



Qoezion / Qomeet Terms and Conditions of Sales

Effective as of April 21st, 2026

1. SUBJECT

These General Terms and Conditions of Sales (GTC) define the contractual conditions applicable to the provision of Qoezion and Qomeet services, developed and distributed by Quick-Off, a simplified joint stock company (SAS) with capital of €1,415.60, registered under SIREN number 847 888 179. Its registered head office is located at 5 boulevard François Mitterrand, 43120 Monistrol-sur-Loire, France.

Notice regarding teammates and accredited participants: The use of Qoezion and Qomeet services by individuals acting as teammates, volunteers or participants is completely free of charge. The provisions regarding pricing, billing, and subscriptions detailed in these Terms and Conditions of Sales apply exclusively to Organizers (Customers) who have subscribed to a paid plan for managing their events.

2. SERVICES DESCRIPTION

Qoezion is a staff and volunteer management SaaS platform for event organizers.

Qomeet is an accreditation and participant services management SaaS platform.

Each subscription includes access to the platform, corrective and upgrading maintenance, standard technical support, 24/7 access to the online help center, and may include an initial training session (or refresher training). The functional scope, number of events, users, and volunteers or accredited participants are defined in the signed quote.

3. DURATION AND COMMITMENT

Unless otherwise specified in the quote, services are provided for a period of one (1) year from the start date of the contract. The subscription is automatically renewable at the beginning of each period (monthly or annually) unless cancellation is requested before the expiration date. Your subscription can be cancelled by sending a simple written request to sales@quick-off.com and will take effect at the end of the current period.

A contractual commitment of three (3) years or more entitles you to a 15% commercial discount.
Quick-Off, a simplified joint stock company (SAS) with capital of €1,415.60
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discount, which cannot be combined with any other promotional offer or special discount.

Specific conditions of the multi-year offer: the 15% commercial discount applies upon strict observance of a minimum contractual commitment period of three (3) years (36 months). In the event of premature cancellation of the contract by the customer before this term, for any reason whatsoever (except in cases of duly recognized force majeure), the customer shall be fully liable, as a penalty clause, for:

1. refund of the full amount of discounts received since the date of signature of the contract,
2. a fixed early cancellation penalty fee equivalent to twelve (12) months' subscription at the public rate in force. These amounts shall be payable immediately on the date of notification of cancellation.

4. FINANCIAL TERMS AND CONDITIONS

Prices are quoted in euros excluding VAT. Invoicing takes place upon order placement. Payment is due at the beginning of the period, either annually or monthly, according to the terms of the quotation.

5. REFUND POLICY

Any subscription period started shall be paid in full. No refund, even partial, shall be granted for a contract period already started, unless expressly stated otherwise in a specific agreement or in the event of a major non-compliance by Quick-Off with its contractual obligations.

6. DELAY IN PAYMENT

In the event of delay in payment, penalties shall be automatically payable at a rate of three times the French legal interest rate in force, as well as a fixed compensation of 40 Euros for recovery costs, in accordance with French law.

7. SUPPORT AND MAINTENANCE

Quick-Off provides technical support Monday to Friday from 8:30 a.m. to 5:00 p.m CET. (excluding French public holidays). Requests can be made via the platform, by email or via the chat module. The response time varies depending on the criticality of the issue (see SLA on request or in specific contracts).

Enhanced support services (on-call support, extended support, on-site support) can be offered on a specific quote basis.

8. EQUIPMENT RENTAL (ACCESS CONTROL TERMINALS AND PRINTERS)

- 8.1. **Delivery and transfer of risk:** the rented equipment is deemed to be delivered in perfect working order. The customer is given twenty-four (24) hours after receipt to report any anomalies in writing. After this period, the equipment is considered to have been accepted with no objections. The transfer of risk takes place as soon as the equipment is handed over to the customer or to the transport company. The customer becomes the custodian of the equipment and assumes full responsibility for it (theft, loss, damage) until it is duly returned to Quick-Off's premises. The customer undertakes to be covered by insurance for these risks.
- 8.2. **Usage and logistics:** unless otherwise stated in the quotation, the costs of transport to and from the customer's premises are the responsibility of the customer. The return shipment is at the customer's sole risk, and the customer must ensure that the item is shipped in its original packaging (secure case) no later than **48 hours** after the end of the period of use.
- 8.3. **Penalties and additional invoicing:** in the event of non-compliance with the return conditions, the following penalties will be applied automatically and invoiced to the customer.
- **Return delay:** €17 excluding VAT per day and per equipment item.
 - **Equipment not returned, lost or stolen:** invoiced at full replacement cost, fixed at **€400 excluding VAT per control terminal**, and at the manufacturer's current retail price for printers and other peripherals.
 - **Missing accessories:** flat-rate invoicing (e.g. €150 excluding VAT per case, €25 excluding VAT per charger).
 - **Damage/breakage:** invoiced at actual cost based on repair quote (or replacement with new equipment if the damaged equipment is not economically viable to repair).

9. INTELLECTUAL PROPERTY

Quick-Off remains the owner of all intellectual property rights relating to the Qoezion and Qomeet solutions. The customer has the right to access, use and exploit these solutions within the limits of the subscription plan contracted.

10. CONFIDENTIALITY

Each party undertakes to keep confidential any technical, commercial or strategic information exchanged within the framework of the contract.

11. PERSONAL DATA

Quick-Off acts as a processor within the meaning of the GDPR. The personal data protection policy is available at: <https://www.quick-off.com/fr/qoezion/privacy-policy>. A DPA can be provided upon request.

12. LIMITATION OF LIABILITY

Quick-Off shall only be held liable in the event of proven fault. Under no circumstances shall Quick-Off be held liable for indirect damages or loss of data.

13. FORCE MAJEURE

Quick-Off shall not be held liable for failure to perform its obligations in the event of force majeure as defined by French law.

14. APPLICABLE LAW AND COMPETENT JURISDICTION

These GTC are governed by French law. Any litigation relating to their execution or interpretation falls under the exclusive jurisdiction of the Commercial Court of Le Puy-en-Velay, France

Acceptance of the GTC: Signing the quotation constitutes full and complete acceptance of these General Terms and Conditions of Sales.