

Oneasy Payment and Refund Terms

Last Updated: June 25, 2026

Effective Date: May 7, 2026

Article 1 Definitions

Unless otherwise provided in these Terms, the following terms shall have the meanings set forth below:

1. **“GloryScience,” “we,” “us,” “our,” or the “Service Provider”** means GloryScience International Limited, a company incorporated under the laws of the Hong Kong Special Administrative Region with its registered address at NEW TREND CTR, NO. 704 PRINCE EDWARD RD EAST, SAN PO KONG, HONG KONG, which is the operating entity, contracting entity, payment collection entity, and service provider for the Oneasy SaaS Service, unless otherwise expressly provided in the relevant Order or applicable document.
2. **“User” or “you”** means the entity or individual that subscribes to the “Service” through a valid Order.
3. **“Platform”** means the Oneasy SaaS service platform operated by the Service Provider and the related technical infrastructure. By default, Oneasy’s primary cloud hosting, primary data processing, and primary storage region is the Alibaba Cloud International Singapore Region; secondary nodes, disaster recovery nodes, edge nodes, log nodes, cache nodes, backup nodes, or Subprocessor processing locations in other regions shall be subject to the Master Agreement, DPA, Security Addendum, Order, service configuration, Subprocessor list, or the parties’ written agreement.
4. **“Service”** means the software-as-a-service (SaaS) product and related technical support subscribed to by the User through an Order and provided by the Service Provider through the **Oneasy Platform**.
5. **“Master Agreement”** means the Oneasy SaaS Service Agreement executed between you and the Service Provider, together with all of its appendices.
6. **“Order”** means a document submitted through the Platform interface or confirmed in writing by both parties that specifies the Service content, quantity, price, and Subscription Period.
7. **“Third-Party Technical Materials”** means any device, network, protocol, interface, or vendor materials that a User, channel partner, device vendor, agent, system integrator, supplier, or other third party provides, uploads, transmits, displays, discloses, references, or requests GloryScience or Oneasy to use, including, without limitation, MIB files, OID tables, SNMP walk results, CLI / API documentation, command manuals, private interface descriptions, OMCI materials, TR-069 / TR-369 / TR-181 data models, ACS / NMS interface documentation, firmware descriptions, configuration templates, scripts, packet-capture files, log samples, vendor support materials, device test reports, compatibility lists, supplier confidential materials, or other materials that may be protected by intellectual property rights, trade secrets, contractual restrictions, or confidentiality obligations.
8. **“User-Initiated Suspension”** means a circumstance in which the User proactively applies to suspend, cancel automatic renewal, terminate, or adjust the Service under the Master Agreement, an Order, these Payment Terms, or the product features then supported by Oneasy, with the specific effect subject to the relevant terms, Order, or GloryScience’s written confirmation.
9. **“Overdue Suspension”** means a measure by which GloryScience suspends, restricts, or discontinues access to the Service pursuant to Section 5.1 of these Payment Terms, the Master Agreement, or Applicable Law because the User has failed to pay an amount when due, a payment has failed, a chargeback has occurred, a billing dispute remains unresolved, or another payment default has occurred.

Article 2 General Provisions and Legal Framework

2.1 Nature and Priority of These Terms

If these Payment Terms conflict with the Master Agreement, an Order, a quotation, a Payment Page, or another applicable document, the following rules shall apply unless the parties expressly agree otherwise in writing:

1. With respect to payment matters, including fee components, pricing methods, currency and exchange rates, payment methods, payment authorization, automatic renewal, billing cycles, payment failures, billing disputes, chargebacks, late fees, collection costs, payment-related suspension, and restoration of the Service, these Payment and Refund Terms shall prevail;
2. With respect to refund eligibility, refund procedures, calculation of refund amounts, the status of the Service after a refund request, and the treatment of fees directly related to a refund, these Payment and Refund Terms shall prevail;

3. With respect to the scope of the Service, accounts, data protection, data export, deletion, retention, intellectual property, limitation of liability, indemnification, dispute resolution, post-termination handling, and other non-payment matters, the Master Agreement, DPA, Security Addendum, or other applicable document shall prevail;
4. With respect to prices, quantities, Subscription Periods, payment deadlines, discounts, special payment arrangements, or enterprise procurement terms expressly stated in and confirmed by both parties in an Order, that Order shall prevail; however, any part of these Payment Terms not expressly modified by the Order shall remain governed by these Payment and Refund Terms;
5. If a refund, suspension, restriction, termination, data export, or restoration of the Service involves both payment and non-payment matters, the documents shall be interpreted according to the functional allocation set forth in this Section. These Payment Terms do not diminish any obligations regarding data protection, data return, deletion, retention, confidentiality, security, or compliance under the Master Agreement, DPA, or Security Addendum.

