

Verovia Self-Service Purchasing and AI Credits Addendum

Effective date: October 23, 2026

This Addendum supplements the agreement governing your use of Verovia, a Verosoft owned product, between (“Verosoft,” “We,” or “Us”) and the organization purchasing or using the services (“Customer”). It governs self-service subscriptions, credit purchases and automatic credit replenishment. If there is a conflict, this Addendum controls for those matters, except where a separately signed agreement expressly provides otherwise.

1. Authority and electronic purchases

By submitting an order or enabling automatic payments, you represent that you are authorized to act for and bind the Customer. Before confirming a purchase, the Customer will be shown the applicable service, quantity, price, currency, billing frequency and applicable taxes. The completed order confirmation forms part of the agreement.

2. Free plan

The Free plan has no subscription fee and does not automatically convert into a paid subscription. Its included features, user limits and monthly credit allowance are described in the applicable plan information.

Free-plan credits reset on the first day of each calendar month at 00:00 UTC. Unused included credits do not carry forward. Purchasing additional credits or enabling auto-recharge creates payment obligations even while the Customer remains on the Free plan.

3. Paid subscriptions and renewal

Paid subscriptions are billed in advance at the price and billing interval displayed at checkout. Unless canceled, the subscription automatically renews for successive periods of the same duration. The Customer authorizes us and our payment processor to charge its selected payment method for each renewal and applicable taxes.

Included subscription credits renew with the applicable paid billing period. Unused included credits do not carry forward.

The Customer may cancel through the billing portal. Unless otherwise stated at checkout or required by applicable law, cancellation takes effect at the end of the current paid period. At that time, the workspace returns to the Free plan, subject to its applicable features and limits. Canceling a subscription does not itself delete the workspace.

4. AI credits and usage

Credits are units used to measure consumption of eligible Verovia services. The credits consumed depend on the feature, model, processing volume and other resources used; a credit does not represent a fixed number of questions, tasks or successful results.

Usage by authorized users, agents, scheduled routines and enabled integrations may consume the Customer's shared workspace balance. The Customer is responsible for managing those activities and its available spending controls.

Credits are usable only within the purchasing workspace, are not transferable or redeemable for cash, and do not constitute a deposit or financial account, except to the extent applicable law requires otherwise. Balances and usage information are available in the billing interface. Verovia reserves the right to change the credit consumption rate for any given feature or model at any time, with or without prior notice, to account for changes in upstream AI infrastructure costs (like OpenAI or Anthropic API pricing adjustments)

5. Purchased credit packs

Eligible Customers may purchase additional credit packs at the quantity and price displayed at checkout. Purchased credits are separate from credits included with a plan and carry forward between monthly allowance periods.

Each purchased credit pack expires 12 months after purchase. Any unused credits from that pack expire at that time.

Ending a paid subscription does not, by itself, cancel unused purchased credits. Their use remains subject to an active, eligible workspace and any lawful expiry date.

6. Optional auto-recharge

Auto-recharge is optional and requires an authorized administrator to enable it. By enabling it, the Customer authorizes recurring purchases of the selected credit pack when its balance reaches the configured threshold, subject to the spending limits displayed and selected in the billing interface.

Auto-recharge may result in multiple purchases during a month. Each completed purchase is charged to the designated payment method and is subject to the purchased-credit terms above.

The Customer may disable auto-recharge through its billing settings. Disabling it prevents future automatic purchases but does not reverse purchases or payment instructions already submitted for processing.

Auto-recharge is managed separately from subscription cancellation.

7. Payment, taxes and unsuccessful charges

Prices are stated in the currency shown at checkout. Applicable taxes are added as disclosed before purchase. The Customer must provide accurate billing information and maintain a valid payment method.

Payments are processed through our designated payment provider, processed through our designated third-party payment provider (such as Stripe). If a payment fails, we may withhold the associated credits or suspend paid or credit-consuming features until payment is resolved. We may reverse credits associated with a refunded or reversed payment.

8. Refunds

Except where applicable law requires otherwise or Verosoft expressly agrees in writing, subscription fees and credit purchases are non-refundable. No prorated refund is provided for an unused portion of a subscription period, unused included credits or unused purchased credits.

This provision does not limit any mandatory right concerning unauthorized charges, billing errors, cancellation, refunds or remedies for services that were not supplied as agreed.

9. Credit exhaustion and service limits

When available credits are exhausted, credit-consuming activities may pause until the allowance renews or additional credits become available. Purchasing credits does not increase user limits or unlock features excluded from the Customer's plan.

Usage reporting and payment processing may involve delays. Auto-recharge does not guarantee uninterrupted execution of a task. Verovia is not liable for any data loss, broken workflows, or business interruption caused by a delay in credit processing, Stripe API latencies, or credit exhaustion

10. Changes and preservation of rights

Changes to subscription prices will apply prospectively after any notice required by applicable law and before the affected renewal. The Customer may cancel before that renewal. Prices for future credit purchases will be disclosed before purchase.

We will not retroactively increase the price of a completed purchase or shorten the disclosed validity of purchased credits, except as required by law or agreed with the Customer.

All other provisions of the governing agreement remain in effect. Nothing in this Addendum excludes rights or obligations that applicable law does not permit the parties to exclude.