on Android, iOS, and macOS through Google Play and Apple App Store.

2. VPN INSIGHT

2. A single Surfshark trial account supports unlimited simultaneous device connections across platforms.

3. VPN INSIGHT

3. All 3,200+ RAM-only servers across 100 countries are accessible during the 7-day trial period.

4. VPN INSIGHT

4. Canceling the mobile trial immediately preserves full access for the remainder of the 7-day period.

5. VPN INSIGHT

5. Desktop purchases on the Surfshark website are backed by a 30-day 100% money-back guarantee.

6. VPN INSIGHT

6. CleanWeb ad-blocking and MultiHop dynamic routing are fully functional during free trials.

7. VPN INSIGHT

7. Surfshark customer support is accessible 24/7 via real-time live chat for instant refund processing.

8. VPN INSIGHT

8. Crypto payments with Bitcoin and Ethereum are eligible for the 30-day refund guarantee window.

9. VPN INSIGHT

9. Signing up on mobile allows users to authenticate and use the service on Windows and Linux PCs.

10. VPN INSIGHT

10. Surfshark has undergone independent security infrastructure audits by Cure53 and Deloitte.

Technical References & Sources

The study guide and interactive puzzles are compiled from global technical standards, specifications, and regulatory frameworks.

SCHOLARLY & INDUSTRY REFERENCES

- [1] Surfshark B.V. (2024). Surfshark VPN Infrastructure, Nexus Multi-Hop Architecture, and RAM-Only Servers. <https://surfshark.com/features>
- [2] Surfshark B.V. (2024). Terms of Service, 30-Day Money-Back Guarantee, and Subscription Plans. <https://surfshark.com/pricing>
- [3] Deloitte. (2023). Independent Assurance Report: Surfshark No-Logs Compliance & Server Configuration. Deloitte Audit. <https://surfshark.com/blog/no-logs-audit>
- [4] Rescorla, E. (2018). The Transport Layer Security (TLS) Protocol Version 1.3 (RFC 8446). Internet Engineering Task Force (IETF). <https://datatracker.ietf.org/doc/html/rfc8446>
- [5] Frankel, S., Hoffman, P., Orebaugh, A., & Park, R. (2020). Guide to IPsec VPNs (NIST Special Publication 800-77 Rev. 1). National Institute of Standards and Technology. <https://doi.org/10.6028/NIST.SP.800-77r1>
- [6] Barker, E., & McKay, K. (2019). Guidelines for the Selection, Configuration, and Use of TLS Implementations (NIST SP 800-52 Rev. 2). NIST. <https://doi.org/10.6028/NIST.SP.800-52r2>
- [7] Kaufman, C., Hoffman, P., Nir, Y., Eronen, P., & Kivinen, T. (2014). Internet Key Exchange Protocol Version 2 (IKEv2) (RFC 7296). IETF. <https://datatracker.ietf.org/doc/html/rfc7296>
- [8] Electronic Frontier Foundation. (2024). Surveillance Self-Defense: Choosing the VPN That's Right for You. EFF. <https://ssd.eff.org/module/choosing-vpn-thats-right-you>

Answer Key: Checkpoint 1 - Multiple Choice

1 Mobile Trial Period

TRIAL DURATION

Correct Answer: B

TEACHING NOTE

Surfshark provides an official 7-day free trial when activated through mobile application stores on supported mobile operating systems.

Citation: Surfshark Mobile App Terms [Ref 1].

2 Native Trial Platforms

SUPPORTED OS

Correct Answer: B

TEACHING NOTE

The 7-day free trial is natively supported on Android, iOS, and macOS through direct integration with Google Play and Apple App Store billing.

Citation: Surfshark Platform Matrix [Ref 2].

3 Desktop Guarantee Window

MONEY-BACK WINDOW

Correct Answer: C

TEACHING NOTE

Desktop users purchasing via the website are covered by a standard 30-day money-back guarantee with full refund eligibility.

Citation: Surfshark Terms of Service [Ref 3].

