

## Trezi Subscription, Pricing, Payment, Cancellation & Refunds

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SmartVizs Private Limited ("us", "we", "our", "SmartVizX") owns and operates the <https://trezi.smartvizx.com> website including all pages within this website (the "Website") and owns the software product named "Trezi" and the various services and components associated with the software, including any Data Files that are packaged with the software, any documentation, both on- and offline, as well as any modifications, derivatives, updates or upgrades (the "Software") that can be downloaded from this Website.

### Software Free Trial

Once you successfully register at <https://trezi.smartvizx.com/#/signup>, the Software sign-up page of the Website, by creating a Trezi account, you are entitled to a one-time, free 30-day trial of the Software ("Trial Period"). You do not need to provide credit card or any payment information either to create a Trezi account, or to avail of the Trial Period. The 30-day period starts when you have accepted the Trezi End User Licensing Agreement ("Trezi EULA") and begin to download the Trezi launcher ("Launcher") that contains the Trezi software application ("Application") from the Website on your desktop/laptop computer.

During the Trial Period, you will be able to use the Application offline on your computer without an Internet connection for a few days, but you will be required to grant unrestricted Internet access to the Application after that in order to continue using the Application offline for a few more days.

At the end of the Trial Period, the validity certificate associated with your account and embedded in the Launcher will automatically expire, and you will no longer be able to use the Software.

### Software Subscription Plans & Payment information

At any time during the Trial Period, or at the end of the Trial Period, you may subscribe for a paid monthly or annual subscription for the Software, by logging into your account through the Website, providing and validating your billing and payment information, and choosing the appropriate paid subscription plan.

#### Currency of Payment and taxes

If you have a billing address in India, you will be charged in Indian Rupees (INR), and the Goods and Services Tax (GST) will be applied separately at the prevailing tax rates. If you have a billing addresses outside India, you will be charged in US Dollars (US\$). No taxes will be levied on US Dollar payments, but any foreign transaction charges for converting non US\$ currency payments to US\$ currency payments will be borne by you.

## Payment options & payment gateways

If your billing address is in India, you will be redirected to the [Razorpay](#) (“Payment solution provider”) payment gateway. You do not need to create an account with Razorpay for making payments through their gateway. For one-time payments, Razorpay accepts Net Banking, e-wallets, as well as credit and debit cards issued in India. For auto-renewal subscription with recurring billing (see section below on Auto-renewal for more details), Razorpay only accepts credit cards and does store your payment information.

If your billing address is outside India, you will be redirected to the [PayPal](#) (“Payment Solution Provider”) payment gateway. PayPal accepts credit and debit cards. For one-time payments, PayPal supports guest checkouts. For auto-renewal subscriptions with recurring billing, PayPal requires you to create/already have a PayPal account, and does store your payment information.

## Paid Subscription Plans - Single-User License

As per the Trezi EULA, a Single-User License is an authorization that allows the licensee the right to install the Software on any number of computers, as long as that same licensee is the only user. Further, the licensee will only be able to run one instance of the Application at any given time.

There are two Single-User License Subscription Plans available:

### 1) Monthly Plan (a.k.a. 30-day Plan)

This plan costs US \$200 (or INR 10,000 + GST) per user per month. The user’s credit/debit card will be charged at the time of subscription (i.e. at the beginning of the subscription period) for this amount, and the 30-day period will begin immediately. So if a user signs up for a monthly plan on 1st February 2018, the subscription will be valid until 2nd March 2018.

### 2) Annual Plan

This plan costs US \$1,920 (or INR 96,000 + GST) per user per year. The user’s credit/debit card will be charged for this entire amount at the time of subscription (i.e. at the beginning of the subscription period) and the 365-day subscription period will begin immediately. Over the twelve month period, this works out to a monthly cost of US \$160 (or INR 8,000) per user per month.

## Auto-renewal of Single-User plans

You are able to control whether your monthly/annual payment plan automatically renews every month/year. If auto-renew is set to on (default is “on”), then you are giving permission to the Payment Solution Provider to automatically charge your credit/debit card every 30 days (for the monthly subscription plan) or every 365 days (for the annual plan). You can change the

auto-renewal settings in your User profile section under My Subscription after logging into your Trezi account on the Website.

### [Paid Subscription Plans - Enterprise/Team](#)

Under Enterprise/Team Plans, we offer discounted pricing plans for companies interested in purchasing 3 or more licenses, or looking for enterprise licensing. If you would like to inquire about or purchase Enterprise/Team subscriptions, please contact us via email at:

[subscriptions@smartvizx.com](mailto:subscriptions@smartvizx.com)

### [Educational Subscription Plans - Institutes and Students](#)

We may offer free or discounted pricing plans for educational institutes and students. Students would need to create their Trezi account using their educational institute email ID and would be required to submit proof of enrollment and/or a valid student ID. If you would like to inquire about our Educational Subscription Plans, please contact us via email at:

[subscriptions@smartvizx.com](mailto:subscriptions@smartvizx.com)

### [Software Cancellation and Refunds](#)

You may cancel your Single-User Software subscription at any point by signing in to your Trezi account on the Website, going to the My Subscriptions area and selecting Cancel.

