



GetQPay.com  
QPay Australia (MySmock Pty Ltd)  
QPay Payments Ltd  
QPay Inc

# Society Terms of Service

Issued to:

You!

**Effective**

From date of agreement

## Costs + Transfer of funds

Short Version:

QPay will show a super clear breakdown of any fees, and who is paying them. Feel free to jump on and start creating your ticketing page to see a real example before you go ahead and start sales. Refunds are free via QPay, and we may automatically / pre-emptively collect funds to make life easier (and refunds easier).

Long Version:

QPay Charges various fees for provision of its online services, including payment-processing services, to your society, and your customers/ students. Any fees will be made clear to you or your customers, in writing, in the context of our product (as fees vary based on price and service). We may charge transaction fees, or we may purchase your physical/digital goods from you in bulk, to sell directly to customers at the price agreed to by you. GST / VAT / Sales Tax are included in both directions, which you agree to, and we agree to help you with both invoices. You authorize and agree to pay to us, through partial omission of settlement to you, or via bank transfer, or by Direct Debit at our discretion, all amounts outstanding. We settle funds at the frequency selected.

## Security + Privacy

Short Version:

As an international payment platform, we take privacy and security very seriously. We're GDPR compliant. And we've had zero data-security breaches to date.

Long Version:

For full terms and conditions and our privacy policy, please visit <http://getqpay.com/privacy>



## Strong Reliability

Short Version:

We regularly handle huge, instant-sellout events, where students are frantically hitting refresh: with no load issues. Our promise is that your event will not crash due to load, just let us know. Also, we're virtually always live, scheduled maintenance is extremely rare.

Long Version:

QPay agrees to provide its service with a high reliability of 99.99% uptime over a full calendar year. A full refund to you will be issued at QPay's discretion in the case of unplanned downtime in excess of the above-specified amount. Let us know if you have a rush-sellout event and we'll take even further extra precautions, for your peace of mind.

## Fraud / Chargeback

In the rare case that your/our customer requests a reversal or proceeds with a dispute for any reason, on one of your products / services, we agree to notify you via a settlement adjustment, and you agree to liability of the full amount of the funds disputed by your customer in addition to relevant fees as listed below. We agree to help you recover the funds from the customer, and also by providing full details and breakdown after the chargeback resolves, upon request.

### Fees

Debit or Credit Card Chargeback / Direct Debit Claim	<b>\$60.00 AUD</b>
Special Manual Refund Request	<b>\$2.99 AUD</b>

## Legal

You agree to release us of any damages, risk, liability, financial impacts or legal issues caused directly or indirectly by availability, non-availability, use or non-use of QPay and its services, with the exception that we remain liable for remitting funds to you (less fees) as described above. Agreeing to this document constitutes authorizing an EDDR (Electronic Direct Debit Request) Form by QPay.

By using our services, you understand and agree to be bound by both the "short" and "long" terms of this agreement. We may change the agreement at any time. We're here to help, so reach out!

For fantastic customer service, billing and technical enquiries, please contact the team.

## Contact Details

### Legal Glossary:

"We" means the QPay, our international trading name across AU, UK & US.

"You" means you, your committee members personally, and your business entity if any, and your university if any.

All amounts are in AUD, USD or GBP as denoted, and are all tax Inclusive where appropriate, as determined by QPay.

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