



Billing and Cancellation Policies

1. Billing:

1.1 Invoice Schedule: All customers will receive regular monthly invoices according to their subscription or service agreement. Month 1 invoices will be billed on receipt, and subsequent invoices will follow a monthly schedule.

1.2 Payment Methods: We accept Visa, Mastercard, and American Express credit cards. Payment details should be provided upon agreement commencement, and customers are responsible for ensuring their payment information is up to date.

1.3 Late Payments: Payment is due on the monthly renewal date indicated on the invoice. Late payments will incur a late fee of 3% of the outstanding balance.

1.4 Credit Card Convenience Fee: All payments made by credit card are subject to a 3% convenience fee.

2. Term & Cancellation:

2.1. Initial Term. The term of this Agreement commences on the Effective Date and continues for a period of six (6) months, unless and until earlier terminated as provided under this Agreement (the "Initial Term").

2.2 Cancellation Notice: Client may terminate the Initial Term of this Agreement effective as of the date which is three (3) months following the Effective Date by providing thirty (30) days' prior written notice to Ribit of its intent to terminate this Agreement. Cancellation notices must be made in writing via email to billing@goribit.com.

3. Billing Disputes:

3.1 Refunds and Credits: Refunds or credits for partial use of services will not be issued. Cancellations will take effect at the end of the current billing cycle. Any fees paid for unused portions of service beyond the cancellation date will not be refunded.

3.2 Outstanding Balances: Customers are responsible for settling any outstanding balances on their account before cancellation can be finalized. Failure to do so may result in delayed cancellation.

3.3 Dispute Resolution: In case of billing disputes, customers should notify our billing department in writing within 3 business days of receiving an invoice. We will investigate the matter and respond within 3 business days.

3.4 Suspended Services: In the event of a billing dispute, services may be temporarily suspended until the issue is resolved. However, we will make every effort to minimize disruption.

4. Changes to Pricing and Policies:

4.1 Price Adjustments: We reserve the right to adjust subscription fees or service prices upon renewal of the contract. Customers will be notified of any changes in advance of the contract renewal date.

4.2 Policy Updates: These billing and cancellation policies are subject to change. Customers will be notified of policy updates, and the most current version will be available on our website.

5. Start Date and Dealer Delays Policy:

5.1 Contract Commencement:

- Services will commence on the agreed-upon start date indicated on the Insertion Order. Billing will reoccur monthly on this date.

5.2 Timely Information Submission:

- Customers are responsible for providing all necessary information and access required for the initiation of services by the agreed start date.
- Failure to do so may result in delays in service commencement.

5.3 Dealer Responsibilities:

- In cases where services are contingent upon actions or cooperation from dealerships or third parties, it is the responsibility of the dealer to fulfill these requirements promptly.

5.4 Effect of Dealer Delays:

- Delays caused by dealerships or third parties may impact the start date or timeline of services.
- Ribit AI will make reasonable efforts to mitigate such delays, but any resulting postponements in service initiation will not affect monthly billing or the contract renewal date.

5.5 No Liability for Delays:

- Ribit AI shall not be held liable for delays caused by dealerships or third parties that are beyond our control.

6. Contact Information:

If you have any questions or require further clarification on our billing and cancellation policies, please contact our customer support team at billing@goribit.com.