MAPCALLER

Billing, Renewal and Refund Policy

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Product: MapCaller.

Provider: K&H Digital Sp. z o.o., ul. Podmiejska 20, 01-498 Warszawa, KRS 0001005137 · NIP 5423459599 · REGON 523790365.

Relationship to the agreement: this Policy forms part of the Terms of Service.

Support / billing: support@kihedi.com

1. Purpose

This Policy explains pricing, billing periods, automatic renewal, changes in seat quantity, failed payments, subscription cancellation and refunds.

Before confirming an order, the customer must be shown the final price, billing frequency, applicable taxes, number of paid seats and the method of cancellation.

2. Price and active seat

The starting price is USD 5 per month for one active named-user seat unless a different price is shown on the order page.

- one active seat corresponds to one active user;
- one active seat includes up to two registered active devices for that user;
- a seat may not be used simultaneously by several persons;
- a seat is charged for each billing period while it remains active.

The price shown at checkout takes precedence over informational pages, provided that it is displayed before the customer becomes obliged to pay.

For an Enterprise / Custom plan, price, seat quantity, payment arrangements, scope of support, SLA, refunds, termination and other commercial terms may be set out in a separate written agreement, commercial offer or other individually agreed document. In the event of conflict, those individually agreed terms prevail to the relevant extent.

3. Taxes and total amount

Depending on the customer's country, status and VAT ID, VAT, GST, sales tax or other mandatory taxes may be added to the price.

- base price;
- applicable taxes, if any;
- total amount;
- billing currency;
- payment frequency.

For B2B customers, the price may be displayed without VAT and tax may be added afterwards. For consumers, the total mandatory price must be shown before the order in accordance with applicable law.

The customer is responsible for the accuracy of the billing name, address, country, VAT ID / NIP and other information affecting tax calculation and invoicing.

4. Payment provider

Payments may be processed by Stripe or another provider identified at checkout.

- K&H Digital does not store the full card number or CVV;

- K&H Digital receives the customer, subscription, payment, invoice, status and refund identifiers necessary to operate the service;
- provider data may be used to activate, suspend or terminate entitlement.

The availability of any payment method depends on the payment provider.

5. Start of subscription

No free trial is provided. Paid access starts after:

- successful payment or confirmation of an acceptable payment method;
- acceptance of the applicable documents;
- completion of required account, organization and device checks.

The subscription period starts on the date shown at checkout or in the order confirmation.

6. Automatic renewal

Unless checkout states otherwise, the subscription is for one month and automatically renews for successive monthly periods until cancelled by the customer.

At each renewal, the saved payment method may be charged for:

- the cost of active seats;
- applicable taxes;
- other amounts separately displayed and agreed by the customer.

Renewal does not create a new free trial and does not restart the voluntary first-payment refund guarantee.

7. Price changes

K&H Digital may change prices for future billing periods.

A material change will be communicated in advance by e-mail or through the account. The new price will not apply earlier than the next renewal after the date stated in the notice.

If the customer does not agree, the customer may cancel before the period with the new price starts. A period already paid for is not recalculated retroactively.

Mandatory consumer rights remain unaffected.

8. Changes in seat quantity

The Owner or another authorized person may add, deactivate or change paid seats within the available product functions.

By default:

- a reduction in seats takes effect from the next billing period;
- removing a user does not automatically create a refund for the current period;
- an increase in seats takes effect from the next period unless checkout or the account separately offers immediate addition with a clear prorated charge.

No additional amount may be charged without the price being shown in advance and confirmed by an authorized user.

9. Failed payment

If a payment fails, K&H Digital or the payment provider may retry the charge and send a notice.

Until payment succeeds, K&H Digital may:

- limit creation of new records;
- switch the organization to read-only mode;

- suspend individual functions;
- suspend or terminate access.

A grace period is not guaranteed unless it is expressly shown in the plan or notice.

The customer must keep the payment method up to date. Restoration of access may require full payment of overdue amounts.

10. Cancellation

The customer may cancel automatic renewal through the account or by another method stated at checkout, in the order confirmation or in support information.

