

BILLING TERMS

1. INTRODUCTION

These Billing Terms govern all payments, fees, and billing arrangements between AI Takes Axion Ltd and the client. These Terms form part of the Company's Terms & Conditions.

2. FEE STRUCTURE

- One-time setup or build fees — including website builds and initial AI configuration
- Non-refundable 50% deposit — required before any build work commences
- Monthly retainer fees — SEO retainers and maintenance packages, charged in advance on a recurring basis
- Additional usage charges — including domain fees, third-party platform costs, and additional revisions

All applicable fees will be confirmed in writing prior to service commencement.

3. WEBSITE BUILD PAYMENT SCHEDULE

- Stage 1 — 50% deposit payable before work begins. Non-refundable once work has commenced.
- Stage 2 — remaining 50% payable upon go-live, before the domain is connected. The site will not go live until final payment is received.

4. MONTHLY FEES

Monthly fees are payable in advance on the same date each month. Monthly fees are charged regardless of whether the client actively uses the service in that month.

5. FAILED & LATE PAYMENTS

The Company notifies the client of any failed payment and allows 14 days for resolution. After 14 days, services may be suspended. After 30 days, the Company may terminate services and remove access.

6. DISPUTED PAYMENTS

Disputes must be raised in writing within 7 days of the charge date. All undisputed amounts remain payable in full. For our full Refund Policy, visit aitakesaxion.com/refund-policy.

Chargebacks or unauthorised payment reversals may result in immediate service termination and potential legal action.

7. THIRD-PARTY COSTS

The client is responsible for all third-party costs including domain registration, telephony charges, and advertising spend. Such costs may be billed separately or passed through at cost or agreed markup.

8. PRICE CHANGES

The Company reserves the right to modify pricing with 30 days written notice. Continued use of services after the notice period constitutes acceptance.

9. TAXES

All fees are exclusive of applicable taxes unless stated otherwise. The client is responsible for any taxes, duties, or charges imposed by applicable authorities.

10. GOVERNING LAW

These Terms are governed by the laws of England and Wales.