2.2 Layered Governing Law and Dispute Resolution

The governing law and dispute resolution procedures applicable to these Payment Terms shall be governed by Article 12 of the Oneasy SaaS Service Agreement.

2.3 Preservation of Mandatory Legal Rights

The Service is primarily intended for business users. If Applicable Law grants individual consumers, micro or small enterprises, or similar users non-excludable rights relating to cancellation, refunds, cooling-off periods, automatic-renewal reminders, consent before renewal, handling of payment disputes, local invoices, or other mandatory rights, these Payment Terms do not exclude or limit such mandatory rights. To the extent permitted by Applicable Law, the User must nevertheless comply with the payment, notice, data export, and compliance obligations under the Order, Payment Page, these Payment Terms, and the Master Agreement.

2.4 Currency and Exchange Rates

Unless expressly stated in an Order, all fees are denominated in **United States dollars (USD)**. If you pay in another currency, the exchange rate shall be the real-time exchange rate applied at the time of payment by the third-party payment service provider designated by us, such as Stripe or Wise, and you shall bear any related foreign-exchange gains or losses.

Article 3 Fees, Payment, and Invoices

3.1 Fee Components

You agree to pay all fees according to the rates, quantities, and Subscription Period specified in the Order. Fees are calculated based on the service capacity and duration that you order (subscription entitlements). You understand and acknowledge that you are purchasing the right to use a specified capacity of the Service during the Subscription Period, **not a service billed according to actual usage**. All prices are clearly displayed in the Order and on the product page and exclude all taxes, customs duties, and government levies, unless the law expressly requires us, as the paying party, to bear withholding and remittance obligations.

3.2 Payment Authorization and Methods

The User authorizes GloryScience and its designated third-party payment service providers, acquiring institutions, banks, payment gateways, card issuers, anti-fraud service providers, or other payment processing service providers (collectively, "Payment Service Providers") to charge due fees, renewal fees, upgrade fees, overdue fees, taxes, and other amounts payable from a valid payment method provided or authorized by the User in accordance with the Order, Payment Page, these Payment Terms, and Applicable Law.

The User shall ensure that its payment account, payment authorization, bank card, bank account, payment contact, billing address, tax information, and other payment information are true, accurate, complete, valid, and have sufficient available funds or credit. The User shall bear responsibility for any payment failure, delay, chargeback, additional fee, or suspension of the Service caused by incorrect information supplied by the User, insufficient authorization, an invalid account, insufficient funds or credit, a bank's refusal to process payment, Payment Service Provider risk controls, foreign-exchange restrictions, or other causes beyond GloryScience's control.

3.3 Invoices, Receipts, and Tax Documents

After successful payment, GloryScience will provide a commercial receipt, payment confirmation, invoice, or tax document that Applicable Law requires GloryScience to provide, by email, through the administrative console, or by another reasonable means, based on the billing information and tax information provided in the User's account and Applicable Law.

Unless expressly required by Applicable Law, otherwise agreed in an Order, or GloryScience has completed the necessary tax registration in the relevant jurisdiction and is legally obligated to issue such documents, GloryScience does not undertake to provide the User with local VAT, GST, sales-tax, electronic, or other local tax invoices for the User's location, place of business, or place where the Service is used. The User is solely responsible for determining, reporting, and paying any reverse-charge tax, imported-services declaration, withholding tax, value-added tax, goods and services tax, sales tax, digital services tax, or similar tax matter in its location or place of business.

The User shall ensure that its company name, registered address, tax identification number, billing address, contact person, email address, and other tax information are true, accurate, complete, and promptly updated. The User shall bear any invoice reissuance, failure to obtain a tax deduction or credit, payment delay, penalty, interest, or other loss caused by incorrect or incomplete information provided by the User, delayed updates, or failure to meet local tax requirements. GloryScience may provide one correction free of charge within a commercially reasonable scope; corrections, reissuances, or special-document requests beyond that scope may incur additional fees.

