

Payment Terms and Conditions

1. Introduction

Welcome to Qinventory ("the App"). By subscribing to our services, you agree to comply with these Payment Terms and Conditions ("Terms"). Please read them carefully. If you do not agree with these Terms, do not subscribe or use our services.

2. Subscription Plans

We offer various subscription plans to suit your needs. Details of each plan, including features and pricing, are available on our Pricing Page.

- **Monthly Plan:** Automatically renews every month.
- **Annual Plan:** Automatically renews every year.
- **Free Trial:** Ends after 30 days from activation. Limited to one per organisation.

3. Payment Information

3.1 Payment Methods We accept the following payment methods:

- Credit/Debit cards
- An additional fee to your current Quadpro Service Fee
- Other payment methods as listed during the checkout process.

3.2 Billing Cycle Your subscription will be billed on a recurring basis (monthly or annually, depending on your chosen plan) until you cancel your subscription. You authorize Qinventory to charge your payment method on the billing date.

4. Free Trials

Some subscription plans may include a free trial period. You will not be charged during the trial period. If you do not cancel before the end of the trial, your payment method will be automatically charged for the subscription plan you selected.

5. Renewal and Cancellation

5.1 Automatic Renewal Your subscription will automatically renew at the end of the billing period unless canceled. Renewal charges will be applied to your payment method without additional notice.

5.2 Cancellation You may cancel your subscription at any time via your account settings. Cancellation will take effect at the end of the current billing cycle. You will not receive a refund for the unused portion of your subscription.

6. Refund Policy

At Qinventory, we strive to provide a high-quality service experience. Refunds are generally not available, but exceptions may be made under the following circumstances:

- **Service Interruptions:** If a significant outage or technical issue caused by Qinventory prevents you from accessing the App's services for an extended period.

- **Incorrect Billing:** If you were charged incorrectly or for services you did not subscribe to.

Refund Request Process: To request a refund, please contact our support team at support@quadrantfm.com within 30 days of the billing date. Include the following details:

- Your account details (email address used for the subscription).
- The reason for the refund request.
- Any supporting documentation (e.g., screenshots, receipts).

Refund approvals are at the sole discretion of Qinventory and will be processed back to the original payment method within 10-15 business days if approved.

7. Pricing Changes

Qinventory reserves the right to change subscription fees at any time. Existing subscribers will be notified of price changes at least 30 days before the new price takes effect. If you do not agree with the new pricing, you may cancel your subscription before the new rates apply.

8. Account Suspension or Termination

We reserve the right to suspend or terminate your account if payment fails or if you violate these Terms or our Terms of Service.

9. Taxes

All subscription fees are exclusive of applicable taxes. You are responsible for paying any taxes that may apply to your use of the App.

10. Contact Information

If you have questions about these Payment Terms and Conditions, please contact us at support@quadrantfm.com.