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Subscription Agreement

COMPANY	Docree Demo Software Ltd
REGISTRATION	HE 000000
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SECTION 01

Subscription Plans

1.1 Docree Demo Cloud (the "Company") offers the Service on a subscription basis. Each subscription plan specifies the features, usage limits, and fees applicable to the Customer.

1.2 The Customer's specific plan, billing cycle, and fees are defined in the order form or at the time of online self-service signup.

SECTION 02

Billing & Renewal

2.1 Subscription fees are billed in advance at the start of each billing cycle (monthly or annual). Fees are charged to the Customer's designated payment method.

2.2 Subscriptions automatically renew at the end of each billing cycle at the then-current rate unless the Customer cancels before the renewal date.

2.3 Failed payments trigger a retry schedule. If payment is not resolved within 15 days, the Service may be suspended until outstanding fees are paid.

SECTION 03

Upgrades, Downgrades, Proration

3.1 The Customer may upgrade or downgrade its plan at any time. Upgrades take effect immediately and are pro-rated for the remainder of the current billing cycle.

3.2 Downgrades take effect at the next billing cycle. The Customer retains upgraded features and usage limits until the end of the paid period.

SECTION 04

Cancellation

4.1 The Customer may cancel its subscription at any time through the account settings. Cancellation takes effect at the end of the current billing cycle — the Customer retains access to the Service until that date.

4.2 Upon cancellation, auto-renewal is disabled. No further charges are made. The Customer may export its data for up to 30 days after cancellation via the export functionality.

SECTION 05

Refunds

5.1 Subscription fees are non-refundable except in the following circumstances:

- Service outages attributable to the Company exceeding SLA commitments (service credits).
- Material breach of the Terms of Service by the Company not cured within 30 days.
- Statutory consumer rights requiring refunds in the Customer's jurisdiction.

5.2 Refund requests outside these circumstances may be considered on a case-by-case basis at the Company's sole discretion, typically within 14 days of the charge.

SECTION 06

Changes to Pricing

6.1 The Company may change subscription fees at any time. Price changes take effect at the Customer's next renewal, provided the Customer is given at least 30 days' notice.

6.2 If the Customer does not accept the new pricing, it may cancel before the renewal date and will continue to be billed at the existing rate until the end of the current cycle.

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