

SUBSCRIPTION TERMS

Last Updated: January 15, 2026

1. Overview

These Subscription Terms supplement our Terms of Service and apply specifically to paid subscription plans for aimlinked.com. By purchasing a subscription, you agree to these terms in addition to our Terms of Service and Privacy Policy.

Company: Ksentra

Address: Email: info@aimlinked.com

VAT ID:

2. Subscription Plans

2.1 Free Plan

Price: €0

Billing: No payment required

Features:

- Goals management
- Groups functionality
- Cloud application access
- Online support

Limitations: Basic features only, suitable for small teams and families.

2.2 Pro Plan

Monthly Subscription:

- Price: €7 per user per month (excluding VAT)
- Billing: Monthly on the subscription date
- Minimum commitment: 1 month

Annual Subscription:

- Price: €42 per user per year (excluding VAT)
- Billing: Annually on the subscription date
- Savings: 50% compared to monthly billing
- Minimum commitment: 1 year

Features:

- Multilevel goals structure
- Groups functionality
- Cloud application access
- Online support

Current Promotion: Pro Plan is currently available for free during our promotional period. This promotion may end at any time with 30 days' notice.

2.3 Corp Plan

Monthly Subscription:

- Price: €12 per user per month (excluding VAT)
- Billing: Monthly on the subscription date
- Minimum commitment: 1 month

Annual Subscription:

- Price: €72 per user per year (excluding VAT)
- Billing: Annually on the subscription date
- Savings: 50% compared to monthly billing
- Minimum commitment: 1 year

Features:

- Multilevel goals structure
- Organization structure management
- Goal approval workflow
- Cloud or private server options
- Priority online support

Setup Required: Corp Plan requires consultation with our team. Contact us at info@aimlinked.com to get started.

2.4 User-Based Pricing

All paid plans are priced per user. You will be charged based on the number of active users in your account each billing period.

Adding Users: You can add users at any time. New users are charged:

- Monthly plans: Prorated amount for the current billing period
- Annual plans: Full annual fee for new users

Removing Users: You can remove users at any time, but no refunds or credits are provided for removed users in the current billing period.

3. Payment and Billing

3.1 Payment Methods

We accept the following payment methods:

- Credit cards (Visa, Mastercard, American Express)
- Debit cards
- PayPal (where available)
- SEPA Direct Debit (for EU customers)
- Other methods as available in our payment system

3.2 Currency

Prices are listed in US Dollars (\$) on the website but will be charged in Euros (€) for EU customers. Exchange rates and local prices may vary.

Actual Pricing for EU Customers:

- Pro Monthly: €7 per user/month
- Pro Annual: €42 per user/year
- Corp Monthly: €12 per user/month
- Corp Annual: €72 per user/year

3.3 Taxes and VAT

All prices are exclusive of applicable taxes.

For EU customers, VAT (Value Added Tax) will be added to your invoice based on:

- Your location (country)
- Your customer type (private individual or business)
- Whether you provide a valid VAT ID

Private Individuals: VAT is charged at the rate applicable in your country.

Business Customers with Valid VAT ID: Reverse charge mechanism may apply under Article 44 of the EU VAT Directive (2006/112/EC). You are responsible for self-accounting VAT in your country.

Business Customers without VAT ID: German VAT (currently 19%) applies.

3.4 Payment Authorization

By providing payment information, you authorize us to:

- Charge your payment method for the subscription fee
- Charge for any additional users added to your account
- Automatically charge renewal fees
- Update payment information provided by your financial institution or payment processor

3.5 Billing Cycle and Timing

Monthly Subscriptions:

- First payment: Due immediately upon subscription
- Subsequent payments: Same day each month (billing anniversary)
- Example: Subscribe on January 15 → Next charge February 15

Annual Subscriptions:

- First payment: Due immediately upon subscription
- Renewal payment: Same date one year later (billing anniversary)
- Example: Subscribe on January 15, 2026 → Next charge January 15, 2027

If your billing date falls on a day that doesn't exist in a given month (e.g., 31st), billing occurs on the last day of that month.

3.6 Invoices

You will receive an electronic invoice via email for each payment. Invoices include:

- Invoice number and date
- Itemized charges
- VAT amount (if applicable)
- Your billing information
- Payment method

You can access all past invoices in your account settings.

