

LeefiPay

SUBSCRIPTION TERMS

Effective Date: 10 August 2026

Important: LeefiPay is a software and payment-automation platform. LeefiPay is not a Payment Service Provider (PSP). Your subscription gives your Business access to LeefiPay software and related features. Payment processing, authorization and settlement are handled by the relevant third-party payment providers.

These Subscription Terms ("Subscription Terms") govern the purchase and use of paid LeefiPay plans, trials, subscriptions, billing arrangements and related subscription services ("Subscription"). They should be read together with the applicable LeefiPay Business Terms of Service.

1. Subscription Agreement

- By starting a paid plan, activating a trial, completing a subscription purchase or continuing to use a paid LeefiPay feature, the Business agrees to these Subscription Terms.
- The Business is responsible for ensuring that the person purchasing or managing the Subscription is authorized to act on behalf of the Business.
- The Subscription applies to the Business account or tenant for which it was purchased.

2. Subscription Plans

- LeefiPay may offer different plans with different features, user limits, transaction limits, storage limits, integrations, support levels and other usage allowances.
- The features and limits applicable to a Business are those displayed for the selected plan at the time of subscription, subject to later changes communicated by LeefiPay.
- Certain features may require a specific plan or additional configuration.
- LeefiPay may introduce new plans, modify existing plans, or retire plans as the platform develops.

3. Free Trials

- LeefiPay may offer a free trial to eligible Businesses for a specified period.
- Unless otherwise stated, a trial provides access to selected features for evaluation purposes and does not guarantee that every LeefiPay feature will be available.
- LeefiPay may limit, modify or discontinue trial eligibility where necessary to prevent abuse or repeated promotional use.
- A Business may be required to select a paid plan after a trial ends to continue using subscription-only features.
- Any trial-specific terms displayed during signup form part of the trial arrangement.

4. Subscription Fees

- The Business agrees to pay the subscription fee associated with its selected plan and billing cycle.
- Prices are displayed in the applicable LeefiPay subscription or pricing interface and may be stated in Kenyan Shillings or another supported currency.
- Unless otherwise stated, subscription fees are charged according to the selected billing frequency.
- Additional charges may apply for services such as SMS, messaging, third-party integrations or other usage-based services where disclosed.

5. Taxes and Statutory Charges

- The Business is responsible for applicable taxes, duties or statutory charges associated with its purchase or use of LeefiPay, except taxes that LeefiPay is legally required to pay itself.
- Where applicable, LeefiPay may include or separately identify taxes on invoices or payment receipts.

6. Billing and Payment

- The Business must provide a valid payment method supported by LeefiPay or its billing provider.
- The Business authorizes LeefiPay or its designated billing provider to charge the applicable Subscription fees when due.
- The Business is responsible for ensuring that the selected payment method has sufficient funds and remains valid.
- A failed payment may result in a retry, billing notification, restricted features or suspension in accordance with these Terms.

7. Automatic Renewal

- Unless the applicable plan expressly states otherwise, a recurring Subscription renews at the end of each billing period.
- The Business authorizes recurring billing for the selected plan until the Subscription is cancelled or otherwise terminated.
- The Business should cancel before the next renewal date if it does not wish to continue the Subscription.
- Changing or cancelling a payment method does not necessarily cancel the Subscription.

8. Upgrades

- A Business may upgrade to a higher plan where the option is available.
- An upgrade may take effect immediately or according to the billing system.
- Where applicable, LeefiPay may calculate a prorated amount or adjust the next billing charge when a plan is upgraded.

9. Downgrades

- A Business may request or select a lower plan where supported.
- A downgrade may take effect immediately or at the end of the current billing period.
- A downgrade may reduce available features, user limits, storage, transaction limits or other functionality.
- The Business is responsible for reviewing the effects of a downgrade before confirming it.

10. Failed or Overdue Payments

- If a subscription payment fails, LeefiPay may attempt to collect the outstanding amount using available billing mechanisms.
- LeefiPay may notify the Business of failed or overdue payments.
- If an amount remains unpaid, LeefiPay may restrict subscription features, place the account into a limited state, suspend access or terminate the Subscription, subject to applicable notice requirements.
- Suspension for non-payment does not automatically cancel outstanding payment obligations.

11. Cancellation by the Business

- A Business may cancel its Subscription through the available account or billing controls or by contacting LeefiPay where self-service cancellation is not available.
- Unless otherwise stated, cancellation stops future renewal but does not automatically refund amounts already paid for the current billing period.
- The Business remains responsible for any amounts incurred before cancellation becomes effective.

