



jombillTM
make IT easy

by

JOMSOF SDN BHD
YOUR BUSINESS SOFTWARE SOLUTION

YOUR SYSTEM, OUR PRIORITY

PAYMENT POLICY

Payment Policy

Introduction

These terms & conditions set out the terms between you: the customer and us: www.jombill.io management. Your use of this system and any services contained within constitutes acceptance of these terms & conditions in full. You should not use this system if you do not accept these terms & conditions in full. Kindly take note on that.

Customer Information

You should always check that the contact information you provide is correct before creating the customer account or proceeding to a payment. You are responsible for maintaining your own username and password, where required to access your customer account. You should ensure that you store your username and password securely and that the details required to access your customer account are not provided to another party. You are responsible for your customer account and actions taken within it. If you are aware or suspect that your customer account username and password or other details have become known to a third party, you should inform us immediately.

Products and services

All products and services belong to JomSoft SDN BHD hence if our customers face any problems, they should directly report and ask for our backup at support@jombill.io. Noted that certain support may cost you. To help our customers to start using the system we have the support service, set up by a team of programmers and consultants, ready to help you with the implementation.

Order

When you place an order, you will automatically receive a confirmation email from us to confirm your order. Your order constitutes a request made to us to purchase the services specified in the order. Your request is only accepted by us once we have emailed you to confirm the dispatch of your order. We reserve the right to delay or refuse orders where a transaction contains incomplete details or details that cannot be verified or where fraud is suspected.

If we are unable to ascertain these details reasonably or resolve these issues a full refund will be made against the card used at the time of purchase. No other form of refund or credit will be offered, nor will a refund be made to any third-party card or account. Sequence of steps to order service are as follow:

- Register for a FREE TRIAL (fill in the registration form, accept the privacy policy and the payment terms)
- Receive your account confirmation mail and you are READY to log in and start using our services.
- If you want to upgrade the trial version to PRO version, please send us email or give us a call to place an order.

Description of evaluation mode limitations

While you are on FREE TRIAL mode your system usage is limited:

- to Just 1 user per company,
- Only 10 bills are allowed to be key in to JomBill database.
- Users are allowed to use all features in JomBill
- If system is not used for 30 days or more (no posted bills, no changes in database), your access to system might be terminated.

Pricing

Actual price list is available in client portal-dashboard and in JomBill product description section. Price is set for 1 calendar month, means client needs to pay monthly for services used in JomBill (addition of maintenance upon request). Prices for PRO VERSION subscription mode (Prices are in MYR), total system usage costs consist from price per users + price per meter point or agreements registered in system + additional cost may apply if some more services ordered. Price can be changed once in year by warning customer at least 3 months in advance. All payments are done in advance before you can start using the system in another version.

It is possible to add and remove users every month but this will appear on the bill of the following month. If user is added or removed, price for a full month will be inserted into the new invoice for the next month. Any inquiries about the invoice should be ask directly and as soon as possible to us for avoiding any problems in the future.

Cancellation Rights and Refunds

Customer can cancel cooperation with JomBill at any time and request remaining balance to be transferred back to the customer bank account. Funds will be transferred to the bank account registered in your JomBill account. After JomBill operator receive withdrawal request we will calculate final withdrawals amount and send notification to your e-mail. Any transfer involving JomBill will be made within 14 working days.

Customer Complaints

Customer can have quite long evaluation period (just with some quantity limitations), and only after starting PRO VERSION subscription mode client start to pay for services and license. But if there still are some complains and unclear cases, customer can contact our support by e-mails or online chat system. However, if it's not enough and problem is not solved, you can call our office +603- 5885 1673.

Copyright

All copyrights belong to company JomSoft SDN BHD as the developer of this solutions.