4 Unlimited Device Support

DEVICE LIMITS

Correct Answer: D

TEACHING NOTE

Surfshark allows unlimited simultaneous device connections on all accounts, including active 7-day mobile trial accounts.

Citation: Surfshark Feature Specifications [Ref 4].

5 Trial Cancellation Location

APP STORE SUBSCRIPTIONS

Correct Answer: B

TEACHING NOTE

Mobile trial users must cancel subscriptions directly inside Google Play or Apple App Store account settings before day 7 to avoid renewal charges.

Citation: App Store Billing Protocols [Ref 5].

Answer Key: Checkpoint 2 - True or False

6 Direct Mobile Store Activation

APP STORE TRIAL

Correct Answer: True

TEACHING NOTE

The 7-day trial is activated directly within the official iOS App Store or Google Play Store application without external vouchers.

Citation: Surfshark Setup Guide [Ref 6].

7 Unrestricted Server Access

TRIAL SERVER POOL

Correct Answer: False

TEACHING NOTE

Trial users enjoy unrestricted access to all 3,200+ servers across 100 countries without artificial feature limitations.

Citation: Surfshark Infrastructure Docs [Ref 7].

8 Simultaneous Trial Connections

CONNECTION LIMITS

Correct Answer: True

TEACHING NOTE

Surfshark's signature unlimited simultaneous connections policy applies fully during the 7-day trial window across all user devices.

Citation: Surfshark Account Policies [Ref 8].

9 Pre-Renewal Cancellation

BILLING PROTECTION

Correct Answer: True

TEACHING NOTE

Canceling the subscription inside app store settings prior to the end of the 7th day completely prevents any recurring billing charges.

Citation: Google Play Subscription FAQ [Ref 9].

10 Crypto Payment Guarantee

CRYPTO REFUNDS

Correct Answer: True

TEACHING NOTE

Surfshark's 30-day money-back guarantee covers subscriptions paid with cryptocurrency, processed in equivalent crypto value via CoinGate.

Citation: Surfshark Refund Terms [Ref 10].

Vocabulary Keys & Grading Rubric

Instructor Grading Rubric: Award 1 point for each correct matching (8 points total) and context term (6 points total).

CHECKPOINT 4: CONCEPT MATCH KEY

A SEVENDAY

B APPSTORE

C PLAYSTOR

D UNLIMITD

E THIRTYDY

F AUTORENW

G REFUNDGS

H RISKFREE

CHECKPOINT 3: KEY TERM KEY

1 SEVENDAY

2 APPSTORE

3 PLAYSTOR

4 UNLIMITD

5 THIRTYDY

6 AUTORENW

DISCUSSION NOTES FOR INSTRUCTORS

Protocol Performance:

Verify that students understand how WireGuard, OpenVPN, and proprietary protocols balance cryptographic overhead against throughput latency.

Privacy & Jurisdiction:

Emphasize the importance of independent third-party no-logs audits (Deloitte, Cure53, SEC Consult) and privacy-friendly legal havens.

Infrastructure Security:

Highlight kill-switch protection, RAM-only diskless server fleets, DNS leak prevention, and multi-hop routing configurations.

Puzzles Keys & Instructor Notes

WORD SEARCH SOLUTION

T	H	K	D	D	B	T	U	E	P	P	O	T	W	H
N	W	A	Z	T	D	M	V	M	I	B	E	H	G	U
F	A	J	G	Z	P	G	B	E	D	D	T	I	I	P
H	X	P	M	S	O	U	N	L	I	M	I	T	D	M
O	G	A	L	A	E	J	J	M	J	D	H	K	D	Y
D	R	Z	P	A	U	V	T	R	O	B	C	T	X	V
K	O	I	U	P	Y	T	E	R	Q	E	M	H	R	S
M	L	O	S	O	S	S	O	N	W	G	J	I	K	K
N	I	U	N	K	N	T	T	R	D	U	W	R	Y	F
C	Q	K	Q	J	F	W	O	O	E	A	I	T	V	T
W	Y	D	L	E	K	R	W	R	R	N	Y	Y	X	U
E	M	W	L	F	M	I	E	N	E	Q	W	D	J	U
I	D	D	D	V	K	V	R	E	I	E	I	Y	E	C
G	U	N	R	H	U	H	U	O	L	C	E	Z	N	Z
C	N	Z	C	F	R	E	F	U	N	D	G	S	J	S