4. Automatic Renewal

4.1 Auto-Renewal Process

All subscriptions automatically renew at the end of each billing period unless cancelled before the renewal date.

What This Means:

- Monthly subscriptions renew monthly
- Annual subscriptions renew annually
- You will be charged automatically using your payment method on file
- You will receive an email reminder before each renewal (typically 7 days in advance)

4.2 Renewal Pricing

Renewal charges will be at the then-current rates for your plan. We reserve the right to change prices, but will provide 30 days' notice of any price increase affecting your renewal.

4.3 Renewal Reminder

We will send a renewal reminder email to the address associated with your account:

- 7 days before renewal (standard reminder)
- 24 hours before renewal (final reminder, for monthly plans)

It is your responsibility to keep your email address current.

4.4 Stopping Auto-Renewal

To prevent automatic renewal, you must cancel your subscription before the renewal date. See Section 6 (Cancellation) for details.

5. Payment Failures

5.1 Failed Payment Process

If a payment fails, we will:

1. **Immediate notification:** Email you about the failed payment
2. **Retry attempts:** Attempt to charge your payment method up to 3 times over 7 days
3. **Suspension:** Suspend your account if all retry attempts fail
4. **Grace period:** Provide 7 days to update payment information
5. **Termination:** Terminate your subscription if payment is not received within the grace period

5.2 During Suspension

While your account is suspended:

- You cannot access paid features
- Your data is retained but read-only
- Collaboration features are disabled
- You can update payment information to reactivate

5.3 Updating Payment Information

You can update your payment method at any time in account settings or by contacting support at info@aimlinked.com.

5.4 Outstanding Amounts

You remain responsible for all unpaid fees, even if your account is suspended or terminated. We may:

- Pursue collection of outstanding amounts
- Engage collection agencies
- Charge interest on overdue amounts (as permitted by law)

6. Cancellation and Refunds

6.1 How to Cancel

You can cancel your subscription at any time by:

1. **Self-Service** (Recommended):

- Log in to your account
- Go to Settings > Subscription
- Click "Cancel Subscription"
- Follow the confirmation prompts

2. **Email Request:**

- Send email to info@aimlinked.com
- Include: Your account email, subscription details, cancellation request
- We will process within 2 business days

3. **Written Notice:**

- Send written cancellation to: [Your complete German address]

6.2 Effect of Cancellation

Upon cancellation:

- Your subscription will not renew
- You retain full access until the end of your current billing period
- You will not be charged for the next billing period
- Your data is retained during the remaining period

After the billing period ends:

- Your account automatically downgrades to the Free Plan
- Features available only on paid plans become unavailable
- Your data is retained but with Free Plan limitations
- You can resubscribe at any time

6.3 No Prorated Refunds

We do not provide refunds or credits for partial billing periods, except:

- Within the EU 14-day withdrawal period (see Section 6.5)
- For billing errors or duplicate charges
- At our sole discretion for exceptional circumstances

Examples:

- Cancel 15 days into a monthly subscription → No refund, access continues for remaining 15 days
- Cancel 6 months into an annual subscription → No refund, access continues for remaining 6 months

6.4 Downgrading vs. Cancellation

Downgrading (e.g., Pro to Free):

- Change takes effect at the end of your current billing period
- No refund for remaining time on paid plan
- No renewal charge
- Account remains active with Free Plan features

Full Cancellation:

- Same as downgrading for subscription billing purposes
- Account remains active with Free Plan features

6.5 EU Right of Withdrawal (14-Day Cooling Off Period)

For EU consumers only: Under EU Consumer Rights Directive 2011/83/EU, you have the right to withdraw from your subscription purchase within 14 days without giving any reason.

Withdrawal Period: 14 days from the date of subscription purchase (contract conclusion).