3.4 Payment Failure

If a charge to the User's authorized payment method fails, authorization fails, a bank card expires, the account has insufficient funds, a bank refuses payment, a Payment Service Provider blocks the transaction through its risk controls, foreign-exchange restrictions apply, a payment account is frozen, or another payment failure occurs, GloryScience may notify the User through the account email address, administrator email address, an in-platform message, or another reasonable means to update the payment method or complete payment.

GloryScience may, within a commercially reasonable scope, attempt to charge the payment method again or require the User to complete payment through another payment method accepted by GloryScience. The User shall promptly address the payment failure after receiving notice.

If the relevant amount due remains unpaid after notice, or the Payment Service Provider ultimately confirms that the transaction failed, was declined, reversed, returned, or charged back, GloryScience may take overdue-payment, Service-suspension, late-fee, collection, and other payment-default measures in accordance with Article 5 of these Payment Terms.

3.5 Billing Disputes

If the User disputes a bill, invoice, charge, automatic renewal, tax, or other fee, the User shall submit a written dispute with reasonable supporting evidence to service@oneasy.cc within fourteen (14) calendar days after the relevant bill, invoice, or charge record is issued, specifying the disputed amount, Order number, invoice number, charge date, payment method, grounds for the dispute, and supporting materials.

If the User does not submit a written dispute within the foregoing period, the User shall be deemed to have accepted the bill, invoice, or charge record, except where Applicable Law mandatorily provides otherwise.

The User shall pay the undisputed portion on time to avoid interruption of the Service, overdue fees, or other consequences of payment default. Payment of the disputed portion may be deferred while the parties conduct a reasonable review, but the User shall actively cooperate in providing information. If the review confirms that the bill was correct, the User shall pay the disputed amount within five (5) business days after notice of the result and shall bear late fees calculated under Section 5.2 from the original due date of that amount.

Article 4 Subscriptions, Subscription Periods, and Renewals

4.1 Subscription Plans

GloryScience offers multiple subscription plans for the Oneasy Service. The applicable Subscription Period, Service content, service capacity, price, and payment arrangement depend on the plan that you select or accept during account registration, when submitting an Order, on the Payment Page, in a quotation, or in written confirmation between the parties.

You may select or change a subscription plan based on the product features and commercial arrangements then supported by Oneasy. At your request, we will provide detailed information regarding subscription plans, service capacity, add-on features, and enterprise procurement arrangements.

Unless expressly stated otherwise in the Order or on the Payment Page, all quotations exclude VAT, GST, sales tax, digital services tax, withholding tax, bank charges, foreign-exchange charges, or other taxes, customs duties, or government charges that may apply in your jurisdiction. For more information about subscription plans, please contact us at service@oneasy.cc.

You may upgrade or downgrade your subscription plan during the Subscription Period. The effective time and fee-calculation method for an upgrade, downgrade, capacity adjustment, or add-on feature change shall be subject to the Order page, Payment Page, system confirmation, quotation, or written confirmation by both parties. Unless

expressly agreed otherwise, the related fees may be calculated on a pro-rata basis for the remaining Subscription Period.

4.2 Plan and Price Adjustments

After the end of your current Subscription Period, GloryScience may modify subscription plans, Subscription Periods, service capacity, or the scope of features, or introduce new fees, subscription tiers, or chargeable items.

If such an adjustment will materially affect your current paid subscription, we will provide notice thirty (30) calendar days in advance by email, in-platform message, product page, Payment Page, or another reasonable means. During that notice period, if you do not agree to the adjustment, you may cancel the subscription, disable automatic renewal, or change your current subscription plan.

4.3 Trial Period

GloryScience may provide trial services to Users based on product strategy or commercial arrangements. The duration, feature scope, service capacity, and usage limitations of a Trial Period shall be as expressly stated during account creation, on the product page, in an Order, on the Payment Page, or in written confirmation by both parties.

At the end of the Trial Period, if you have not provided valid payment information, the system may prompt you to enter payment details or may restrict, suspend, or terminate your access to the trial Service. If you have provided or updated valid payment information and have expressly confirmed the subscription plan, price, billing cycle, automatic-renewal arrangement, and cancellation method through the Payment Page, account settings, Order confirmation, a checkbox, electronic confirmation, or another recordable means, GloryScience and its designated Payment Service Provider may automatically charge the corresponding fees to your authorized payment method based on the billing date and subscription plan shown on your account billing page, in the Order, or on the Payment Page.

