Subscription and payment rules

Supplement to the Terms: access periods, renewals, prices and bundle settlement.

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Planned effective date: 2026-10-07

DRAFT: Planned date: 2026-10-07. Outstanding matters, approval and publication must be completed; this remains a draft and does not amend existing contracts. Later publication requires an appropriate effective date. The date alone does not activate sales or renewals.

1. Term, price and start

Access is purchased for 1, 3 or 12 months, for a Product or bundle. Gross price in PLN, Products, discount, term, licence quantity and renewal method are displayed before payment and recorded for the order. Mandatory charges are included; VAT status follows the sales document.

Each subscription unit bought from the catalogue creates a separate licence with its own key and device limit, even if the Customer already owns the same Product and plan. To retain an existing key, the Customer selects renewal of that specific licence in the Account and pays for the chosen term. A term paid before expiry begins when existing paid access ends; payment after expiry starts the term upon successful payment, without charging for the gap. Terms use calendar months rather than 30-day blocks; where the matching day is absent, the last day is used. The end date is displayed in the Account.

2. Providers and available methods

Planned providers are Stripe, Przelewy24 and Paynow. Only methods actually activated and shown at checkout are available. Creating a provider account does not make all its methods or recurring payments available. Card or banking credentials are supplied to the provider; LiberUp never requests them by email.

The provider confirms transaction status. Returning from its website alone does not prove payment. An unknown result needs investigation; check the Account or contact LiberUp before paying again to avoid duplicate charges. Overpayments and duplicate payments are investigated and the amount due is refunded.

3. Manual and automatic renewal

Customers may choose manual renewal. A reminder is sent 7 days before expiry without requiring marketing consent. Without payment, access ends without an automatic charge.

Automatic renewal is optional and requires a prior separate choice and authorisation for a supported payment method. Amount, cycle, timing and cancellation method are disclosed before selection. Updating legal documents alone does not activate it. Until enabled, manual renewal remains available.

Automatic renewal can be disabled in the Account at least 24 hours before the next billing time. Cancellation does not shorten paid access. After this cutoff the next instruction may already have reached the provider; subsequent renewals will be disabled. If the Account is unavailable, send a request to contact@liberup.pl; LiberUp takes the submission time into account. Statutory withdrawal and complaints are unaffected.

4. Failed renewal: 24 hours

After the first confirmed decline of an automatic payment, access continues free of charge for 24 hours and the Customer is notified. One retry follows after that period. A second confirmed decline blocks access until successful payment. An unknown transaction result is not automatically treated as a decline and must be reconciled with the provider.

Following a late successful payment, the new term starts from that payment. The additional 24 hours carry no separate fee. This does not create repeated trials or extend a 72-hour offline grant.

5. Changing cycle and price

Switching between monthly, quarterly and annual billing takes effect at the next billing confirmed to the Customer. It does not retroactively change the current paid term. The new amount and date appear before confirmation.

A higher renewal price requires individual notice at least 7 days beforehand, independent of newsletter consent, stating the amount, effective date and how to disable renewal. The full cutoff day remains at the old price: notice on 20 September 2026 keeps renewals through 27 September 2026 inclusive at the old price; the new price may apply from 28 September. Paid periods are unchanged. Without effective notice or required consent, the higher charge is not authorised.

6. Bundles, complaints and settlement

Bundle discounts are allocated proportionately across Products, with minor-unit rounding reconciled to the paid total. The allocation is frozen at purchase. Complaining about one Product does not remove discounts from others or add retrospective charges. Refunds or reductions follow applicable rights and allocated prices, including any grounds for ending the entire contract.

An actual future change in bundle composition may affect the next price after prior information and any required agreement. This is not a penalty for complaining. A refund plan in an interface does not mean money has been transferred. Refund methods and deadlines follow the Complaints and withdrawal policy. Retirement or Account closure is settled under the Terms.

7. Sales invoices

At launch, LiberUp invoices are issued through a manual process: for every paid business purchase and renewal, and for private individuals on request. The request can be selected when supplying buyer details; after purchase, use the available Account request or contact contact@liberup.pl. Provide buyer and order details without card information or banking passwords.

Provider payment confirmation, contract confirmation and a LiberUp invoice are separate documents. Manual invoicing does not move the start of the paid licence period. Invoices, corrections, deadlines and the appropriate issue or delivery method, including KSeF where required, follow current legislation and accounting arrangements. An automatic subscription charge does not mean automatic invoice issuance.

Legal references

Ustawa o prawach konsumenta / Consumer Rights Act — art. 12, 17, 21, 43n–43o

Kodeks cywilny / Civil Code — art. 385^1, art. 385^3 pkt 10 i 20

Ustawa o VAT / VAT Act — art. 106b ust. 2–3, art. 106i, art. 113 ust. 1 i 9

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