

# Billing & Payment Policy

## Accepted Payment Methods

We accept the following payment methods:

- Credit cards (Visa, Mastercard, American Express, Discover)
- Debit cards
- PayPal
- Apple Pay and Google Pay

## Pricing & Charges

- **Premium Plan:** \$29.99/month or \$299.99/year (save 17%)
- **Basic Plan:** \$9.99/month or \$99.99/year (save 17%)
- All prices are in USD and exclude applicable taxes
- Prices are subject to change with 30 days advance notice

## Billing Cycle

- Monthly subscriptions renew on the same day each month
- Annual subscriptions renew on the anniversary of your signup date
- You will receive a billing reminder 7 days before renewal

## Invoices & Receipts

- Invoices are automatically generated and emailed after each payment
- Access all invoices anytime: **Settings > Billing > Invoices**
- For additional copies, contact support@company.com
- Business invoices can include custom purchase order numbers upon request

## Payment Issues

- Failed payments will result in 3 automatic retry attempts over 7 days
- Update payment information: **Settings > Billing > Payment Methods**
- Accounts with failed payments will be suspended after 7 days
- No service interruption occurs during the retry period

## Disputed Charges

- Contact us within 60 days of the charge date
- We will investigate and respond within 5-7 business days
- Provide transaction ID, date, and reason for dispute
- Fraudulent charges will be refunded immediately upon verification

## Tax Information

- Sales tax applied based on your billing address
- Tax-exempt organizations must provide valid exemption certificate

- VAT charges apply for EU customers based on local regulations
- Tax rates are calculated automatically at checkout