Merely providing, saving, or updating payment information does not in itself constitute authorization to convert automatically to a paid subscription after the Trial Period, except where the relevant Payment Page, Order, or account settings have prominently displayed the subscription plan, price, billing cycle, automatic-renewal arrangement, and cancellation method, and the User has completed an express confirmation. GloryScience may, in accordance with Applicable Law, Payment Service Provider rules, or the product process, send the User a reminder or require reconfirmation before conversion from a trial to a paid subscription.

Unless GloryScience expressly undertakes otherwise in writing, trial services are primarily provided for you to understand, test, and evaluate the Oneasy Service and are not subject to the SLA, service credits, refunds, price lock, or automatic-renewal arrangements applicable to paid subscription services.

4.4 Renewal

Unless otherwise stated in an Order, on the Payment Page, or in a written agreement between the parties, all paid subscription plans shall automatically renew at the end of the current Subscription Period. The renewal term shall be the same as the current Subscription Period or shall be as specified in the Order, on the Payment Page, in the system confirmation, or in the parties' written agreement.

If you do not intend to renew, you shall cancel automatic renewal through the Oneasy administrative console or send written notice to service@oneasy.cc at least seven (7) calendar days before the end of the current Subscription Period or any subsequent renewal period. The notice must be sent by the registered account owner, the account administrator, or a contact validly authorized by the User. If the Order, Payment Page, applicable consumer-protection law, payment-platform rules, or mandatory provisions of the jurisdiction where the User is located require a longer notice period, a pre-renewal reminder, separate consent before renewal, an immediate cancellation mechanism, a cooling-off period, a refund right, or another higher standard of protection, the relevant mandatory requirement or express agreement more favorable to the User shall prevail.

After automatic renewal is canceled or notice of non-renewal is given, your current paid Subscription Period shall remain in effect. Except where Applicable Law requires otherwise, fees already paid are not automatically refunded because renewal is canceled.

4.5 Status of the Service After Expiration or Termination of a Subscription Period

After the Subscription Period expires, the User cancels renewal, or the subscription is terminated for any reason, the relevant paid subscription plan will cease. The scope of the Service then available to the User shall be subject to the trial services then supported by Oneasy. If approval of a refund results in termination or downgrade of the Service, reduction of capacity, or cessation of related paid features, the portion of the Service corresponding to the refund shall also be handled under this Section.

The User shall promptly export or back up data that it is legally entitled to export before the Subscription Period expires, the subscription terminates, or a refund becomes effective. Unless otherwise required by the Master Agreement, DPA, data-retention rules, or Applicable Law, the User may generally request export of its User Content within thirty (30) days after termination of the Service or expiration of the subscription, using the available features or a reasonable process provided by the Oneasy Platform. GloryScience will generally initiate and complete deletion or

isolation of User Content within ninety (90) days after termination of the Service. Retention exceptions required for backups, disaster recovery, log archiving, security audits, taxation, billing, payment, preservation of evidence for disputes, regulatory compliance, or the DPA shall be governed by the Master Agreement, DPA, Privacy Policy, data-retention rules, and Applicable Law.

Article 5 Overdue Payments, Late Fees, and Suspension of the Service

5.1 Consequences of Overdue Payment

If any amount due remains unpaid after its due date, we may, after issuing one valid written notice, **immediately suspend** your access to the Service (an "Overdue Suspension"). During the suspension, because your subscription entitlements (capacity and duration) remain reserved, **the Service term will not be extended and the corresponding fees will continue to accrue.**

5.2 Late Fees

Any amount due and unpaid shall accrue a late fee from the original payment due date at a rate of zero point zero five percent (0.05%) of the unpaid amount per day, calculated daily from the due date, including holidays, provided that the total accumulated late fee shall not exceed ten percent (10%) of the unpaid amount.

If the foregoing late-fee rate exceeds the maximum permitted by Applicable Law, it shall automatically be adjusted to the maximum amount or rate permitted by Applicable Law. This Section constitutes a special agreement for payment matters and shall prevail over any inconsistent description of late fees, overdue interest, or overdue charges in the Master Agreement, an Order, a quotation, or another document, unless the parties expressly agree to a different standard in an authorized, signed Order Form or other written document.

