

iTensiaHR Customer Service Agreement and Order Form

Blank Customer Agreement Template

This agreement records the services selected by the customer, the subscription duration and price, recurring billing authorization, the payment method placed on file, and the cancellation terms that apply to the order.

Parties and effective date

Agreement date: _____

Service activation date: _____

Provider: iTensia International Technology LLC

Provider address: 2823 Birch Terrace, Davie, FL 33330, United States

Support: support@itensiahr.com

Billing and cancellation: billing@itensiahr.com

Customer legal name: _____

Customer address: _____

Authorized account contact:

Contact email: _____

Order details

Order item	Agreed details
Plan name	
Included services and modules	
Authorized employee range or users	
Billing cycle	Monthly / Annual / Other: _____
Initial subscription term	From _____ to _____
Recurring subscription charge	USD \$_____ per billing cycle
One time implementation fee	USD \$_____ / None
Other separately priced services	

Order item	Agreed details
Trial	None unless written terms are completed here: _____
Taxes	Applicable taxes are added where required

1 Services

1.1 Subject to this agreement and payment of the applicable fees, Provider grants Customer a limited, non-exclusive, non-transferable right to access and use the iTensiaHR cloud service during the subscription term for Customer's internal business operations.

1.2 The selected plan may include non-payroll HRMS capabilities such as employee records, attendance and time tracking, leave management, shifts, documents, assets, incidents, reporting, recruitment, performance workflows, timesheets and employee self-service, only as identified in the Order details.

2 Customer responsibilities

2.1 Customer will provide accurate account and billing information, keep credentials secure, use the service lawfully, and ensure that it has authority to submit and process its workforce data.

2.2 Customer is responsible for its users, configuration choices, source data, employment decisions, legal compliance and timely export of data before service ends.

3 Customer data and security

3.1 Customer retains ownership of Customer data and authorizes Provider to host, process, transmit and support that data as necessary to provide and secure the service.

3.2 Provider uses reasonable administrative, technical and organizational safeguards. No system can guarantee uninterrupted availability or absolute security.

4 Subscription duration and renewal

4.1 The subscription starts on the Service activation date and continues for the Initial subscription term shown in the Order details.

4.2 Unless the Order details state otherwise, the subscription renews for successive periods matching the selected billing cycle until cancellation takes effect under Section 5.7.

5 Pricing payment and cancellation

5.1 Subscription charge

The recurring subscription charge, billing cycle, included modules and any separately priced fees are listed in the Order details. The listed subscription amount is the amount authorized for each recurring billing cycle, plus applicable taxes.

5.2 Payment method

Website subscription payments are accepted online by card through Number's secure hosted payment form. Provider does not accept card payments in person or by telephone. Card details are entered directly into the hosted payment form.

5.3 Recurring billing authorization and card on file

By signing this agreement and completing the secure checkout, Customer and the authorized cardholder authorize Provider and its payment processor to charge the card entered at checkout for the recurring amount and interval stated in the Order details until cancellation takes effect. The payment processor may retain the payment credential required for renewal charges. Provider does not intentionally store the full card number or card security code.

5.4 Price changes and additional fees

A price change applies only after notice and no earlier than the next renewal term, unless Customer signs a different order. Implementation, migration, professional services, payroll services and third-party pass-through charges are payable only when separately listed in the Order details or another signed order.

5.5 Failed payments

If a charge is declined or remains unpaid, Provider may suspend access until the account is brought current. A failed checkout does not activate a subscription.

5.6 Refund policy

Fees are generally non-refundable after a billing period begins, except where required by law or expressly stated in a signed order. Cancellation does not ordinarily create a prorated refund or credit for the current paid period.

5.7 Customer cancellation policy

Customer may cancel recurring billing by sending an email from an authorized account contact to billing@itensiahr.com. The request must identify the company or account name, account ID if available, subscription plan and requested effective cancellation date. Provider will acknowledge the request and confirm when cancellation is recorded.

Monthly cancellation takes effect at the end of the current paid monthly period. Annual cancellation takes effect at the end of the current annual term unless the Order details state otherwise. The subscription will not renew after cancellation takes effect. Fees already paid are not prorated, and committed amounts already due under this agreement remain payable.

6 United States service description

6.1 The U.S. payroll software module is under development and is not currently available for purchase, activation or production use. Until commercial launch, charges for U.S. customers cover only the non-payroll HRMS modules identified in the Order details.

6.2 Provider will not charge Customer for U.S. payroll software unless the module has been released and is expressly included in the Order details. Before purchase, the Order details must disclose the available payroll functions, price, billing cycle, service dependencies and cancellation terms.

7 Termination and data export

7.1 Either party may terminate for a material breach that remains uncured for 30 days after written notice. Provider may suspend or terminate sooner for non-payment, unlawful use or a material security risk.

7.2 Customer should export required data before access ends. Data retention and deletion are governed by the applicable privacy terms, data processing agreement and law.

8 Agreement documents and order of precedence

This agreement, the Order details, the Terms and Conditions at <https://www.itensiahr.com/terms-conditions>, and the Cancellation and Refund Policy at <https://www.itensiahr.com/refund-policy> form the agreement between the parties. A signed negotiated term in the Order details controls over conflicting general website terms.

9 Governing law and notices

This agreement is governed by Florida law, without regard to conflict-of-law rules. Legal notices to Provider must be sent to legal@itensiahr.com and 2823 Birch Terrace, Davie, FL 33330. Billing and cancellation notices must be sent to billing@itensiahr.com.

Signatures

Each signer represents that they are authorized to bind the party identified below and agrees to the Order details and terms of this agreement.

Customer	Provider
Legal name: _____	iTensia International Technology LLC
Authorized signer: _____	Authorized signer: _____
Title: _____	Title: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Recurring card authorization initials: _____	
Card type and last four digits only: _____	Do not record the full card number or security code