

# Contracting and Purchase Process

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## Before contracting

We want you to have all the information you need about the contracting process before purchasing any of our services. For this reason, we explain how the process works.

## How is a package contracted?

1. The customer must access the website and select the corresponding service between "Certification Bodies" or "Certified Companies". In the case of the "Certification Bodies" service, the customer may schedule an appointment with an agent for a product demo, and the agent will manage the contracting process directly with the customer. If the "Certified Companies" service is selected, the customer may continue with the online contracting process.
2. The customer may view the [Cookies Policy](#), the [Privacy Policy](#), and the Contracting and Purchase Process (this document) in the footer of the website.
3. In the pricing table, the customer must select a subscription plan from Starter, Growth, Enterprise or Custom. The Starter, Growth and Enterprise plans are contracted by clicking the "Buy" button. The Custom plan may be contracted by clicking the "Customise" button. The purchasing process then continues as follows:
  - a. **Starter, Growth, Enterprise:** The customer must enter their email, declare that they are not a consumer/private individual, and accept the [Privacy Policy](#).
    - i. If the customer is not already registered with AuditAI, they will receive an email with a link to access the payment interface for the subscription via a secure gateway.
  - b. **Custom:** The customer must complete and submit a form with the requested information, declare that they are not a consumer/private individual, and accept the [Privacy Policy](#). Once submitted, they will receive an email containing a link with the personalised price to access the payment interface for the subscription via a secure gateway.
4. In the subscription payment interface, the customer may review the price (including indication of VAT if applicable), add a discount code, as well as add extras (additional assessments).
5. In the subscription payment interface, the customer must enter the company name, payment information (card number, expiry date, CVC) and billing details. They must also

accept the [Licence Agreement](#) and the [Privacy Policy](#). The customer must click the “Pay and Subscribe” button. Once payment has been made, the customer receives by email:

- a. The signed Licence Agreement; and
  - b. Confirmation of payment.
6. After payment is completed, the system automatically redirects the customer to a screen where they can enter the email of the management system manager, who will be granted access with administrator permissions on the Platform and will receive the credentials to access the AuditAI Platform.
  7. Within 14 days following payment of the subscription, the customer will receive by email the corresponding invoice and a copy of the signed Licence Agreement.

## Where is the contract?

Once you complete the contracting process, we will automatically send (within 14 days after the subscription payment) a copy of the contract to the email address you provided. We will also keep a copy in case you need to consult it again in the future. If at any time you wish to receive it again, simply write to us at [support@audit-ai.ai](mailto:support@audit-ai.ai).

## Available languages

The entire contracting process is available in Spanish, English and Italian.

## What if I make a mistake when filling in something?

Before confirming your order, you can review and modify your data. If you detect any error after completing the purchase, write to us as soon as possible so that we can help you resolve it.

## Applicable conditions

The contracting is governed by our Licence Agreement, the Subscription and Refund Policy and, where applicable, any additional document agreed with you.

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