5.3 Termination of the Agreement, Acceleration, and Unpaid Fees

If the User is overdue by more than thirty (30) calendar days, or commits a material payment default under the Master Agreement, an Order, or these Payment Terms, GloryScience may suspend or terminate the relevant Service, Order, or Master Agreement in accordance with the Master Agreement and Applicable Law.

To the extent permitted by Applicable Law, the User shall remain obligated to pay: (a) all fees that have become due but remain unpaid as of the date of suspension or termination; (b) fees payable but not yet paid during the committed Subscription Period under the Order, Payment Page, quotation, or the parties' written agreement; (c) fees for services, capacity, third-party costs, implementation costs, payment-processing costs, collection costs, and reasonable legal fees that GloryScience has delivered, reserved, procured, incurred, or irrevocably committed to; and (d) other amounts payable by the User under the Master Agreement, these Payment Terms, the Refund Policy, or Applicable Law.

The foregoing arrangement shall not be construed as punitive damages. If Applicable Law requires the relevant amounts to be limited, adjusted, or mitigated, the parties agree that, to the extent permitted by law, the amounts shall be reasonably calculated based on the value of the Service delivered, the remaining Subscription Period, actual resource use, irrevocable costs, and the circumstances of the User's breach.

5.4 Restoration of the Service

After all outstanding amounts, corresponding late fees, chargeback fees, dispute-handling fees, and other amounts payable have been paid in full, you may apply to restore the Service. We will process the request within **two (2) business days, unless more time is required for technical, security, compliance, third-party service-provider processing, or data-recovery reasons.** Restoration of the Service is conditioned upon the relevant account, configurations, logs, User Content, and Service status still being retained and technically recoverable to the extent permitted by the Master Agreement, DPA, data-retention rules, and Applicable Law. If, during the suspension, the relevant data has entered a deletion, isolation, backup-archiving, log-retention, or non-recoverable process in accordance with law or contract, restoration of the Service does not necessarily mean that all data, configurations, logs, tasks, or historical states can be fully restored. **The User shall bear the corresponding risk of data loss caused by failure to back up data promptly, request export promptly, or address overdue payments promptly during the suspension of the Service, except where such loss is caused by GloryScience's willful misconduct or gross negligence.**

5.5 Data Export, Retention, and Fees During Suspension

An Overdue Suspension, payment-dispute suspension, compliance suspension, or security suspension does not automatically constitute termination of the Service or deletion of data. During a suspension, GloryScience may retain accounts, configurations, logs, User Content, payment records, and audit records in accordance with the Master Agreement, DPA, Security Addendum, data-retention rules, and Applicable Law, and may restrict User access, export, API, Agent, VPN, Connector, automated tasks, AI features, or other related features. During the suspension, the Service term will not be extended and the corresponding fees will continue to accrue, unless otherwise expressly required by an Order, these Payment Terms, or Applicable Law.

If the User requests data export during a suspension, GloryScience may require the User first to complete identity verification, authorization verification, and security checks, and to pay all undisputed amounts due, chargeback fees, and reasonable processing costs, except where mandatory Applicable Law, the DPA, the Master Agreement, or the parties' written agreement provides otherwise. If the suspension subsequently becomes a termination of the Service or expiration of the subscription, the data-export window, deletion or isolation process, and backup and log-retention exceptions shall be governed by Section 4.5, the Master Agreement, DPA, data-retention rules, and Applicable Law.

5.6 Suspension, Restriction, or Termination Caused by Compliance, Security, or Third-Party-Materials Risks, and Treatment of Fees

If the Service is suspended, restricted, or terminated because the User violates the Master Agreement, these Payment Terms, or an Order; provides Third-Party Technical Materials of unknown origin or without authorization; infringes third-party rights; violates a device-vendor license, confidentiality obligation, or contractual restriction; violates data-protection, communications-confidentiality, cybersecurity, export-control, sanctions, anti-fraud, or other Applicable Law; engages in a chargeback, fraud, a malicious billing dispute, or another User default; or because the User's materials, devices, accounts, credentials, instructions, configurations, scripts, logs, data, or use scenarios cause a device vendor, channel partner, third-party service provider, regulatory authority, law-enforcement authority, or other third party to bring a complaint, claim, investigation, penalty, or dispute, fees already paid will not be refunded except where mandatorily required by Applicable Law. The User shall remain responsible for fees already incurred, third-party costs, payment-processing fees, chargeback or dispute-handling fees, reasonable enforcement costs, indemnification liabilities, and other amounts payable.

