RebateRight Pricing Agreement

PRICING AGREEMENT *Last Updated: 02 March 2026*

This Agreement sets out the fees, billing terms, and conditions that apply to your use of the RebateRight Software, provided by **Fortis Futura Pty Ltd trading as RebateRight** (ABN 54 676 215 133) ("we", "us"). It forms part of our **Associated Policies** and should be read alongside our **Software License Agreement**. Terms defined in our Software License Agreement have the same meaning here. Where there is any inconsistency between this Pricing Agreement and the Software License Agreement on matters of pricing or billing, this Pricing Agreement prevails.

By clicking **"I Accept"**, you confirm that:

- you have read and understood this Pricing Agreement
- you have authority to bind the business you represent
- your business agrees to be legally bound by these terms from the date of acceptance.

💡 *Not sure if you have authority to accept on behalf of your business? Please check with the right person before proceeding*.

1. Definitions

"Subscription Term" means the current billing period you are on — either one month or one year, as selected at the time of purchase. Each Subscription Term begins on the date you accept this Agreement (including any Free Trial Period) and automatically renews for successive periods unless terminated.

2. Free Trial

You will receive a 14-day free trial starting on the date you accept this Agreement, with full access to the Software at no charge.

Unless you cancel before the end of your free trial, your subscription will automatically convert to the paid plan you selected.

Each organisation is eligible for one free trial only. We reserve the right to refuse or cancel free trial access if we reasonably believe it is being claimed more than once by the same organisation.

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3. Your Subscription

Your subscription plan, including the applicable fee and number of included requests, is as selected at the time of purchase.

Included requests are valid for the duration of your Subscription Term and do not carry forward beyond it.

On a **monthly plan**, your included requests are valid for that month.

On an **annual plan**, your included requests are valid for the full year, giving you the flexibility to use them whenever you need. For example, an annual plan with a 1,000 requests per month gives you 12,000 requests for the year, with no monthly caps and no unused requests lost at the end of each month.

You can view our current plans and pricing at rebateright.com.au/pricing.

4. Switching Plans

You may upgrade or downgrade your subscription plan at any time. Plan changes take effect at the start of your next Subscription Term.

5. Cancellation & Renewal

Your subscription renews automatically at the start of each new Subscription Term unless you cancel before the renewal date. To cancel, simply notify us at hello@rebateright.com.au before the end of your current Subscription Term.

6. Overage & Early Renewal

If you exhaust your included requests before the end of your Subscription Term, you have two options:

Continue on Pay-As-You-Go: Additional usage will be billed at the Pay-As-You-Go rate applicable to your plan at the time of purchase. Pay-As-You-Go charges are calculated at the end of each billing cycle and will be invoiced separately.

Purchase a new Subscription Term: Start a new term at any time. Your included requests reset immediately upon activation. The new Subscription Term replaces any remaining portion of the existing term.

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7. Invoicing & Payment

Subscription fees are charged in advance at the start of each Subscription Term and are non-refundable, except as expressly stated in this Agreement. You will receive an invoice for each subscription payment.

Payment details are provided at the time of purchase and on each invoice.

All fees are in Australian dollars (AUD) and are exclusive of GST. Where applicable, GST will be added to your invoice.

8. Late Payment

If any amount remains unpaid for more than fifteen (15) days after the due date, we may suspend access to the Software until all outstanding amounts are settled. Access will be restored promptly once payment is received.

If payment remains outstanding for more than thirty (30) days after the due date, we may terminate this Agreement in accordance with the termination provisions of our Software License Agreement.

9. Pricing Changes

Historically, our pricing changes have reduced costs, to make RebateRight more accessible and affordable for our customers. Where a price increase is ever necessary, it will only apply to the plans that require it.

Your pricing will not change during an active Subscription Term. For instance, if you are two months into an annual plan, any new pricing will only apply when your next term begins, ten months later.

If we reduce our pricing, all existing customers will automatically receive the lower price from the start of their next Subscription Term — no action required. For example, if you are on a monthly plan and your current term ends on March 15, you will see the reduced price on next month's invoice, issued on March 16.

If we increase our pricing, we will always aim to maintain your existing pricing where reasonably possible, particularly for long-standing customers. Where a price increase is necessary for your plan, we will notify you by email at least 60 days before it takes effect. Any such increase will not affect your current Subscription Term.

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10. Termination & Refunds

Termination by you: No further subscription fees will be charged after that date. You will retain access to the Software until the end of your current Subscription Term. No refunds are provided for prepaid subscription fees, including any unused portion of an annual Subscription Term.

Termination by us: If we terminate your Agreement other than due to your breach, we will refund any prepaid subscription fees on a pro-rata basis for the unused portion of your current Subscription Term.

Final invoice: You may receive a final invoice for any outstanding Pay-As-You-Go charges. Any amounts already invoiced but unpaid remain due.

11. What Counts as a Request

Each time you or your software checks, verifies, or submits something through RebateRight, it counts as one request — with the exception of claiming:

Patient Verification: Verifying a patient's Medicare card details counts as one request.
Eligibility Check: Checking Medicare eligibility for a patient counts as one request — even if you are checking multiple MBS items for that patient at the same time.

All Other Features: one submission of any other feature (endpoint) counts as one request.

Claiming: Each MBS item submitted for claiming counts as one request.

12. Unexpected Usage Spikes

If your usage spikes unexpectedly in a way that appears inconsistent with your normal pattern and is suspected to result from a technical error or software malfunction, we will work with you in good faith to investigate.

If the spike is found to be the result of an unintentional technical issue — and not legitimate high usage — any associated Pay-As-You-Go charges will be waived.

13. Changes to this Agreement

If we make any material changes to this Pricing Agreement, we will notify you by email to your registered address at least 30 days before they take effect.

Continued use of the Software may require you to accept the updated terms.

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