

Payment and Refund Policy of Waypoint AI

Last Updated: 7 November 2024

1. Introduction

Thank you for choosing Waypoint AI ("Company," "we," "us," or "our"). This Payment and Refund Policy ("Policy") applies to your subscription and use of our B2B SaaS analytics platform, which integrates with third-party tools such as Jira, Salesforce, Zendesk, GitLab, Confluence, and other platforms (the "Service").

2. Payment Methods

We accept payments through Stripe. Additionally, for eligible Enterprise package customers, we offer invoicing with Net 30 payment terms. Customers have the option to pay on a monthly basis, prepay for an entire year, pay via invoice as applicable, or purchase termed agreements with custom payment schedules.

3. Subscription Plans and Billing

Subscriptions begin with immediate billing for the first month, year, or as specified under termed agreements based on the selected payment schedule. Charges will automatically recur at the start of each new billing cycle using the chosen payment method or as invoiced under Net 30 terms.

4. Renewal

Subscriptions will automatically renew at the end of each billing cycle unless canceled by the Customer through account settings or by contacting support. Termed agreements will follow their specific renewal conditions as outlined in the contract.

5. Upgrades and Downgrades

Customers can upgrade or downgrade their subscription plan through account settings. Upgrades take immediate effect with a prorated charge for the current billing cycle. Downgrades become effective at the start of the next billing cycle or as specified under termed agreements.

6. Cancellation

Subscriptions can be canceled at any time through account settings. The cancellation will be effective at the end of the current billing cycle, and no further charges will be applied. Termed agreements are subject to the cancellation terms specified in the individual contracts.



7. Refunds

Refunds are not provided for partial months or years of the Service. Prepaid annual subscriptions or termed agreements canceled mid-term will forfeit any remaining prepaid amount.

8. Service Level Commitments

Enterprise package customers are covered under our Service Level Agreement (SLA), which includes commitments such as 99.9% Uptime. Service credits may be issued for non-compliance as outlined in the SLA.

9. Failed Payments

If a payment fails, the subscription may be temporarily suspended until the issue is resolved. Customers will be notified of failed payments and given options to address the problem. For Net 30 invoicing and termed agreements, overdue payments beyond the payment term may result in service suspension until payment is received.

10. Price Changes

The Company reserves the right to modify subscription fees at any time, with a minimum of 30 days' advance notice provided via website notice and/or email notification.

11. Taxes

All subscription fees are exclusive of any applicable taxes, which are the responsibility of the Customer.

12. Contact Us

For questions or concerns about this Payment and Refund Policy, please contact support@mywaypoint.ai.

