



Oneasy Payment and Refund Terms

V11 Revised Draft

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GloryScience International Limited

Oneasy SaaS

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1. Definitions

Unless otherwise provided in these Terms, the following terms have the meanings set out 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. GloryScience is the operator, contracting party, payment recipient, and service provider for the Oneasy SaaS services, unless an applicable Order or other governing document expressly provides otherwise.
2. **“User” or “you”** means an entity that subscribes to or purchases the Services under a valid Order and uses the Services primarily for business, professional, organizational, or other purposes that are not personal, household, or family consumption, or an individual acting in a business or professional capacity.
3. **“Oneasy Platform” or “Platform”** means the Oneasy SaaS platform operated by GloryScience, together with its related technical infrastructure, through which Users may access the Services, manage subscriptions, review billing information, cancel renewals, submit refund requests, receive notices, and obtain customer support. Data processing locations and security arrangements are governed by the Master Agreement, the DPA, the Security Addendum, the subprocessor list, and applicable law.
4. **“Services”** means the software-as-a-service (SaaS) products and related technical support subscribed to by the User under an Order and provided by GloryScience through the Oneasy Platform.
5. **“Master Agreement”** means the applicable Oneasy SaaS Service Agreement between the User and GloryScience, together with its schedules and attachments.
6. **“Order”** means a document or electronic record confirmed by the User through the Oneasy Platform, a payment page, a quotation, an order form, or another written method agreed by the parties, specifying the Services, quantities, prices, Subscription Term, and payment arrangements.
7. **“Subscription Term”** means the monthly, quarterly, semi-annual, annual, or other service period specified in an Order.
8. **“Net Service Fees”** means the service price displayed on the Oneasy website, the Oneasy Platform, a payment page, a quotation, or an Order, which must be paid in full by the User to GloryScience. Unless the relevant page or Order expressly states that the price is “tax-inclusive,” Net Service Fees exclude applicable taxes, customs duties, government charges, withholding taxes, and any bank, foreign-exchange, or other third-party charges imposed on the User’s side.

2. Scope and Order of Precedence

2.1 Nature of These Terms and Order of Precedence

These Terms form part of the Master Agreement and apply to service fees, payments, billing, subscription renewals, refunds, overdue payments, and related matters.

If these Terms conflict with another applicable document, the following order of precedence applies:

1. Prices, quantities, Subscription Terms, discounts, payment deadlines, or special payment arrangements expressly stated in an Order and confirmed by both parties will be governed by that Order;
2. Matters relating to payment, taxes, renewal, refunds, billing disputes, chargebacks, overdue payments, and suspension of the Services will be governed by these Terms;
3. Other matters, including the scope of the Services, accounts, data protection, intellectual property, confidentiality, limitation of liability, post-termination handling, and dispute resolution, will be governed by the Master Agreement, the DPA, the Security Addendum, and other applicable documents; and
4. A special arrangement will be effective only if it expressly states that it modifies these Terms and is validly confirmed by both parties.

2.2 Governing Law and Dispute Resolution

The governing law and dispute resolution provisions applicable to these Terms are those set out in the Master Agreement.

2.3 Preservation of Mandatory Rights

The Services are intended for business and professional Users and are not primarily intended for personal, family, household, or ordinary consumer use. If a User is nevertheless regarded as a consumer under applicable law, and that law grants cancellation rights, refund rights, a cooling-off period, automatic-renewal notices, tax documents, or other mandatory rights that may not be excluded or limited, those mandatory legal requirements will apply.

2.4 Currency and Exchange Rates

Unless otherwise agreed in an Order, all fees are denominated in United States dollars (USD). If the User pays in another currency, the actual conversion rate and any foreign-exchange charges will be determined by, and borne by the User in accordance with the terms of, the relevant bank, card issuer, or payment service provider.

3. Pricing, Payment, and Invoicing

3.1 Website and Platform Prices Are Net Service Fees Exclusive of Taxes

Unless the Oneasy website, the Oneasy Platform, a payment page, a quotation, or an Order expressly states that a price is “tax-inclusive,” all displayed prices are **Net Service Fees** payable in full by the User to GloryScience and exclude:

1. VAT, GST, sales tax, service tax, digital services tax, tax on imported services, or any similar tax;
2. Customs duties, government levies, withholding taxes, amounts required to be withheld or remitted, or other statutory deductions; and
3. The User’s bank fees, card-issuer fees, cross-border payment charges, foreign-exchange charges, or other third-party charges imposed on the User’s side.

