OperationsIP

OIP-LEG-007 · Version 1.0 · Effective 1 December 2026

Billing, Cancellation and Refund Policy

This policy explains how OperationsIP charges, and what happens when a business changes or cancels its plan. Only the Owner can manage billing.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-LEG-007	1.0	1 December 2026	Director	December 2027

Policy · Legal and customer policies

Legal and standards basis

- Australian Consumer Law
- Consumer protection laws in the customer's country
- PCI DSS (card data is handled by Stripe)

1. One plan with every feature

Item	Price (USD)
Plan, covers your first 10 users	US$19.00 per month, or US$171.00 per year (25% off)
Each extra user after 10	US$3.00 per month, or US$27.00 per year (25% off)
Social enterprises and non-profits	50% off the plan and extra users, once we have checked eligibility
Free period	First 12 months for new businesses. No card needed
SMS credits	Bought in advance. Price shown in Billing. No social enterprise discount

Item	Price (USD)
Extra storage	Monthly add-on. Price shown in Billing

Users are the business's staff and admins: active, inactive, archived and invited. There is no limit on the number of users. Storage: 2 GB during the free period and 10 GB once paying.

2. Paying

- The Owner adds a card in Billing. Payments are processed by Stripe. OperationsIP never sees or stores full card numbers
- You can add a card during the free period. You won't be charged until it ends
- The number of extra users billed updates when you add or remove users. Changes are prorated
- Taxes such as GST or VAT are added where required

3. If a payment fails

1. We retry the card and email the Owner
2. The app keeps working while we retry, with a banner asking the Owner to update the card
3. If payment still fails, the business becomes read-only: the Owner can see records, export and pay, and everyone else sees a paused screen
4. If an account stays unpaid for 90 days it may be closed and its data deleted under Data Retention, Deletion and Export Policy (OIP-DAT-002)

4. Switching to annual

Monthly plans can switch to annual in Billing at any time. The annual price is charged straight away, less a credit for the unused part of the current month.

5. Cancelling

- Monthly plans: the plan stays active to the end of the month already paid, then stops. No refund for part months
- Annual plans: the plan stops straight away. The months used are charged at the full monthly price, and the rest of what you paid is refunded to the card. If the months used cost more than you paid, the difference is charged
- Billing shows the exact amounts before you confirm
- After the plan stops, you have 90 days to export your data

Example: 5 users on an annual plan paid US$135. After 4 months they cancel. 4 months x 5 users x US$3 = US$60 is charged, and US$75 is refunded.

6. Add-ons and refunds

- Unused SMS credits don't expire while the account is open. Used credits aren't refundable
- Extra storage can be reduced at any time and is prorated
- If something is our fault, such as a double charge, we refund it in full
- Refunds usually reach the card in 5 to 10 business days
- Nothing here limits rights under consumer laws that can't be excluded

7. Questions

Email billing@operationsip.com or use Billing in the app.

Related documents

- Data Retention, Deletion and Export Policy (OIP-DAT-002)

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