CROSSWORD SOLUTION

1	S	E	V	E	N	D	A	Y	2	T	H	I	R	T	Y	D	E	N	3	A	P	P	S	T	O	R	E	4	A	U	T	R	E	N	I	S	K	F	R	E	S																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
5	P	L	A	Y	S	T	O	R	6	R	E	F	U	N	D	G	S	8	R	I	S	K	F	R	E	S																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																		
7	U	N	L	I	M	I	T	D																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				</

INSTRUCTOR GUIDE FOR CROSSWORD SOLUTIONS

ACROSS CLUES

- 1 Across:** **SEVENDAY** One-week mobile evaluation period duration. (8)
- 3 Across:** **APPSTORE** Apple's iOS application and subscription store. (8)
- 5 Across:** **PLAYSTOR** Google's digital marketplace for Android apps. (8)
- 7 Across:** **UNLIMITD** Simultaneous device connectivity with zero limits. (8)

DOWN CLUES

- 2 Down:** **THIRTYDY** Full 30-day refund protection window duration. (8)
- 4 Down:** **AUTORENW** Automatic recurring charge setting at expiration. (8)
- 6 Down:** **REFUNDGS** Money-back reimbursement policy for subscribers. (8)
- 8 Down:** **RISKFREE** Testing software without financial exposure or risk. (8)

Scrambled Words & Cipher Solution Key

Grading key for the vocabulary word unscramble activity and Secret Cipher Challenge.

WORD UNSCRAMBLE KEY

1. EVENDAYS

SEVENDAY

5. HIRTYDYT

THIRTYDY

2. PPSTOREA

APPSTORE

6. UTORENWA

AUTORENW

3. LAYSTORP

PLAYSTOR

7. EFUNDGSR

REFUNDGS

4. NLIMITDU

UNLIMITD

8. ISKFREER

RISKFREE

SECRET CIPHER CHALLENGE KEY

**"SURFSHARK TRIAL OFFERS UNLIMITED SIMULTANEOUS
DEVICE CONNECTIONS"**

VPN & Network Case Studies Solution Key

A

CASE STUDY 1: ACTIVATING MOBILE TRIAL ON DESKTOP

Instructor Solution

GRADING RUBRIC & SOLUTION GUIDELINES

Scenario Analysis: A user wants a free trial on Windows but discovers native trials are mobile-exclusive.

Focus Question: How can the user start the trial on Android and utilize it on their Windows PC?

Recommended Strategy & Solution: The user can sign up for the 7-day trial via Google Play on Android, create an account, and then log in with those credentials on Windows to use the trial across all devices.

B

CASE STUDY 2: PREVENTING AUTOMATIC APP STORE CHARGES

Instructor Solution

GRADING RUBRIC & SOLUTION GUIDELINES

Scenario Analysis: An iPhone owner begins a 7-day trial on Day 1 and wants to test the VPN without risking auto-billing.

Focus Question: When and where should the user cancel the subscription to avoid charges while keeping trial access?

Recommended Strategy & Solution: The user should open iOS Settings > Apple ID > Subscriptions and cancel immediately; Apple keeps the 7-day trial active until the end of the trial period without charging.

C

CASE STUDY 3: 30-DAY MONEY-BACK GUARANTEE CLAIM

Instructor Solution

GRADING RUBRIC & SOLUTION GUIDELINES

Scenario Analysis: A customer purchases a 2-year Surfshark plan on the website and decides to cancel on Day 25.

Focus Question: What is the procedure to claim a 100% refund under Surfshark's guarantee?

Recommended Strategy & Solution: The customer can contact Surfshark 24/7 live chat support before Day 30 and request a full refund under the 30-day money-back guarantee policy.