We do NOT offer any refund for canceling your monthly subscription. Your subscription lasts for 30 days from your date of order, and then terminates if you cancel your subscription at any point during these 30 days. So for example, if you pay for a monthly subscription on 5th July '18 and cancel the subscription on 1st August '18, you will not receive any refund, and your subscription will expire 30 days from 5th July '18, i.e. at the end of day on 3rd August '18. Even if your auto-renew was set to on, we will not charge you for any subsequent month following the expiration of your subscription.

If you have an annual subscription and cancel your subscription during this period, the amount refunded to you is calculated as follows:

- If you cancel within 30 days of subscribing for the annual plan, you will be refunded pro-rata for the remaining months of the annual subscription. Subscription lasts till the end of 30th day from the date your subscription started. For example, if you pay for your annual subscription of \$1,920/year on 5th July '18 and cancel the subscription on or before 3rd August '18, you would be refunded for 11 months @ \$160/month, or \$1,760. Your subscription will expire at the end of day on 3rd August '18.
- If you cancel after 30 days of subscribing for the annual plan, you will be refunded 50% of the pro-rata amount for the remaining months of your contract obligation. For example, if you signed up on 5th July '18, and you cancelled any time between 4th August '18 and 4th September '19, you have 10 months of subscription left and you would be refunded 50% of 10 months @ \$160/mo = \$800. Your subscription will expire at the end of day on 4th September '18.

- Even if your auto-renew was set to on, we will not charge you for any subsequent year.

We provide the Payment Solution Provider cancellation and refund details instantaneously upon cancellation, and the Payment Solution Provider also informs your credit/debit card issuing bank of the refund immediately. However, your credit/debit card issuing bank may take 5-7 days to process your refund and reflect it as a credit in your card account.

No refund will be paid under any circumstances if your subscription is cancelled by us due to breach of any terms of the Trezi End User Licensing Agreement by you.

## Software Support

Software Support shall comprise primarily of electronic and online support to you in order to help you locate, and on your own, identify and correct problems with the Software.

Email support is available by sending an email to [support@smartvizx.com](mailto:support@smartvizx.com), outlining your support issues and/or requests, and this email ID will be monitored during SmartVizX's office business hours, which shall ordinarily be from 10.00am through 6.00pm Indian Standard Time, Monday through Friday. 10:00AM to 6:00PM. Best efforts will be made to respond as soon as possible, but in any event no more than five (5) working days from the date the email was received.

Software support is also provided via a online service desk accessible from the Website and the Launcher, that includes:

- FAQs
- Knowledge base of articles & training videos
- Bug reporting facility
- Feature request facility
- Feedback facility

Support shall not include any support for your hardware (such as computer graphics drivers, computer desktop/workstations/laptop/server, virtual reality headsets) or your own access to the Internet including equipment and Internet access plans.

Additional support services may be available for additional fees. Please contact SmartVizX by sending an email to [support@smartvizx.com](mailto:support@smartvizx.com) to inquire about adding additional support features to your subscription.

### Some questions to answer

- Support tool/product
  - Is the Atlassian JIRA integration the short-term/mid-term/long-term solution?
  - Any other support products to consider?
  - How do we track what type of support users are searching for (FAQ visits, types of bug/feature requests)
- Installation support
  - What about hardware installation & support (e.g. Alcove HTC Vive issue)

- Will we offer any installation support - onsite (which many Indian clients may expect) or remote. Can we afford onsite support?
- What about training - onsite or remote - one-on-one or one-to-many (webinars). What is our commitment
- Do we have multiple channels of support - web, email, live chat, Twitter, WhatsApp, phone - or one?
- Should we charge for support over a certain threshold? What should those thresholds be (e.g. number of training hours provided, number of emails answered). Or should we charge for certain type of support (e.g. onsite visit to trouble-shoot, train, etc.)
- Do we have SLAs around response time and other support?

## Contact Us

For any questions on our Software Subscription plans including pricing, cancellation and refunds, or if you face any difficulty with payments, cancellations and refunds, you may contact us by any of the following methods:

- By email: [subscriptions@smartvizx.com](mailto:subscriptions@smartvizx.com)
- By writing to us at:

SmartVizs Private Limited  
Attn: Subscriptions  
A-18 Sector 16  
Noida – 201 301  
Uttar Pradesh  
India