12. Refunds

- Subscription fees are generally non-refundable once a billing period has started, except where a refund is required by applicable law or expressly approved by LeefiPay.
- LeefiPay may provide refunds, credits or adjustments at its discretion in exceptional circumstances, without creating an obligation to do so in future cases.
- Third-party payment-provider charges may be subject to the provider's own refund rules.

13. Suspension by LeefiPay

- LeefiPay may suspend a Subscription where reasonably necessary because of unpaid fees, security concerns, suspected fraud or abuse, violation of the Business Terms of Service, legal requirements or risks to the platform.
- Where reasonably practical, LeefiPay may provide notice and an opportunity to resolve the issue.
- Suspension may limit access to subscription features while preserving applicable records.

14. Subscription Termination

- LeefiPay may terminate a Subscription for material breach, persistent non-payment, unlawful use, fraud, security threats, platform abuse or where continued service is not reasonably possible.
- The Business may terminate its Subscription at any time, subject to outstanding payment obligations.
- Termination does not erase amounts already due or rights and obligations that by their nature should survive termination.

15. Business Data After Cancellation or Termination

- Cancellation or termination may result in loss of access to subscription-only features.
- Where export functionality is available, the Business should export required records before the Subscription ends.
- LeefiPay may retain Business records for reasonable operational, security, accounting, legal or compliance purposes in accordance with applicable retention practices.
- Soft-deleted records may remain retained in the system even after they are removed from active views.
- LeefiPay does not guarantee indefinite storage of Business data after termination unless a separate written agreement provides otherwise.

16. Payment Provider and Third-Party Charges

- LeefiPay subscription fees are separate from charges imposed by banks, mobile-money operators, Payment Service Providers, SMS providers or other third parties.
- The Business is responsible for maintaining its accounts and meeting the requirements of any connected third-party service.
- Changes, outages or charges imposed by third parties may affect the functionality or cost of an integration.

17. Usage Limits and Fair Use

- LeefiPay may impose reasonable limits on users, transactions, API calls, storage, SMS, payment links or other resources depending on the selected plan.
- The Business must not deliberately circumvent plan limits or technical restrictions.
- Where additional capacity or usage is available for purchase, the applicable charges and limits will be communicated to the Business.

18. No Guarantee of Payment Success

- A LeefiPay Subscription provides access to software and automation features; it does not guarantee successful payment transactions.
- Payment requests may fail, remain pending, be reversed or be delayed because of payment-provider rules, customer actions, network conditions or other factors outside LeefiPay's reasonable control.
- LeefiPay is not itself responsible for authorizing, holding or settling payment funds.

19. Changes to Subscription Prices and Plans

- LeefiPay may change Subscription prices, plan features, limits or billing structures as the service develops.
- Where required, material price changes affecting an existing recurring Subscription will be communicated with reasonable notice.
- A Business may cancel its Subscription if it does not wish to continue under changed pricing, subject to applicable terms.

20. Support and Service Availability

- Support availability may depend on the selected plan or separate support arrangements.
- LeefiPay aims to maintain reliable service but does not guarantee uninterrupted availability.
- Maintenance, updates, third-party outages, network failures or security events may temporarily affect subscription features.

21. Business Responsibilities

- The Business is responsible for its users, data, account security, payment-provider configuration, accounting records, tax obligations and lawful use of the platform.
- The Business must keep its subscription and billing information accurate.
- The Business must promptly report unauthorized account activity or billing issues.

22. Limitation of Liability

- To the maximum extent permitted by law, LeefiPay will not be liable for indirect, incidental, special, consequential or punitive losses arising from Subscription use, including loss of profits, revenue, data or business opportunity.
- LeefiPay's liability remains subject to the limitations in the applicable Business Terms of Service.
- Nothing in these Subscription Terms excludes liability that cannot lawfully be excluded or limited.

23. Changes to These Subscription Terms

- LeefiPay may update these Subscription Terms to reflect changes in pricing, billing systems, subscription features, law or business operations.
- The latest published version will apply to continued use after its effective date, subject to applicable notice requirements.

24. Governing Law and Disputes

- Unless a separate written agreement states otherwise, these Subscription Terms are intended to be governed by the laws applicable to the LeefiPay contracting entity and its principal place of business.
- Where appropriate, the Business and LeefiPay should first attempt to resolve subscription disputes in good faith before formal proceedings.

25. Business Acknowledgement

- By purchasing or using a LeefiPay Subscription, the Business confirms that it understands the applicable plan, fees, billing frequency, limits and cancellation arrangements.
- The Business acknowledges that LeefiPay provides software and payment automation and is not itself a Payment Service Provider.

SIGNATURE

For and on behalf of LeefiPay

Founder Wangila Felix

Signature



Date

09/08/2026

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