Accordingly, the total amount ultimately payable by the User may be higher than the Net Service Fees displayed on the website or Platform. If applicable law requires GloryScience to collect or remit relevant taxes, those taxes may be separately shown on the payment page, bill, or invoice and charged to the User. Where GloryScience is able to determine the applicable taxes, the payment page will show those taxes and the total amount payable before the User confirms payment. Charges independently imposed by the User’s bank, card issuer, payment account provider, or foreign-exchange service provider may not appear on the Oneasy payment page.

Unless mandatory applicable law provides otherwise or the parties agree otherwise in writing, the User may not reduce the Net Service Fees on account of taxes, bank fees, foreign-exchange charges, withholding taxes, set-off, counterclaims, or any other reason.

3.2 Payment Authorization and Payment Information

The User authorizes GloryScience and its designated payment service providers to charge the User’s authorized payment method for Net Service Fees when due, renewal fees, upgrade fees, taxes that GloryScience is legally required to collect, and other amounts payable under the Order, the payment page, these Terms, and applicable law.

The User must ensure that its payment account, bank card, billing address, tax information, contact information, and payment authorization are true, accurate, complete, valid, and have sufficient available funds or credit. The User is responsible for payment failures, delays, or additional charges caused by inaccurate information, insufficient authorization, an expired or invalid account, insufficient funds, a bank rejection, foreign-exchange restrictions, or any other cause outside GloryScience’s control.

3.3 Invoices, Receipts, and Tax Documents

After successful payment, GloryScience may provide a payment confirmation, commercial receipt, invoice, or legally required tax document through the Oneasy Platform, the User’s registered email address, or another reasonable method, based on the billing and tax information provided by the User on the Oneasy Platform.

Unless expressly required by applicable law, agreed in an Order, or GloryScience has completed the necessary tax registration in the relevant jurisdiction and is legally required to issue such documentation, GloryScience does not guarantee that it will provide a local VAT invoice, GST invoice, sales-tax invoice, electronic invoice, or other local tax invoice for the User's jurisdiction.

The User must promptly maintain accurate company name, registered address, tax identification number, billing address, contact person, and email information. The User is responsible for any invoice reissuance, failed tax deduction or credit, payment delay, or other loss resulting from inaccurate, incomplete, or untimely updated information supplied by the User.

3.4 Payment Failure

If a payment fails, GloryScience may notify the User through the Oneasy Platform, the User's registered email address, or another reasonable method and request that the User update its payment method or complete payment. GloryScience may also retry the charge within commercially reasonable limits.

If an amount remains unpaid when due, GloryScience may suspend, restrict, or terminate the relevant Services under Section 5 and may recover the amount due.

3.5 Billing Disputes

If the User disputes a bill, invoice, charge, renewal, or tax amount, the User must submit a written dispute to service@oneasy.cc within fourteen (14) calendar days after the relevant record is issued and provide the Order number, disputed amount, charge date, reasons for the dispute, and reasonable supporting materials.

To the extent permitted by applicable law, if the User does not raise a dispute within that period, the User will be deemed to have accepted the relevant bill or charge record. Any undisputed amount remains payable when due.

4. Subscriptions, Trials, and Renewals

4.1 Subscription Plans and Changes

The applicable Services, capacity, price, Subscription Term, and payment method will be those selected or confirmed by the User through the Oneasy Platform, a payment page, an Order, or another written document agreed by the parties.

The User may upgrade, downgrade, or otherwise adjust its subscription in accordance with the functions then made available by Oneasy. The effective date of a change and the method for calculating the related charges will be as stated or confirmed on the Oneasy Platform, the payment page, the Order, or another written agreement between the parties. Where prorated billing applies, charges will be calculated based on the remaining portion of the Subscription Term.

4.2 Plan or Price Adjustments

GloryScience may adjust subscription plans, feature scope, service capacity, or pricing after the end of the User's then-current Subscription Term.

If an adjustment will materially affect the User's renewal, GloryScience will, in principle, provide at least thirty (30) calendar days' prior notice through the Oneasy Platform, the User's registered email address, a notice on the website, or another reasonable method. If the User does not agree to the adjustment, the User may cancel automatic renewal before the new price or plan takes effect.

4.3 Trial Services

The duration, features, capacity, and limitations of a trial will be as stated or confirmed on the Oneasy Platform, the payment page, the Order, or another written agreement between the parties.

Merely storing payment information does not, by itself, authorize the automatic conversion of a trial into a paid subscription when the trial ends. GloryScience may charge the User only after the subscription plan, price, billing cycle, automatic-renewal arrangement, and cancellation method have been clearly displayed and the User has completed a recordable confirmation.