Article 6 Tax Responsibilities

6.1 User Tax Responsibilities

The User shall independently determine, report, pay, and bear all taxes, customs duties, government charges, and similar fees relating to the purchase, subscription, receipt, or use of the Service under the laws of its place of registration, location, place of business, place of payment, place where the Service is used, place of data processing, and other relevant jurisdictions, including, without limitation, VAT, GST, sales tax, service tax, digital services tax, imported-services tax, withholding tax, reverse charge, foreign-exchange charges, bank charges, or other cross-border payment-related fees.

6.2 GloryScience Tax Obligations

Unless Applicable Law expressly requires GloryScience, as the service provider, payment recipient, or platform operator, to collect, report, withhold, remit, or pay specified taxes, GloryScience is not responsible for the User's local tax filings, reverse charge, withholding tax, input-tax deductions or credits, tax registration, or local invoice compliance in the User's location, place of business, or place where the Service is used.

If Applicable Law requires GloryScience to collect or remit relevant taxes, GloryScience may separately itemize those taxes in the Order, on the Payment Page, in an invoice, or in a bill, and may charge the corresponding amount to the User. The User shall cooperate in providing necessary tax information, tax identification numbers, tax-residency certificates, exemption certificates, or other reasonable materials.

6.3 Cross-Border Taxes, Withholding Tax, and Gross-Up

Unless an Order expressly states that the price includes taxes, all fees paid by the User to GloryScience shall be net amounts without deduction for any tax, bank charge, withholding tax, foreign-exchange charge, or similar deduction. If the laws of the User's location require withholding, deduction, or other reduction from a payment, the User shall bear the deduction to the extent permitted by Applicable Law and shall ensure that the amount actually received by GloryScience is no less than the amount receivable under the Order.

The User shall bear and indemnify GloryScience against any penalty, interest, loss, claim, payment delay, suspension of the Service, or liability imposed on GloryScience arising from the User's failure to fulfill its tax-reporting, payment, withholding, reverse-charge, foreign-exchange, or local-compliance obligations, except where directly caused by GloryScience's willful misconduct or gross negligence.

Article 7 Payment Security, Data Protection, and Disputes

7.1 Security Standards

Within a commercially reasonable scope, GloryScience will select third-party Payment Service Providers that comply with generally accepted industry payment-security standards to process sensitive payment information. For bank card numbers, payment tokens, payment-authentication information, and other sensitive payment data processed

directly by a third-party Payment Service Provider, that Payment Service Provider shall be responsible for the relevant security standards and compliance measures in accordance with its terms of service, privacy policy, and compliance obligations.

Unless expressly stated otherwise, GloryScience does not store complete credit card numbers, complete bank-account information, or other highly sensitive payment credentials.

7.2 Role of Third-Party Payment Service Providers

The User understands and agrees that credit card numbers, bank accounts, payment accounts, payment authentication, payment tokens, anti-fraud information, acquiring information, and other sensitive payment information are generally processed directly by Stripe, Wise, banks, acquiring institutions, card issuers, payment gateways, anti-fraud service providers, or other third-party Payment Service Providers.

Unless expressly stated otherwise, GloryScience does not store complete credit card numbers, complete bank-account information, or other highly sensitive payment credentials. The relevant third-party Payment Service Providers may process payment data as independent Data Controllers, independent service providers, Data Processors, or similar roles under Applicable Law, in accordance with their own terms of service, privacy policies, compliance obligations, and security standards.

By using the relevant payment method, the User agrees that its payment data may be processed, transferred, stored, and reviewed by those third-party Payment Service Providers in the jurisdictions necessary for their operations. GloryScience will, within a commercially reasonable scope, select Payment Service Providers that comply with generally accepted industry security standards, but shall not be liable beyond the scope required by Applicable Law and this Agreement for any independent service, risk-control decision, payment refusal, account freeze, exchange rate, fee, system interruption, or data-processing practice of a third-party Payment Service Provider.

7.3 Privacy and Data Protection

GloryScience's processing of information relating to payment, billing, taxation, anti-fraud, chargeback handling, and compliance will comply with the Oneasy Privacy Policy and Applicable Data Protection Law. The User understands and agrees that, for payment processing, contract performance, billing administration, anti-fraud, tax, and compliance purposes, necessary payment and billing information may be processed, transferred, stored, and reviewed by GloryScience and its third-party Payment Service Providers in the relevant jurisdictions necessary for operation of the Service.

