



Pricing and Payment policy

"Alexio": Alexio.cz sro, IC 27629279, or one of its associated service providers.

"Client": The person or company that orders / pays for Alexio services

"Pricelist": the complete pricelist on <http://alexio.cz/pricelist/pricelist.html>

Invoice, Proof of payment

You will receive an invoice / proof of payment for our services. When paying in cash, we will issue a receipt. Our services are tax deductible expenses and can be put in the accounting.

Invoicing in CZK or EUR

Listed prices are without 21% VAT.

There are payment options without VAT as well. This needs to be indicated by the Client in advance.

Prices listed in EURO on the pricelist are based on an exchange rate of 25 CZK / EUR, and only an indication. When issuing an invoice, Alexio will use the then current CNB exchange rate + 3.5% conversion charges. As of June 2015, the current exchange rate is 27.3 CZK / EUR.

Payment Methods

Payment can be in cash, by (international IBAN / SEPA) bank transfer, Paypal or Credit Card payment.

Payment is in full, in advance. Alexio does not accept payment in parts.

Deposit Invoice

For some services (for example, but not limited to, one-off Accounting / Administration / Visa Tasks, SRO Formation, Trade License Registration or once-a-year Income Tax Returns), Alexio issues a Deposit Invoice, in particular for new clients, clients that do not take our monthly / quarterly accounting services or clients not / no longer based in Czech Republic.

By paying it, the client acknowledges that there can be a Final Invoice in case there will be extra / additional work / hours in addition to what was indicated in the pricelist / agreed at time of the Deposit payment. In case there will be no extra / additional work / hours, the Deposit Invoice will cover all of the agreed services.

We do not start our services before receiving the Deposit.

Once started, we do not refund paid deposit for services if the client decides that he does not need the services / cancels the process. If during the processing Alexio determines that some services ordered by the client are not necessary or superfluous, then Alexio will inform the client and discuss which services are relevant and the possibilities of a partial refund.

Unless a fixed / other sum has been agreed in writing / by email with the client before starting the job, the total costs for the services are calculated according to this pricelist.

Poor Payment behaviour, Reminders

Due date is 7 days after the issue date.

By Czech law, we are entitled to charge 0.5% penalty interest per day + reminder costs after the Due date has passed.

First Reminder is sent 7 days after the Due date.

Second Reminder is sent 14 days after the Due date, and 250 CZK + 14 days of interest will be charged.

a Final Reminder is sent 21 days after the Due date, 2* 250 CZK is charged + 21 days of interest.

Further refusal / inability to pay may lead to debt collection by an external party. All related costs will be invoiced to the client, including penalty interest calculated from the Due date on the original invoice.

Services are halted if one or more invoices are in the Final Reminder stage. Re-enabling services is possible after all open invoices (not only the overdue one), penalty interests and related costs have been paid in full. In extreme cases, such as recurring poor payment behaviour may lead to Alexio charging for services in advance, or terminating services altogether.

In case the client is unable to pay (in time) we recommend to contact us as soon as possible. We are willing to waive (part of) the penalty interest and/or extend the due date if the client communicates / cooperates. Refusal to communicate, including ignoring Reminders, will always make things worse. Fair play pays off.

Questions / Disputes

In case the client feels that invoicing has been incorrect or he did not receive the correct (amount of / level of) services, we ask to respond as soon as possible.

Czech authorities may be extremely difficult to deal with; things may take (much) longer than expected and additional documents may be required. We do not claim to be perfect; it is possible that we did make a mistake somewhere. However more often than not, the problem is somewhere else.

So do not hesitate to contact us (preferably by email). Many questions / assumptions can be clarified by simply contacting us and listen to what we have to say - before the situation escalates into a dispute. Being rude or refusal to pay our invoice without any notice / communication because of (assumed) incorrectness of our services and/or invoice is not a solution.

We strive to solve any issue quickly and in a satisfactory way for both client and Alexio.

Disclaimer

By paying the (deposit) invoice, the client acknowledges he agrees with the Alexio Pricing and Payment policy.

Prices may change without prior notice. Individual offers may differ from this pricelist.

This Pricing & Payment policy is subject to Czech legislation.

In case a price indication on the website(s) differs from the pricelist, the pricelist or price calculated by the order form is leading. No rights can be derived from any of the information on the website(s).

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