How to Exercise Withdrawal Right:

1. Send clear statement to: info@aimlinked.com or [Your address]
2. Include: Your name, account email, subscription details, withdrawal statement

3. You may use the withdrawal form template below

Refund Upon Withdrawal:

- We will refund all payments within 14 days of receiving your withdrawal notice
- Refund will be issued to the original payment method
- No deduction for services used during withdrawal period

Exception - Express Consent: If you request immediate access to paid features (by actively using them before the 14-day period expires), you acknowledge that:

- You expressly consent to immediate service performance
- You lose your right of withdrawal once the service has been fully performed
- "Fully performed" means active use of any paid feature

After Withdrawal:

- Your account automatically downgrades to Free Plan
- Your data is retained

Model Withdrawal Form:

To: Ksentra, [Address], info@aimlinked.com

I hereby give notice that I withdraw from my contract for the subscription to aimlinked.com

- Subscription purchased on: [Date]
- Account email: [Your email]
- Name: [Your name]
- Date: [Date]
- Signature: [If on paper]

6.6 Refunds for Billing Errors

If we erroneously charge you, we will refund the incorrect charge within 14 days of notification. Please contact info@aimlinked.com with details.

7. Modifications and Upgrades

7.1 Upgrading Your Plan

You can upgrade from a lower plan to a higher plan at any time:

From Free to Paid Plan:

- Change takes effect immediately
- Billing starts immediately

From Pro to Corp:

- Contact us at info@aimlinked.com to discuss requirements

- Billing adjustment calculated based on timing:
 - Monthly: Prorated credit for unused Pro time applied to Corp charge
 - Annual: Credit for unused Pro time applied to Corp annual charge

7.2 Changing Billing Frequency

You can switch between monthly and annual billing:

Monthly to Annual:

- You will be charged the annual rate immediately
- Credit for unused monthly time is applied
- New annual billing cycle begins

Annual to Monthly:

- Change takes effect at the end of your annual period
- No refund for remaining annual time
- Monthly billing begins after annual period expires

7.3 Price Changes

We reserve the right to change subscription prices. For existing subscribers:

- We will provide 30 days' advance notice via email
- New prices apply at your next renewal after the notice period
- You may cancel before the renewal date to avoid price increase
- Current billing period is not affected

8. Free Trials and Promotions

8.1 Free Trials

We may offer free trials of paid plans from time to time:

- Duration and terms will be specified when offered
- No payment information required for some trials; others may require payment method
- If payment method required, you will be charged automatically when trial ends unless cancelled
- All Terms of Service and Subscription Terms apply during trials
- We reserve the right to limit trial eligibility

8.2 Current Pro Plan Promotion

The Pro Plan is currently available for free during our promotional period. This means:

- No charges while promotion is active
- We will provide 30 days' notice before ending the promotion
- After promotion ends, standard Pro Plan pricing applies
- You can cancel at any time if you don't wish to continue at regular price

8.3 Promotional Codes and Discounts

Promotional codes may be offered for discounted subscriptions:

- Codes must be applied before purchase
- Codes are non-transferable and may not be combined
- Codes may have expiration dates and limitations
- We reserve the right to invalidate codes obtained fraudulently
- Promotional discounts apply only to the specified billing period

9. Organization Accounts (Corp Plan)

9.1 Organization Setup

Corp Plan subscriptions for organizations involve:

- Consultation with our team
- Customized setup based on organizational needs
- Potential custom pricing for large deployments
- Designated administrator accounts

9.2 Organization Billing

Billing Contact: One designated person responsible for billing **User Management:** Administrators can add/remove users **Consolidated Billing:** All users billed together in one invoice **Minimum Commitment:** May be required for Corp plans (typically 1 year)

9.3 Administrator Responsibilities

Organization administrators are responsible for:

- Managing user accounts
- Ensuring accurate user counts for billing
- Maintaining current payment information
- Complying with these terms on behalf of the organization
- Ensuring users comply with Terms of Service

10. Service Level and Support

10.1 Availability

While we strive for high availability, we do not guarantee:

- Specific uptime percentages
- Uninterrupted service
- Error-free operation

See Terms of Service Section 14 for details on availability and maintenance.

10.2 Support

All Plans: Online support via email at info@aimlinked.com

- Response time: Typically within 1-2 business days

- Support hours: Monday–Friday, 9:00–17:00 CET

Corp Plan: Priority support

- Faster response times
- Dedicated support contact (for larger organizations)

10.3 No SLA

Standard subscriptions do not include a Service Level Agreement (SLA). Custom SLAs may be available for enterprise Corp Plan customers upon request.