7.4 Use of Data

Your payment information will be used only for payment processing, anti-fraud, billing, and fulfillment of legal and compliance obligations.

7.5 Payment Disputes and Chargebacks

If a bank card chargeback or other payment dispute occurs:

1. We may immediately suspend your Service.
2. You must cooperate with us and the Payment Service Provider within **five (5) business days** by providing proof of transaction authorization and other relevant materials.
3. If the dispute is ultimately resolved against us, you must pay the disputed amount and any dispute-handling fees that may arise within **three (3) business days** after the determination; otherwise, we may terminate the Service and recover all outstanding amounts.

7.6 Your Responsibilities

You are responsible for ensuring that your payment method remains valid and secure and that information is updated promptly. You are solely responsible for any payment failure, loss, or security incident caused by your failure to fulfill this responsibility.

Article 8 Service Availability and Limitation of Liability

8.1 Payment Service Providers and Third-Party Processing

The User understands and agrees that payment processing, acquiring, card issuance, anti-fraud services, currency conversion, bank clearing, payment authentication, payment risk control, chargeback handling, and related services may be independently provided by third-party Payment Service Providers, banks, acquiring institutions, card issuers, payment networks, or anti-fraud service providers. Unless Applicable Law requires otherwise or GloryScience has engaged in willful misconduct or gross negligence, GloryScience shall not be liable for any independent decision,

transaction refusal, processing delay, account freeze, exchange-rate difference, fee deduction, system interruption, or data-processing practice of any such third party.

8.2 Liability Cap for Payment Matters

Except for liability that may not be limited under Applicable Law, any liability arising from payment, billing, invoicing, taxes, automatic renewal, payment failure, chargebacks, exchange rates, Payment Service Provider processing, billing disputes, or overdue-payment handling under these Payment Terms shall be subject to the limitation-of-liability provisions of the Master Agreement.

These Payment Terms do not expand any liability of GloryScience under the Master Agreement.

Article 9 Service Refund Policy

This Policy is an inseparable supplemental document to the Oneasy SaaS Service Agreement (the “**Master Agreement**”) between you and GloryScience International Limited and is intended to specify the refund rules and procedures applicable in particular circumstances. Terms not defined in this Policy shall have the meanings assigned to them in the Master Agreement. **Before subscribing to the Service, you must carefully read this Policy. By making a payment or renewing a subscription, you acknowledge that you have read, understood, and agreed to be bound by all provisions of this Policy and the Master Agreement.**

We reserve the right to update this Policy from time to time. The updated version will be published on the Oneasy official website and communicated in a prominent manner, such as through a website announcement or in-account notice, and you hereby agree that such means of notice shall constitute sufficient and valid notice. All amended provisions shall automatically take effect **thirty (30) calendar days** after their first publication on the website. If you continue to use this website and / or the related Service after the relevant amendments to this Agreement take effect, you shall be deemed to have accepted the amended provisions of the Agreement.

9.1 Refund Eligibility and Options

9.1.1 Seven-Day No-Questions-Asked Refund

If you are dissatisfied with the Oneasy Service, you may apply for a **full refund** within **seven (7) calendar days** after payment, except in the circumstances ineligible for a refund under Section 9.2.

9.1.2 Pro-Rata Refund

You shall terminate the subscription thirty (30) days in advance through the administrative console or by sending a subscription-cancellation request to service@oneasy.cc. For all fees that you have prepaid, we will **refund on a pro-rata basis** the fees for the period beginning in the month following termination of the subscription and ending upon **expiration of the Subscription Period**. The foregoing pro-rata refund is subject to Section 9.2, Section 5.6, non-refundable fees in the Order, incurred third-party costs, payment-processing fees, taxes, and limitations under Applicable Law. The refundable amount shall be subject to GloryScience's reasonable calculation.

9.1.3 Termination of the Service

GloryScience may, after prior notice to the User, terminate the User's right to use this website and / or the Service for reasonable business, operational, compliance, or security reasons. If we terminate your account, we will send an email notice to your registered email address. Even if this Agreement is terminated, you remain obligated to pay all amounts and Service fees accrued and payable through the date of termination.