Unless otherwise committed in writing, trial Services are provided solely for evaluation and testing and are not subject to the SLA, service compensation, refund, or price-lock arrangements applicable to paid subscriptions.

4.4 Automatic Renewal and Cancellation of Renewal

Unless otherwise stated in the Order or on the payment page, a paid subscription will automatically renew at the end of the then-current Subscription Term.

If the User does not wish to renew, the User must cancel automatic renewal through the Oneasy Platform before the end of the current Subscription Term, or the account owner, tenant administrator, or duly authorized contact must send written notice to service@oneasy.cc.

After automatic renewal is cancelled, the current paid Subscription Term will remain effective through its scheduled end date. Fees already paid will not be automatically refunded solely because renewal has been cancelled. Refund requests are governed by Section 9.

4.5 Services and Data After Subscription Expiry or Termination

When the Subscription Term expires, cancellation of renewal takes effect, a refund is completed, or the Services are terminated, the relevant paid entitlements will end.

Before the Services stop, the User should promptly export or back up any data that it is legally entitled to export using the functions made available through the Oneasy Platform. Data export, retention, deletion, segregation, backup, and log handling after the Services stop will be governed by the Master Agreement, the DPA, the Privacy Policy, applicable data-retention rules, and applicable law.

5. Overdue Payments, Suspension, and Restoration

5.1 Consequences of Overdue Payment

If an amount is not paid when due, GloryScience may suspend or restrict the User's access to the Services after issuing one valid notice. The Subscription Term will not be extended during suspension, and amounts already due or continuing to accrue under the Order remain payable.

5.2 Late Charges

Any overdue amount will accrue a late charge from the original payment due date at a rate of zero point zero five percent (0.05%) per day, subject to an aggregate cap of ten percent (10%) of the overdue amount. If that rate exceeds the maximum permitted by applicable law, it will automatically be reduced to the maximum lawful rate.

5.3 Termination and Unpaid Amounts

If the User's payment is more than thirty (30) calendar days overdue, or the User commits a material payment breach, GloryScience may suspend or terminate the relevant Services in accordance with the Master Agreement, the Order, and applicable law.

The User remains responsible for all fees accrued through the date of suspension or termination, together with any other amounts committed under the Order and lawfully collectible, reasonable collection costs, and dispute-handling costs.

5.4 Restoration of Services

After the User pays all amounts due, late charges, and any other amounts payable by law or contract, the User may request restoration of the Services. GloryScience will process the request within commercially reasonable limits but does not guarantee that all data, configurations, tasks, or historical states existing before suspension can be restored.

5.5 Suspension for Compliance, Security, or Breach

If the User breaches the Master Agreement, these Terms, an Order, or applicable law, or if materials, devices, accounts, credentials, configurations, scripts, logs, or data supplied by the User create a security, compliance, intellectual-property, or third-party-rights risk, GloryScience may suspend, restrict, or terminate the relevant Services. Refund eligibility will be governed by Section 9.

6. Taxes and Cross-Border Payments

6.1 User Tax Responsibilities

Under the laws of the User's place of incorporation, location, place of business, place of payment, or place where the Services are used, the User is responsible for determining, declaring, paying, and

bearing taxes, customs duties, government charges, reverse-charge taxes, taxes on imported services, withholding taxes, and similar amounts directly related to the purchase or use of the Services. The User is not responsible for taxes imposed on GloryScience's net income, property, or employment relationships; however, withholding or deduction taxes imposed by law on payments from the User to GloryScience are governed by Section 6.3.

6.2 Taxes Legally Collected by GloryScience

If applicable law requires GloryScience to collect, report, withhold, or remit a particular tax, GloryScience may separately state that tax on the payment page, Order, bill, or invoice and charge it to the User. The User must provide a true and complete tax identification number, tax residency certificate, exemption certificate, or other reasonable documentation upon request.

6.3 Gross Payment, Withholding Taxes, and Third-Party Charges

The User must pay the Net Service Fees in full and may not reduce the amount payable because of withholding taxes, deductions, bank fees, foreign-exchange charges, or other charges imposed on the User's side in its jurisdiction.

If applicable law requires the User to withhold or deduct tax from a payment, the User must, to the extent permitted by law, increase the payment so that the amount actually received by GloryScience is not less than the Net Service Fees due, and must promptly provide GloryScience with valid evidence of payment or withholding. If mandatory local law does not permit such an increase, that law will apply, and the parties may address the matter separately in accordance with law.

Payment-processing fees borne by GloryScience will not be separately charged to the User unless they are expressly stated on the payment page or in the Order and the charge is permitted by applicable law and the rules of the relevant payment service provider.

