

Payment Policy

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1. Introduction

This Payment Policy explains the terms and conditions related to billing, invoicing, and payment for services provided by **DALAT SIA** (“DALAT”, “we”, “us”) via the Dialogios platform, available at <https://www.dialogios.com> and <https://account.dialogios.com>.

This Policy applies to all clients using the platform on a prepaid or postpaid basis.

2. Accepted Payment Methods

DALAT currently accepts the following payment methods:

- **Bank transfer** (SEPA, SWIFT or domestic transfers);
- **Credit and debit card** payments (via Stripe or equivalent, when enabled);
- Other methods as may be introduced from time to time.

All payments must be made in accordance with the instructions and currency provided in the invoice or user portal.

3. Prepaid and Postpaid Accounts

Clients may operate on either a **prepaid** or **postpaid** basis, subject to agreement:

- **Prepaid clients** must maintain a positive balance in their account to access services. Usage is deducted in real-time.
- **Postpaid clients** receive invoices based on actual usage and are required to settle invoices within the payment term defined in section 6.

DALAT reserves the right to assign or revoke postpaid status at its sole discretion.

4. Account Balance and Usage

For prepaid accounts:

- Services are only available while the account has **sufficient funds or available credit limit**;
- When the **balance reaches zero or the credit limit is exhausted**, services may be automatically suspended.

For both prepaid and postpaid models:

- Usage is tracked and visible in the client portal;
- Clients are responsible for monitoring their own usage and balance or credit consumption.

5. Minimum Guaranteed Payments (MGP)

Where applicable, clients may enter into agreements that include a **Minimum Guaranteed Payment (MGP)** clause. In such cases:

- The client agrees to pay a fixed minimum monthly fee, regardless of actual usage;
- MGP amounts are **non-refundable** and must be honored for the duration of the agreement.

MGP terms are defined in supplemental commercial agreements and not subject to unilateral cancellation.

6. Invoices and Payment Terms

For postpaid accounts:

- Invoices are issued monthly, or according to custom billing cycles;
- Standard payment term is **7 calendar days** from the invoice date, unless otherwise agreed in writing;
- Invoices are sent to the billing email address specified in the client's account.

Clients may choose to be billed in either EUR or USD during registration.

The currency selection applies to all payments, invoices, and account balances unless changed in writing and confirmed by DALAT.

7. Payment Disputes

Clients must notify DALAT of any invoicing discrepancies or disputes within **5 calendar days** of receiving the invoice. Disputes must be submitted in writing to **info@dialogios.com**, clearly outlining the issue.

Failure to raise a timely dispute will be deemed acceptance of the invoice.

8. Late Payments and Account Suspension

For postpaid accounts:

- Payments not received by the due date are considered overdue;
- DALAT reserves the right to suspend or limit services until full payment is received;
- Interest may be charged on late payments at the rate permitted by Latvian law.

Repeated late payments may result in termination of the postpaid arrangement or full account suspension.

9. Changes to Payment Terms

DALAT may update this Payment Policy at any time. Clients will be notified of material changes via email or through the client portal. Continued use of the Services constitutes acceptance of the updated policy.

10. Contact Information

For all billing-related questions or concerns, please contact:

DALAT SIA

Vitolu iela 3 - 3, Liepaja, LV-3401, Latvia

Email: **info@dialogios.com**
