



Track My Carbon - Fulfilment Policy

Thank you for choosing Track My Carbon. This Fulfilment Policy outlines the terms and conditions related to the fulfilment of services when using Stripe as the payment method on our platform. By using our services and making payments through Stripe, you agree to comply with this Fulfilment Policy.

Order Processing Time:

- Upon successful payment through Stripe, Track My Carbon will immediately activate your account, enabling you to start using the service straight away.

Communication and Collaboration:

- For any payment or accounting inquiries, please contact support@connexica.com

Subscription Fees:

- Clients are required to pay the annual subscription fee upfront and in full in order to access the service.
- By default the subscription will automatically renew and a new payment will be processed on the anniversary of the subscription.
- If you do not want the subscription to auto-renew you should change your payment preferences in the Admin / Subscription area.

Service Delivery:

- Track My Carbon is committed to delivering high-quality services within the agreed-upon timelines.
- When necessary, the Track My Carbon service will be taken out of service for a short time for essential maintenance. Client will receive notification of service downtime in advance of the service being offline.
- From time to time clients will receive updates and notifications regarding changes to Track My Carbon service, or about their account and subscription.

Refund Policy:

- Track My Carbon follows a no-refund policy once a subscription payment has been processed.

**Payment Confirmation:**

- Track My Carbon will automatically notify the client that a subscription payment has successfully been processed via the Stripe payment system.

Cancellation Policy:

- Client are free to cancel the service at any time by setting their payment preferences within the system (Admin / Subscription) so that their subscription does not auto-renew on their next anniversary.
- Clients who set their payment preferences to specify that they will not auto-renew will be able to continue to use the Track My Carbon service for the remainder of their subscription period.

Currency Information:

- All transactions on Track My Carbon are conducted in GBP (Great British Pounds).

Security and Privacy:

- Track My Carbon prioritizes the security and privacy of payment information processed through Stripe.
- All financial transactions are conducted securely through Stripe's payment gateway, and sensitive information is handled in accordance with our Privacy Policy.

By using Track My Carbon and making payments through Stripe, you acknowledge and agree to abide by the terms and conditions outlined in this Fulfilment Policy. Easy Outsource reserves the right to update or modify this policy at any time without prior notice. Clients are encouraged to review this policy periodically for any changes.

If you have any questions or concerns regarding this Fulfilment Policy, please contact our customer support team at support@connexica.com.