7. Payment Security and Chargebacks

7.1 Third-Party Payment Service Providers

Bank-card, bank-account, payment-authentication, payment-token, anti-fraud, and clearing information is generally processed directly by Stripe, Wise, banks, acquiring institutions, card issuers, payment gateways, or other third-party payment service providers.

Unless expressly stated otherwise, GloryScience does not store complete credit-card numbers or complete bank-account information. Third-party payment service providers are responsible for their own independent risk-management decisions, transaction rejections, account freezes, exchange rates, fees, and system operation.

7.2 Payment Data

GloryScience will process information relating to payments, billing, taxes, anti-fraud measures, chargebacks, and compliance in accordance with the Oneasy Privacy Policy and applicable data-protection laws.

7.3 Chargebacks and Payment Disputes

If the User initiates a card chargeback or another payment dispute, GloryScience may suspend the relevant Services and require the User to provide evidence of transaction authorization and other reasonable materials within five (5) business days.

If the final outcome confirms that the disputed amount is payable by the User, the User must pay the disputed amount and any processing costs payable by law or contract within three (3) business days after notice of the outcome. If the User fails to pay on time, GloryScience may terminate the Services and recover the outstanding amount.

8. Limitation of Liability

Except for liability that may not be limited under applicable law, liability arising from payment, billing, invoices, taxes, renewals, payment failures, chargebacks, exchange rates, payment-service-provider processing, or billing disputes is subject to the limitation-of-liability provisions of the Master Agreement.

These Terms do not expand GloryScience's liability under the Master Agreement.

9. Service Refund Policy

This Refund Policy describes the conditions under which a User may request a refund, how the amount is calculated, how a request must be submitted, and the status of the Services following a refund. Unless otherwise provided in this Section, the definitions in the Master Agreement and these Terms apply.

9.1 Refund Requests

1. A refund request must be submitted by the account owner, tenant administrator, or a duly authorized User through the "Cancel Subscription and Request Refund" entry on the Oneasy Platform. The User must provide account information, Order or payment information, the reason for the refund request, and any supporting materials reasonably requested by GloryScience, and must ensure that all information provided is true and complete.
2. The refund-request date is the date on which the Oneasy Platform shows that the request was successfully submitted.

3. After the Oneasy Platform confirms receipt of the refund request, future automatic renewal of the relevant subscription will stop, and any plan change that has not yet taken effect will not proceed. Submission of a refund request does not mean that the refund has been approved.
4. While a refund request is being processed, the User may not reactivate automatic renewal for that subscription or upgrade, downgrade, or change its Subscription Term.

9.2 Refund Eligibility and Calculation

9.2.1 Refund Within Seven Days of the First Paid Subscription

Except in the non-refundable circumstances described in Section 9.5, if the User submits a refund request under Section 9.1 within seven (7) calendar days after its first paid subscription takes effect, and the request is reviewed and found to satisfy this Policy, the User may request a refund of all Net Service Fees actually paid for that first subscription and not previously refunded.

9.2.2 Other Prorated Refunds

A refund request that does not qualify under Section 9.2.1 but is reviewed and found to satisfy this Policy will be calculated on a prorated basis according to the number of unused calendar days from the refund-request date through the end of the current Subscription Term.

The basic calculation is:

Recommended Refund Amount

= Net Service Fees Actually Paid After Discounts x Unused Calendar Days / Total Calendar Days in the Applicable Service Period

If the same Subscription Term includes multiple payments, such as an initial purchase, renewal, upgrade adjustment, or other charges, GloryScience may calculate each payment separately based on the service period and amount actually paid to which that payment relates and then aggregate the results.

9.2.3 General Rules for Refund Amounts

1. A refund is calculated using the Net Service Fees actually paid by the User after discounts. Promotions, complimentary allowances, marketing credits, free service periods, and other benefits for which no payment was actually made have no cash value and are not refundable.
2. Taxes actually collected by GloryScience and legally refundable may be handled in the same proportion as the corresponding Net Service Fees. Taxes or charges paid, withheld, or deducted by the User, or collected by the User's bank, card issuer, payment-account provider, or foreign-exchange service provider, are not amounts refundable by GloryScience.
3. Payment-processing fees borne by GloryScience will not be separately deducted from the refund calculated under this Section unless an Order expressly provides otherwise and applicable law permits the deduction.
4. Amounts already successfully refunded will be deducted from the remaining refundable balance. The same payment may not be refunded more than once.

