



## PayGo Terms & Conditions

Terms and conditions for our pay-as-you-go subscription plan.

### 1. Subscription Plan and Billing

- **Fixed Monthly Price:** Each subscription tier charges a fixed monthly price, which covers a 30-day billing cycle. This fee is billed upfront at the beginning of each billing cycle.
- **Billing Cycle:** The billing cycle starts on the day of subscription activation and renews every 30 days.
- **Extra Credits:** The credits included in your subscription will be used first. Any additional credits will become available once you exceed your subscription limit.

### 2. Subscription Tiers

- **Free (New Sign-Up):** 0 - 20 credits, no extra credits allowed, \$0/one-time.
- **Starter:** 0 - 150, extra credits at \$0.15 each, \$20/month.
- **Pro:** 0 - 1,000 credits, extra credits at \$0.1 each, \$100/month.
- **Scale:** 0 - 4,000 credits, extra credits at \$0.08 each, \$300/month.
- **Enterprise:** 0 - 10,000 credits, extra credits at \$0.05 each, \$500/month.

### 3. Credit Usage Reset

- **Monthly Reset:** Credit usage from the subscription resets at the beginning of each new billing cycle. Any remaining credits from the previous cycle will not carry over to the next cycle.
- **Extra Credits Balance:** Any unused extra credits will roll over to the next month's credit balance.

### 4. Credit Usage and Additional Charges

- **Credit Limit:** Each subscription tier has a defined credit limit as specified in the "Range Credits Usages" column.
- **Extra Credits Price:** Upon reaching the credit limit, any additional usage will incur charges according to the "Extra Credits Price" column for the respective tier. Extra credits must be

paid upfront and will never expire once purchased.

- **Go Start:** \$0.15 per extra credit.
- **Go Lite 1k:** \$0.1 per extra credit.
- **Go Plus 4k:** \$0.08 per extra credit.
- **Go Premium 10k:** \$0.05 per extra credit.

#### 5. Payment Terms

- **Upfront Payment:** The subscription fee for each tier is charged upfront at the beginning of the billing cycle.
- **Additional Charges:** Extra credits need to be added upon request from your account page, and any associated charges will be billed upfront.

#### 6. Cancellation and Refunds

- **Cancellation Policy:** Subscriptions can be canceled at any time, but no refunds will be issued for the remaining period of the current billing cycle.
- **Refunds:** We do not provide refunds for any used or unused credits within a billing cycle.

#### 7. Service Changes

- **Plan Upgrades/Downgrades:** Subscribers can upgrade or downgrade their plans, with changes taking effect immediately. The billing cycle will adjust to reflect the latest subscription.
- **Policy Updates:** UniDoc reserves the right to update these terms and conditions. Subscribers will be notified of any significant changes.

#### 8. Support and Bug Reporting

- **No Support Provided:** No support is provided, but customers can submit any bug reports through GitHub. We will not provide a priority fix, meaning this will be checked when it falls into our roadmap, unless it impacts the overall performance of our product.
- **Feature Requests:** We do not take feature requests from PayGo users, but they will be considered if they are part of our roadmap.
- **Service Level Agreements (SLA):** We do not offer SLAs for PayGo users. We will prioritize issues according to what can be taken care of.
- **Service Downtime:** In terms of service downtime, the downtime period should be less than 24 hours. Due to the nature of our global operations, it is challenging to provide a shorter time frame.

#### 9. Account Information and Termination

- **Account Information:** When creating an account, you must provide accurate, complete, and up-to-date information at all times. Failure to do so is a breach of the Terms and may result in immediate termination of your account.
- **Termination or Suspension:** We may terminate or suspend your access to our Service immediately, without prior notice or liability, for any reason, including but not limited to a breach of the Terms. Attempts to exploit the service, such as using multiple accounts or other deceptive practices, will also lead to immediate termination.

By subscribing to UniCloud at UniDoc, you agree to these terms and conditions. Thank you for choosing our service!

For any questions or support, please contact our customer service team at [support@unidoc.io](mailto:support@unidoc.io)