

RebateRight Pricing Agreement

PRICING AGREEMENT *Last updated: 7 September 2026*

This Agreement sets out what you pay for the RebateRight Software, and how and when we invoice you. The Software is provided by **Fortis Futura Pty Ltd trading as RebateRight** (ABN 54 676 215 133) ("we", "us"). It applies to the organisation that accepts it ("you", "your").

Together with our **Software Licence Agreement** and our **Privacy Policy**, it forms your agreement with us. Terms defined in the Software Licence Agreement have the same meaning here. If the two agreements are inconsistent on pricing or billing, this Agreement prevails.

By accepting this Agreement electronically, the person accepting it confirms that:

- they have read and understood this Agreement
- they have authority to bind the organisation they represent
- that organisation agrees to be legally bound by this Agreement from the date of acceptance.

Not sure whether you have authority to accept on behalf of your organisation? Please check with the right person before proceeding.

1. Definitions

"Billing Cycle" means the period you pay for, monthly or annual as chosen at purchase, together with the requests included in it. A Billing Cycle ends when its period ends or when you use all its requests, whichever comes first.

2. Your subscription

Free trial: Your subscription starts with a free trial. For 14 days from the day you accept this Agreement, you have full access to the Software at no charge. Each organisation is entitled to one free trial. We may refuse or cancel a trial if we reasonably believe an organisation is claiming a second one.

After the trial: When the trial ends, your subscription continues on the plan you selected, unless you cancel before then.

Your plan: Your plan sets your fee and the number of requests included in each Billing Cycle. You choose it at purchase. Our current plans are published at rebateright.com.au/pricing.

Included requests: Included requests belong to their Billing Cycle and do not carry forward.

Annual plans: On an annual plan, the full year's requests are available from the first day. A plan with 1,000 requests a month gives you 12,000 requests to use at any pace across the year, with no monthly cap.

Switching plans: You may move to a larger or smaller plan at any time. The change takes effect at the start of your next Billing Cycle.

3. What counts as a request

Each submission to RebateRight, from the web app or through the API, counts as one request. Claiming is the one exception.

Patient verification: A patient verification is one request.

Eligibility check: An eligibility check is one request, however many MBS items you check for the patient at the same time.

Claiming: A claim is one request for each MBS item on it. A claim with 3 items is 3 requests.

Everything else: For every other feature, one submission is one request.

Test environment: Calls to the test environment are free and never count.

4. When you use all your requests

Your next cycle begins that day: If you use all your requests before the period ends, a new Billing Cycle begins immediately: the same plan, the same price, a full set of requests and a full period from that day. Your access is not interrupted. If you have cancelled, no new Billing Cycle begins.

When we invoice it: We invoice a Billing Cycle when it begins. If a new cycle begins early because you have used all your requests, its invoice arrives early with it.

For example: Your monthly plan includes 1,000 requests, and your cycle began on 1 March. You use your 1,000th request on 20 March. A new cycle begins on 20 March with another 1,000 requests, runs to 19 April, and is invoiced on 20 March instead of 1 April.

No charge per request: Your plan price is all you pay. We do not charge for individual requests.

If a software fault causes a spike: A fault in your software will not cost you requests or money. If your usage rises unexpectedly and does not match your normal pattern, tell us. We investigate with you in good faith, and if a fault in your software caused the extra requests, we restore them.

5. Invoicing and payment

Invoices: We invoice each Billing Cycle in advance, at its start. Payment details are on every invoice.

GST: All fees are in Australian dollars and exclude GST. Where GST applies, we add it to the invoice.

Late payment: If an invoice is unpaid 15 days after its due date, we may suspend your access to the Software until it is paid. We restore access promptly once it is. If an invoice is unpaid 30 days after its due date, we may terminate this Agreement under the Software Licence Agreement.

6. Pricing changes

Your price does not change during a Billing Cycle. A new price applies from the start of your next one.

If we lower a price: When we lower a price, every existing customer moves to it from their next Billing Cycle, without any action on your part.

If we raise a price: When we raise a price, we email you at least 60 days before it takes effect. A rise applies only to the plans that need it, and where we reasonably can, we hold long-standing customers at their existing price.

7. Cancelling and refunds

How to cancel: Your subscription renews at the start of each Billing Cycle until you cancel. To cancel, email us at hello@rebateright.com.au.

What happens when you cancel: Cancellation takes effect immediately, and there is no exit fee. From that moment we charge you nothing further. You keep the requests and the time you have already paid for, and your access continues until your current Billing Cycle ends.

Refunds: If you cancel, fees you have already paid are not refunded, including the unused part of an annual Billing Cycle, except where the Australian Consumer Law requires a refund. If we end this Agreement for a reason other than your breach, we refund the unused part of your current Billing Cycle, in proportion to the time left.

Amounts already invoiced: Anything invoiced but not yet paid remains due.

8. Changes to this Agreement

If we make a material change to this Agreement, we email the address on your account at least 30 days before it takes effect. We may ask you to accept the updated Agreement before you continue using the Software.