5. The aggregate refund may not exceed the actual unrefunded refundable balance of the relevant payment.

9.3 Review, Notice of Outcome, and Refund Method

1. GloryScience may verify the applicant's identity and authority, the Order, payment records, subscription status, refund amount, and whether any circumstance described in Section 9.5 applies, and may require the User to provide reasonable additional materials.
2. GloryScience may approve a full refund, approve a partial refund, or reject the request in accordance with this Policy and will notify the User of the outcome and the principal reasons through the Oneasy Platform, the User's registered email address, or another reasonable method.
3. An approved refund will generally be returned to the original payment method. If a refund cannot be returned to the original payment method because that method is no longer valid, because of payment-service-provider restrictions, or for another objective reason, the parties may agree on another lawful refund method.
4. GloryScience will process an approved refund within a commercially reasonable period. The time required for funds to be credited depends on the processing times of banks, card issuers, payment service providers, and payment networks.

9.4 Services and Data During the Refund Process

1. While a refund request is being processed, the paid Services that remain within their valid period may continue to be used until the earlier of the end of the current Subscription Term or completion of the refund.
2. When the refund is completed, the relevant subscription, paid entitlements, and Services will terminate. If the subscription has already expired, the Services will stop under the normal expiry rules, and the refund process may continue to completion.
3. Before the Services terminate, the User should promptly export or back up any data that it is legally entitled to export through the Oneasy Platform. Data retention, deletion, segregation, and log handling after a refund are governed by the Master Agreement, the DPA, the Privacy Policy, applicable data-retention rules, and applicable law.

9.5 Circumstances That Are Non-Refundable or Do Not Give Rise to an Additional Refund

Except where mandatory applicable law requires otherwise:

9.5.1 No Refund Will Be Provided in the Following Circumstances

1. The Services are suspended, restricted, or terminated because the User breached the Master Agreement, these Terms, an Order, or applicable law; engaged in prohibited conduct; infringed intellectual-property rights or third-party rights; or provided, uploaded, disclosed, or used device

materials, MIB/OID information, CLI/API information, OMCI materials, firmware, scripts, configurations, accounts, credentials, logs, or data of unknown origin or without authorization;

2. The Services are suspended, restricted, or terminated because of User fraud, a chargeback, a bad-faith billing dispute, insufficient payment authorization, overdue payment, failure to cooperate in a payment-dispute process, or another payment breach;
3. The refund request relates to a free plan, trial allowance, test account, complimentary allowance, marketing credit, free service period, or another benefit for which no payment was actually made; or
4. Except for a full refund of the first paid subscription within seven days under Section 9.2.1, the User seeks a refund for a portion of the Services that has already been used, has already expired, or has already been lawfully refunded.

9.5.2 The Following Circumstances Do Not, by Themselves, Give Rise to an Additional Refund, Service Compensation, or Damages

1. The issue is primarily caused by the User's network environment, hardware, third-party services, third-party interfaces, carrier lines, or the User's own configuration error;
2. Scheduled maintenance, a brief disruption of third-party infrastructure services, or a temporary service fluctuation that does not exceed the scope permitted under the Master Agreement, the SLA, or the applicable service description; or
3. The User's subjective expectations regarding product features, operation, or business suitability differ from the Services as actually provided, provided that Oneasy has supplied the Services in accordance with the Order and the applicable service description.

Section 9.5.2 does not affect the User's right to request a prorated refund under Section 9.2.2 for the unused portion of a Subscription Term, but the User may not rely on Section 9.5.2 to claim any additional refund, service compensation, or damages beyond the amount calculated under Section 9.2.

10. Amendments and Contact Channels

10.1 Amendments

GloryScience may revise these Terms from time to time. The revised version will be published on the Oneasy website or the Oneasy Platform. If a revision materially reduces the User's rights or increases the User's obligations, GloryScience will, in principle, provide at least thirty (30) calendar days' prior notice.

The User's continued use of the Services after the revised Terms take effect constitutes acceptance of the revised Terms, except where mandatory applicable law provides otherwise.

10.2 Contact Channels

- Payments, billing, invoices, failed charges, automatic renewals, and billing disputes: service@oneasy.cc
- Refund requests: submit through the "Cancel Subscription and Request Refund" entry on the Oneasy Platform; if that entry is unavailable, contact service@oneasy.cc
- Formal legal notices and dispute correspondence: legal@oneasy.cc
- General customer support: service@oneasy.cc or the customer-support entry on the Oneasy Platform

To avoid disputes, billing disputes, refund requests, payment disputes, and formal legal notices should be submitted through the channels specified in these Terms. Information sent through another channel does not automatically constitute valid notice unless GloryScience confirms in writing that it has accepted the submission.