9.2 Circumstances Ineligible for a Refund

Except where mandatorily required by Applicable Law, you expressly understand and agree that you will not be entitled to any refund under any of the following circumstances:

1. We suspend, restrict, or terminate the Service because you have violated the Master Agreement, an Order, or these Payment Terms, including, without limitation, by engaging in prohibited conduct, infringing intellectual property rights, or failing to pay fees on time;
2. You provide, upload, disclose, or request the use of Third-Party Technical Materials, device-vendor materials, MIB / OID materials, CLI / API materials, OMCI materials, firmware materials, scripts, configuration templates, accounts, credentials, logs, or data of unknown origin or without authorization, and thereby infringe third-party rights; violate a device-vendor license, confidentiality obligation, contractual restriction, data-protection requirement, communications-confidentiality obligation, cybersecurity requirement, or other Applicable Law; cause the Service to be suspended, restricted, or terminated; cause relevant materials to be rejected, deleted, isolated, or no longer used; or give rise to a third-party complaint, claim, investigation, penalty, or dispute;
3. The Service is suspended, restricted, or terminated because of your chargeback, fraud, insufficient payment authorization, malicious billing dispute, overdue payment, failure to cooperate in payment-dispute handling, or other payment default;

4. You request a refund because of an adjustment to your own business direction, a budget change, or a subjective preference regarding product features, except for the seven-day no-questions-asked refund under Section 9.1.1;
5. The portion of the Service for which you seek a refund consists of a free plan, trial quota, credits, or a Service period granted through a marketing promotion;
6. The issue arises from your network environment, hardware device, third-party service dependency, or configuration error made by you;
7. The issue consists of a brief service fluctuation accepted by industry practice or previously announced scheduled maintenance, provided that each occurrence does not exceed twelve (12) hours, the monthly aggregate does not exceed forty-eight (48) hours, and we have provided notice seventy-two (72) hours in advance;
8. The remaining usage period of the plan is less than one month.

In the foregoing circumstances ineligible for a refund, fees already paid will not be refunded, and the User shall remain responsible for fees already incurred, third-party costs, payment-processing fees, chargeback or dispute-handling fees, reasonable enforcement costs, amounts payable, and indemnification liabilities under the Master Agreement, except to the extent that Applicable Law mandatorily requires the return of part of an amount.

9.3 Refund Requests, Service Status, and Data Processing

Submission of a refund request does not automatically suspend the User's payment obligations, automatic-renewal arrangement, Service-use restrictions, data-export responsibilities, or other obligations under the Master Agreement. After a refund request is approved, GloryScience may, according to the subscription scope corresponding to the refund, stop, downgrade, reduce the capacity of, or terminate the relevant paid features, and may apply the refundable amount first against the User's undisputed overdue amounts, chargeback fees, third-party costs, taxes, payment-processing fees, or other amounts payable, unless Applicable Law mandatorily requires otherwise.

The User shall promptly export or back up data that it is legally entitled to export before the refund becomes effective, the Service is downgraded, the subscription is terminated, or the account is closed. A refund, chargeback, Overdue Suspension, or User-initiated termination does not automatically extend the data-export window under the Master Agreement or relieve the User of responsibility for completing a backup during the Subscription Period or export period. Data export, deletion, isolation, backups, logs, billing records, payment records, tax records, audit records, and preservation of evidence for disputes after termination of the Service or expiration of the subscription shall be governed by Section 4.5, the Master Agreement, DPA, Privacy Policy, data-retention rules, and Applicable Law.

Article 10 Miscellaneous

10.1 Amendments

We may amend these Payment Terms from time to time, and the amended version will be published on the official website. **If an amendment materially diminishes your rights or increases your obligations, we will provide at least thirty (30) days' prior notice.** Your continued use of the Service after the new terms take effect constitutes acceptance of those amendments.

10.2 Contact

- Payment, billing, invoices, failed charges, automatic renewal, and billing disputes: service@oneasy.cc
- Refund requests: service@oneasy.cc, submitted in accordance with the refund-request procedure specified in the Payment and Refund Terms
- Formal legal notices and dispute correspondence: legal@oneasy.cc
- General customer support: service@oneasy.cc or a support ticket through the Oneasy administrative console

To avoid disputes, billing disputes, refund requests, payment disputes, and formal legal notices must be submitted through the designated channels specified in these Payment Terms, the Refund Policy, or the Master Agreement. Information submitted by the User through another, non-designated channel does not automatically constitute valid notice unless GloryScience confirms in writing that it has accepted the matter.