11. Termination by Us

11.1 We May Terminate If:

- You violate Terms of Service or Subscription Terms
- Payment failures are not resolved
- Your account is used fraudulently
- Required by law
- We discontinue the Service (with reasonable notice)

11.2 Effect of Termination by Us

If we terminate your subscription for cause (terms violation):

- Access ends immediately
- No refund for remaining billing period
- Outstanding amounts remain due

If we terminate without cause or discontinue the Service:

- Reasonable advance notice provided
- Prorated refund for unused portion of prepaid subscriptions

12. Data and Account After Cancellation

12.1 Data Retention

After subscription cancellation or downgrade to Free Plan:

- Your data is retained subject to Free Plan limitations
- You can export your data at any time while account is active
- We may delete data that exceeds Free Plan limits after a grace period

12.2 Account Deletion

If you delete your account entirely:

- Data is scheduled for deletion within 30 days
- Backup copies may persist for up to 90 days
- See Privacy Policy for complete data retention details

12.3 Exporting Data

You can export your data at any time:

- Available formats: JSON, CSV (depending on data type)
- Access via account settings or by contacting support
- We recommend exporting before cancellation

13. Corporate Customers and Tax

13.1 Business Customer Requirements

If you are purchasing on behalf of a business:

- Provide valid business information
- Provide VAT ID (if applicable)
- Ensure you have authority to bind the business
- Maintain current business information

13.2 VAT and Tax Compliance

EU Business Customers:

- Provide valid VAT ID for reverse charge
- Self-account for VAT in your country
- Maintain compliance with EU VAT Directive

Invoices:

- Include all required tax information
- Available in your account for download
- Issued immediately upon payment

13.3 Tax Exemptions

If you claim tax exemption:

- Provide valid exemption certificate
- Subject to our verification
- Update if exemption status changes

14. Intellectual Property

All content and features of paid plans remain our intellectual property. Your subscription grants you a license to use the Service, not ownership of any aspect of it.

See Terms of Service Section 9 for complete intellectual property terms.

15. Disputes Related to Billing

15.1 Billing Inquiries

If you have questions about a charge:

1. Contact info@aimlinked.com within 60 days
2. Provide: Invoice number, date, description of issue
3. We will investigate and respond within 10 business days

15.2 Chargeback Policy

Before filing a chargeback with your bank or credit card company, please contact us at info@aimlinked.com. We can usually resolve billing issues quickly.

If you file a chargeback:

- Your account may be suspended during investigation
- Unjustified chargebacks may result in account termination
- You may be liable for chargeback fees
- We reserve the right to dispute illegitimate chargebacks

16. Governing Law and Jurisdiction

These Subscription Terms are governed by German law and are subject to the dispute resolution provisions in our Terms of Service Section 17.

EU Online Dispute Resolution: EU consumers can access the ODR platform at <https://ec.europa.eu/consumers/odr>

17. Contact Information

Billing and Subscription Questions: info@aimlinked.com

Address: [Your complete German address]

Company: Ksentra

Summary of Key Subscription Terms

- **Plans:** Free (\$0), Pro (\$7/month, \$42/year), Corp (\$12/month, \$72/year)
- **Auto-renewal:** Subscriptions renew automatically unless cancelled
- **Cancellation:** Cancel anytime; access continues until period ends; no prorated refunds
- **EU withdrawal right:** 14 days to cancel with full refund (unless service used immediately)
- **User-based pricing:** Charged per active user each billing period
- **VAT:** Added for EU customers unless valid VAT ID provided (reverse charge)
- **Payment failures:** Account suspended after retries; 7-day grace period to update payment
- **Price changes:** 30 days' notice for existing subscribers
- **Support:** Email support for all plans; priority support for Corp plan

By subscribing to a paid plan, you acknowledge that you have read, understood, and agree to be bound by these Subscription Terms in addition to our Terms of Service.

Model Notice for Auto-Renewal (as required by some EU states):

IMPORTANT NOTICE: AUTO-RENEWAL

Your subscription will automatically renew at the end of each billing period. You will be charged the applicable fee using your payment method on file. You may cancel at any time before the renewal date to avoid future charges. Cancellation takes effect at the end of the current billing period, and no refund is provided for that period. To cancel, go to account settings or email info@aimlinked.com.