



Public

BILLING POLICY

Updated 01 Jan 2022

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General Billing

Usage of Logiciel Limited products and services constitutes customer's acceptance of Logiciel Limited's billing policy, and all Clients must comply with this billing policy.

Special note regarding signed contracts: If you entered into a signed contract for our services, such as an annual contract, please review your contract for specific terms relating to your obligations in addition to this billing policy. In the event the terms of your signed contract conflicts with these terms, the signed contract will prevail.

- Unless otherwise agreed in writing, all Client accounts are set up on a prepaid basis, and payment must be received by Logiciel Limited before any billable product or service is provided/activated.
- Subscription billing is based on availability of products and services, not based on usage. However, certain fees may be usage-based such as SMS data.
- All recurring subscriptions are invoiced and sent to the Email address on file if it is cash or cheque payments. Where applicable, invoices may be charged to the credit/debit card on file.
- Payment receipts are available to Clients upon request or through the Sales or Account Units of Logiciel Limited.

Billing Cycle

Fees

Late Fee: Logiciel Limited may assess a 20% of total annual subscription late fee for any payment that is 15 days past due.

- Chargebacks: If a customer initiates a chargeback, Logiciel Limited may assess a GHS100 processing fee for each individual chargeback.
- Returned Cheques: Logiciel Limited may assess a GHS100.00 processing fee on each returned cheques.

Default Management

Where clients have defaulted in renewing their subscription for the next billing period, Logiciel will offer a 30 day moratorium granting client only viewing access.

- Viewing access will be withheld at the end of the 30 days moratorium period.
- Logiciel shall continue to demand for payments through demand notices within the period
- Logiciel will take down the Clients Account completely after ninety (90) days of default.
- Logiciel will not be liable to any loss or inconveniences caused as a result of actions taken under this circumstance.

Logiciel Services

Usage based services and all other services purchased from Logiciel must be used within the timeframe specified at the time of purchase. Usage based Services and all other Service fees are nonrefundable. In the event of cancellation, Logiciel will not prorate any portion of unused Service fees, and amounts due to Logiciel must be paid in full.

Third Party Products and Advertising Usage

In the event Logiciel collects fees for any third party products and/or services, including but not limited to advertising usage, the fees are nonrefundable.

Payment Methods

Logiciel accepts payments via Bank transfers, Cheque, Mobile Money, credit/debit card.

Subscription Billing

Invoices are generated and payments are collected at the beginning of each billing period. Customer billing periods typically begin on the day of the month in which the customer purchased the Logiciel subscription. Customers must request to cancel their subscriptions at least 10 days prior to their next billing date in order to avoid being charged on the billing date. In the event of cancellation, customers will still have access to their applications through the end of their final billing period. Logiciel will not prorate any portion of unused subscription services. All subscription fees are nonrefundable.

Cancellation Process

Creating a Cancellation request: A request to cancel a Logiciel application must be initiated at least 10 days prior to the next invoice date. Any request to cancel a Logiciel application must be made verbally with a Logiciel Sales representative or billing department (MOB: 0264 142 954/0242 247 389) at least 10 days prior to the next invoice date. Emailed requests to cancel are not enforceable until there has been a verbal request. Clients are encouraged to keep records of all communications regarding cancellation.

Simply stopping to pay for subscriptions does not cancel the account. Logiciel will continue to treat this as an open account and the billing cycle will continue, resulting

in a past due account that may be turned over to a third party recovery service. It is imperative that you speak with a Logiciel Sales representative/billing department or submit an online ticket through the support portal if you wish to initiate cancellation of your Logiciel account.

Finalizing the Cancellation: After a request to cancel has been initiated through email to the Sales and billing Team (sales@logicielghana.com and billing@logicielghana.com) , you must speak with a member of the Logiciel sales/billing team to finalize the cancellation. Cancellations will take effect on the last day of the billing period in which the cancellation was processed by the Sales/billing team, subject to the terms of the "Subscription Billing" paragraph above.

Cancellation of an account does not dismiss outstanding invoices or nullify previously agreed charges, such as payments for Usage-based services fees, charged in installments or annual contract charges, portions of which may not yet have been invoiced when you canceled. At the time of cancellation, any outstanding balance must be settled. All canceled accounts with an outstanding balance may be turned over to a third-party Recovery service.

Billing Disputes

Each Logiciel customer agrees to provide Logiciel 30 days to attempt settlement of any billing dispute before disputing with any third-party credit/debit card, Mobile Money Service Provider or Bank. Should Logiciel receive a chargeback from a third-party credit/debit card company or bank on the customer's behalf before Logiciel has been given a chance to resolve the issue, Logiciel has the right to charge the customer for its time spent in resolving such disputes and any associated fees incurred by Logiciel , in addition to the GHS100 chargeback fee mentioned above. Regardless of the outcome of the chargeback, Logiciel retains the right to collect on any Services or fees that are due. Logiciel may submit any disputed amounts to a Recovery agency. Once a chargeback has been received, Logiciel has the right to suspend the account until the matter is resolved.

Refunds

Subscription and Service fees, including but not limited to those related to the Usage based Service, are nonrefundable and will not be prorated at any time.