

## General

Visma Sign Agreement consists of the Special Conditions, General Service Conditions and Privacy Policy (“Visma Sign Terms and Conditions”). In the event of any inconsistency between such terms, Special Conditions shall prevail over the General Service Conditions.

These Visma Sign Terms and Conditions apply to all uses of the Service, regardless of whether the Customer or the End Customer enters into an agreement on the Service with Visma Sign or a Partner. In all cases, the Customer or the End Customer must accept these Visma Sign Terms and Conditions before starting to use the Service. Due to the nature of the service, a separate order confirmation cannot be provided in all cases. In such cases, the Agreement is concluded after the Customer accepts these terms and conditions and starts using the Service.

The Service can be used for electronically signing agreements between yourself and your contracting partners, for sending agreements to your contracting partners for signing, for receiving signing requests from your contracting partners, and for saving and filing agreements you have signed in the electronic archive of the Service.

## Visma Sign Special Conditions

### Payment terms

Visma Solutions Oy (“Visma”) is entitled to invoice the Customer for the Service in accordance with the price list in force at the time. Visma may have resellers / partners who enter into an agreement with the Customer for the use of the Visma Sign Service and bill the Customer on behalf of Visma. Resellers may invoice prices for the use of the service that differ from the Visma Price List by agreeing to this with the Customer.

**The service package.** The customer orders the desired service package. The price, features, subscription period and billing period of the service depend on the selected package. Visma Sign reserves the right to change the prices, features and options of the service packages.

**Subscription period and termination.** The subscription period (monthly subscription or annual subscription) starts from the first day of the month in which the Service is launched and / or the agreement is signed. The selected package will be automatically renewed after the subscription period without separate notice, unless the subscription is canceled at the end of the subscription period in accordance with the termination conditions.

Both parties shall have the right to terminate the agreement with a one (1) month notice period by informing the other party in writing. The notice period begins at the end of the calendar month during which the notice of termination has been submitted.

**Recurring payments and billing period.** Visma invoices the customer for the Service either monthly or annually, depending on the service package selected by the Customer. Packages based on the annual subscription are invoiced once a year in advance at the end of the month of service deployment and / or at the end of the month in which the contract is signed. Packages based on a monthly subscription are billed monthly in arrears (twelve times a year). Signatures that exceed the package will be charged on a monthly basis. Customer agrees that Visma may (at its option) accrue costs incurred during the Subscription Period (such as exceeding signatures) and bill them as one or more total charges during or at the end of the Subscription Period.

**No refunds.** Customer payments are non-refundable and payments made or paid in advance will not be refunded. Payments will also not be refunded if the Customer automatically terminates the renewable contract during the subscription period or changes the service package.