

## Billing & Refund Policy

**Name of Company :** UK Vehicle Network Limited t/as KeyFleet

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### **KeyFleet Billing Policies for Services.**

#### **1.0 General Billing**

Usage of KeyFleet products and services constitutes customer's acceptance of KeyFleet's billing policy. Following is KeyFleet's billing policy with which all customers must comply:

All accounts are setup on a prepaid or pre approved credit account basis which would be notified prior in writing with a credit limit and credit review date. Where credit account services have not been agreed, payment must be received by KeyFleet before any billable product or service is provided/activated. Customers are required to keep a valid credit/debit card on file to charge for any recurring monthly subscription fees / service fees and other ordered services such as ongoing services management and facilitation, or software subscriptions.

All international customers must pay by credit/debit card. KeyFleet does not accept international cheques. Subscription billing is based on availability of products and services, not based on usage. Customers are responsible for keeping all credit/debit card details and contact information current. All recurring subscriptions, or ongoing corporate services accounts are automatically invoiced and charged to the credit/debit card on file.

## **2.0 Billing Cycle**

### **Credit/Debit Card Billing:**

All credit/debit cards are automatically charged on the customer's specific billing cycle date.

If the credit/debit card is declined, KeyFleet will attempt to charge the card on file for 7 days.

### **Late Fee:**

All accounts more than 7 days past due may be assessed a late fee. No fewer than three attempts to contact the customer will be made before any late fee is assessed.

### **Delinquent Accounts:**

All accounts and services 7 days past due may be disabled until balances are paid in full.

When disabled, all access and service will be suspended and data or access to software will be unavailable.

### **Deactivation:**

After an account is delinquent 60 days, it will be cancelled due to non-payment. Once cancelled, the customer will not be able to recover any files from the software until the account is current. Application data will be stored for 90 days post cancellation. After that, application data will not be available. The account record and delinquent balance will be submitted to a third-party collection service.

## **3.0 Fees**

### **Late Fee:**

KeyFleet may assess a £25.00 late fee for accounts 7 days past due.

**Chargebacks:**

If a customer initiates a chargeback, KeyFleet may assess a £25.00 processing fee for each individual chargeback.

**Collections Fee:**

In the event an account is submitted to a third-party collections service, a £25.00 processing fee may be assessed to the existing account balance. This fee is in addition to any other fees previously assessed on the account.

**Interest:**

Any charges not paid when due are subject to interest at a rate equal to the lesser of:

(i) one and one-half percent (1.5%) per month; or (ii) the 9% above bank base rate.

**4.0 KeyFleet Services**

To help you succeed and get the most from KeyFleet's services, A consultation is always offered or remote call is required before or shortly after purchasing KeyFleet Services.

**5.0 Subscription Billing**

Invoices are generated and payments are collected at the beginning of each billing period.

Customer billing periods typically begin on the day of the month in which customers purchase their initial KeyFleet subscription.

Customers may cancel their subscriptions at any time, unless pre agreed contract terms are agreed and in place that details such services via a separate set of product and service terms and conditions. In the event of cancellation, customers will still have access to their applications through the end of their current billing period or contract term. KeyFleet will not prorate any portion of unused subscription services. All subscription fees are non refundable.

## **6.0 Payment Methods**

KeyFleet accepts payments via credit/debit card only for its services and subscriptions.

Payment by any other means, such as by BACS is on a per-customer basis and must be agreed to by KeyFleet in advance with a valid credit account in place. Cheques are not accepted.

All payments must be paid in GB pounds sterling and issued from a U.K. bank.

Payment by BACS is acceptable only for prepayment of six or twelve months of subscription services in advance. KeyFleet currently accepts, MasterCard credit/debit cards, Visa credit/debit cards.

## **7.0 Cancellations**

Cancellations must be in writing via email or to KeyFleet at [corporate@keyfleet.co.uk](mailto:corporate@keyfleet.co.uk)

Verbal requests to cancel do not constitute acceptance of any cancellation.

Only written or electronic email requests made will create a cancellation request. Customers are encouraged to keep records of all cancellation communication.

Cancellations will take effect on the last day of the billing period in which the cancellation request was received. Closing an account with KeyFleet cannot be done by simply cancelling the credit/debit card. KeyFleet will continue to treat this as an open account and the billing cycle will continue, resulting in a past due account that may be turned over to a third-party collection service. It is imperative that account cancellation is done by issuing your request in writing or electronic communication with KeyFleet to ensure account closure.

Cancellations will be confirmed back in writing to you including the last day of service (end of current billing cycle) Cancellation of an account does not dismiss outstanding invoices. At the time of cancellation, any outstanding balance must be settled. All cancelled accounts with an outstanding balance may be automatically turned over to a third-party collection service.

## **8.0 Billing Disputes**

As a current or prior customer of KeyFleet, each customer agrees to provide KeyFleet 30 days to attempt settlement of any billing dispute before disputing with any third-party credit/debit card company or bank. KeyFleet must be the first option in billing disputes. Should KeyFleet receive a chargeback from a third-party credit/debit card company or bank on the customer's behalf before KeyFleet has been given a chance to resolve the issue, KeyFleet has the right to collect on the rendered services and any fees associated with those disputes.

Regardless of the outcome of the chargeback, KeyFleet retains the right to collect on any rendered services or fees that are due. KeyFleet will submit any disputed amounts to a collection agency. Once a chargeback has been received, KeyFleet will immediately suspend the account until the matter is resolved.

## **9.0 Refunds**

For consumers (i.e. individuals buying KeyFleet services for themselves rather than for a business) a Consumer has the right to cancel within seven days of their contract start date providing the services have not been delivered.

In the case of cancellation within the seven-day period, a full refund will be applied free from any fees with exception to where services have been delivered, then no refund is applicable.

Variation to this refund policy. KeyFleet services or other consultancy services delivered and completed either by stage or in full, that have been delivered by telephone, video call or onsite face to face services, are specifically custom to the client and are excluded from this refund policy.

For consumers, post the initial seven-day period from purchase, the subscription and service fees are non refundable and any cancellation of services will be subject to the clauses 7.0