

# PRICING POLICY

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Please read our pricing policy for Trackchat as detailed below. Contact support if you have any queries.

□ [support@trackchat.io](mailto:support@trackchat.io)

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## 1 Introduction

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Individual accounts created through Trackchat are free for use. Club & company / organisation accounts created may be subject to a subscription based charge. Value added services, where indicated, will be subject to a subscription or one-off charge depending on the service being requested. Advertising units will be subject to a one-off charge.

The specific pricing models and Value Added Services offered will be defined as the chargeable services become available.

All online payment transactions will be handled as Bertiesoft Limited, our registered company name

## 2 Chargeable items

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Where a service or value added feature is chargeable, it will be clearly indicated as such with the pricing detailed.

Subscription based services will be offered on a monthly cycle. Automatic renewal of subscription services will be enabled until advised to cease by the account holder.

The price, term & currency will be clearly identified for any chargeable item.

Payment for all chargeable items will be through the online transactions mechanism provided.

## 3 Online transactions

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All online transactions will be handled as Bertiesoft Limited; our registered company name. This will appear on your invoice. Itemised transactions will include the trading name Trackchat.

All chargeable items will be handled through the secure online payments service offered.

All chargeable items will be transacted using the GBP currency

We use Stripe (Stripe.com) for all online transactions, currently offering payments using Debit & Credit cards

## 4 Returns & Refunds

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Given the nature of services being offered, we do not offer returns or refunds.

Account subscriptions (where applicable) operate on a monthly cycle. It will be the account holder's responsibility to cease automatic subscription payments. Ceasing a subscription payment will stop automatic renewals. The subscribed service will continue until the subscription term expires or the account holder explicitly requests termination of the account service.

Advertising units, once purchased, are non-refundable.

Refunds will be considered in such cases where where the cause is outside the account holder's control. A refund handling charge may be applied if our secure payments service provider deems it necessary to apply a charge.

## 5 Card providers & Currency

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All chargeable items will be transacted using the GBP currency

We use Stripe (Stripe.com) for all online transactions, currently offering payments using Debit & Credit cards

Our online transactions country for initiation is United Kingdom. Other countries may be involved through Stripe handling & processing

## 6 VAT

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Unless explicitly called out, all prices shown **exclude** VAT

Under the current tax regulations of United Kingdom, club membership fees to club members are **not** subject to VAT, therefore all club membership fees are tax exempt

## 7 Document revision

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