

Payment is by direct debit only and will be collected by the 15<sup>th</sup> of each calendar month. There is a \$0.88 fee per direct debit. There is a 1.5% surcharge for payments with Visa or MasterCard and a 4.4% surcharge for payments with American Express. Monthly statements are issued within 7 days after the end of each calendar month. A failed payment fee of \$10 applies for each failed payment.

### **Audatex Estimating Platform**

The official 2-day Audatex training course costs \$600 plus GST per person. Training fees are collected at the time of booking and are non-refundable.

Installation of the software is free via the Support link at [www.audatex.com.au](http://www.audatex.com.au) (Paid installation options are also available).

Monthly payment is based on usage. The fee is \$22 plus GST per claim (Youi and Auto & General claims) when paying by direct debit.

### **AudaWatch**

AudaWatch pricing is for our standard service that includes the web portal at <http://www.repairstatus.com.au> and full access to the shop management portal at <http://au.shopbackroom.com>. You will be billed each month for the plan that matches usage.

### **Cancellation Policy**

You may upgrade, downgrade or cancel any service at any time! To cancel or modify your service, send an email to [info@audatex.com.au](mailto:info@audatex.com.au). Once the cancellation notice has been received, you will be charged at your current rate for the remainder of the calendar month. All changes are processed on the first day of the following calendar month.