Cancellation:

- stops future renewals;
- does not immediately delete the account;
- normally preserves paid access until the end of the already paid period;
- does not automatically create a right to a refund for remaining days;
- starts the data-export and subsequent deletion period provided by the Terms.

Cancellation must be available without requiring a new contract, a paid phone call or a disproportionately difficult process.

11. Voluntary 14-day first-payment refund guarantee

K&H Digital provides the organization with a one-time full refund of its first payment if the request is submitted within 14 days of the first purchase.

The voluntary 14-day first-payment guarantee applies to the standard public MapCaller subscription. For an Enterprise / Custom plan, it applies only if a separate written agreement, commercial offer or other individually agreed terms expressly provide for it.

The guarantee:

- applies regardless of whether the customer is a consumer or B2B;
- does not require the customer to provide a reason;
- applies only to the first payment of the organization’s first paid subscription;
- does not apply again to renewal, a new registration, additional accounts, a repeat purchase by the same organization, or a new organization created by the same user after the guarantee has already been used;
- a user who has already received the voluntary 14-day refund in any organization does not receive the guarantee again when using the same MapCaller account / the same Google account identifier, even if a new organization or subscription is created;
- ends paid access after the refund has been confirmed;
- does not constitute an admission of defect, damage or liability;
- does not create a right to additional compensation.

A request may be submitted through the available account form or to support@kihedi.com, stating the organization and payment concerned.

The refund is made without undue delay, normally to the same payment method, and no later than 14 days after acceptance of a valid request, unless a different period results from the payment provider or mandatory law.

12. Mandatory consumer rights

The voluntary guarantee does not replace or limit mandatory consumer rights.

A consumer entering into a distance contract generally has 14 days to withdraw without giving a reason. If performance starts immediately at the consumer’s express request, rules on performance before expiry of the

withdrawal period and possible proportional payment for the service already provided may apply.

For the first payment, K&H Digital's voluntary guarantee provides a full refund within 14 days and is therefore no less favourable in the ordinary scenario.

For consumers, checkout must separately record:

- the request to start providing the service immediately;
- receipt of information about the right of withdrawal and the consequences of immediate performance;
- confirmation of the contract on a durable medium.

Nothing in this Policy excludes rights to have the digital service brought into conformity, to a price reduction, termination or refund where the service does not conform to the contract.

13. Refunds after the first 14 days

After the voluntary period has expired, payments are normally non-refundable, including in the following cases:

- non-use of the service;
- early cancellation;
- deactivation of a user;
- forgotten renewal;
- temporary outages where no refund right is established;
- termination of access because of a breach of contract.

Exceptions include:

- mandatory consumer rights;
- duplicate or erroneous charges;
- a confirmed payment-system error;
- a refund expressly promised by K&H Digital;
- another requirement of mandatory law.

K&H Digital may grant a discretionary refund or credit, but a one-off decision does not create a permanent entitlement in other cases.

14. Partial refunds and credits

No prorated refund is provided for a partially used month unless mandatory law requires otherwise.

Service credits are not cash compensation and are provided only where K&H Digital expressly confirms them. Credits:

- apply to future payments;
- cannot be exchanged for cash;
- cannot be transferred to another organization;
- may have an expiry date communicated when granted.

15. Chargebacks and payment disputes

Before initiating a chargeback, the customer is encouraged to contact support so that an error, cancellation or refund can be checked.

A knowingly unjustified chargeback, fraud, or use of the service after disputing a payment may result in account suspension and recovery of amounts lawfully due.

This does not restrict the customer's right to contact a bank or payment provider in a genuine dispute.

16. Invoices and confirmations

After payment, the customer receives an invoice, receipt or other electronic confirmation by e-mail, through the account or through the payment provider.

The customer must review the document details and report an error without undue delay.

17. Data after payment ends

After the subscription ends, the organization’s working data is retained for up to 30 days for available export in accordance with the Terms and Privacy Policy.

After that period, data is deleted or anonymized except information that K&H Digital must retain for accounting, tax, security or legal requirements.

18. Priority of documents

In the event of conflict:

1. mandatory law prevails;
2. an individually agreed Order Form prevails if one exists;
3. this Policy governs billing and refund matters;
4. the Terms of Service govern other matters.

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