

# Full Agreement

Version 5.0 | Updated October 16, 2026

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## Part 1 - Terms of Service

### Service provider

CIMPOS Laundry Management System is provided by Click Inmo (Pvt) Ltd, company registration PV-00308925. Address: No. 92/B/9, Madapatha Road, Piliyandala, Colombo, Sri Lanka. Email: [info@clickinmo.com](mailto:info@clickinmo.com). Website: [clickinmo.com](http://clickinmo.com).

### Your account

Give accurate business details and register only if you are authorised to act for the laundry. Protect your login and give staff only the access they need. Tell support promptly about unauthorised access.

### Initial setup and subscription fees

The standard initial setup payment is LKR 30,000, paid once in addition to your subscription. It covers initial system setup and team training. Security maintenance, standard support and updates to included features are provided during active service. Existing laundries that have already paid their initial setup fee do not pay it again when renewing or changing subscription plans. Earlier written commitments are not retrospectively withdrawn by this version.

Monthly package subscriptions are Core: LKR 5,000; Business: LKR 7,000; Core + Multi-location: LKR 12,000; and Business + Multi-location: LKR 15,000. Current prices and package comparisons are at <https://laundry.cimpos.lk/pricing>. The confirmed quotation or order identifies your package, included features, locations, billing period, subscription total, setup fee, optional charges and applicable taxes before paid activation. A later website edit does not change an already agreed paid period.

Prepayment discounts on the base subscription are 10% for 3 months, 15% for 6 months and 25% for 12 months; monthly payment has no prepayment discount. Setup, additional locations and SMS are separate and are not included in those discounts unless expressly agreed. Each subscription month is 30 days: 3, 6 and 12 months provide 90, 180 and 360 days. Your confirmed subscription dates are shown in your workspace.

New registrations do not include a free trial. You may explore our separate customer demo using synthetic sample data. Registration remains pending until the agreed payment is recorded and a Super Admin activates the paid subscription. Existing paid periods and previously agreed trial access are not retrospectively changed by this policy. Payments are non-refundable except where required by law or agreed by us in writing. Your quotation or invoice will identify any applicable taxes.

### Package features and locations

Core includes POS, orders, invoices and payments; customers, services and pricing; order tracking and garment photos; basic expenses and standard reports; operational messaging and staff permissions; advanced reports, bulk SMS and Ask CIMPOS. It includes one location. Messaging usage charges remain separate.

Business includes Core features plus prepaid laundry packages and allowance tracking, loyalty points and redemption, stock management and buying guides, petty cash and money management. It includes one location; it does not include multi-location operations.

Core + Multi-location includes Core features plus branches, collecting points and processing centres; branch switching, branch-wise billing and access permissions; whole-order garment transfers with dispatch, receipt and return history. Two total locations, including the main location, are included. Additional locations cost LKR 3,000 per location per month. Business-only features are not included.

Business + Multi-location includes Business features and all the multi-location functions described above. Two total locations, including the main location, are included. Additional locations cost LKR 5,000 per location per month. It is not an unlimited-location or unlimited-usage plan.

A branch, collecting point or processing centre at a distinct physical site counts as one location. Several functions at the same physical site count once. Core and Business require an agreed upgrade for additional locations. New locations, add-ons, upgrades and any prorated charge require confirmation before billing; choosing a package at signup is a request, not payment or paid activation.

### Included updates and future products

During an active subscription, routine fixes, security maintenance and improvements to your included features are supplied without a separate update fee. Business + Multi-location includes the current combined Business and Multi-location feature set, not an unconditional entitlement to every future product or service.

New premium modules, custom development, third-party services and usage beyond agreed limits may be offered separately with the price and scope disclosed before you opt in. No automatic extra charge arises merely because a new feature is released. Material changes to agreed features require advance notice and, where required, renewed agreement; prepaid commitments and mandatory rights remain protected.

### SMS and fee changes

The current SMS rate is LKR 0.80 per billable SMS unit, charged separately. A long message may use more than one unit; confirm the applicable unit rules before use. SMS prices may change with at least 30 days' advance notice. Monthly subscription increases require at least two calendar months' advance notice and apply to a renewal on or after the notified date, not a period already paid for. You may cancel before the new price applies.

Once your subscription payment is confirmed, the price for that paid period is protected. Whether you pay for 1, 3, 6 or 12 months, a later subscription price change does not create an extra charge for the remaining paid period. After it expires, renewal uses the rates then in effect, subject to the notice above. The initial setup payment remains a one-time fee and is not charged again to existing laundries that have already paid it.

### **Legacy trial access and first paid subscription start**

Previously agreed trial access remains separately managed by Super Admin; no new free trials are offered. Historical trial usage is not automatically deducted from a paid subscription. After payment is confirmed, the first paid subscription starts at the date and time selected and confirmed by Super Admin, rather than automatically at a historical trial approval date. Any earlier start must be agreed with the customer. The start defaults to the current activation time. A future start may be scheduled; operational access remains locked until the agreed start, when the full purchased period begins.

Expiry is the confirmed paid start date/time plus 30 days multiplied by the purchased number of months: 12 months means 360 days, not a calendar year. The chosen start and expiry must be disclosed before confirmation. Existing paid subscription periods are not recalculated by this change; normal renewal and agreed duration-change rules remain unchanged.

### **Payments and overdue access**

Pay by the due date shown for your subscription. Include your laundry name as the bank-payment reference and notify support with payment details. Access is renewed after payment is confirmed, not simply when a payment notice is sent. You remain responsible for payment even if a reminder is not received.

The intended renewal policy allows three days after the due date, followed by suspension on the fourth day if payment is not confirmed. Normal report viewing and business-data export require active access. This local review version does not itself change subscription enforcement; the grace-period controls must be aligned before this policy takes effect.

### **Cancellation**

You may request cancellation or account closure at any time by phone or email to support. We may verify your authority. Ask for written confirmation and the effective date. Unless you request earlier closure, cancellation ends access at the end of the paid period and stops future renewals. It does not automatically refund earlier payments.

### **Business records and deletion**

Your business records belong to you. We do not automatically delete them for non-payment. If payment remains overdue for at least 90 days from the latest subscription due date, a Super Admin may review the account and manually confirm deletion. Reaching 90 days does not itself delete data. Before confirming, the administrator must check payment status, applicable retention duties and any required notices. Deleted records may not be recoverable. Export important records while access is active. Statutory

privacy requests are not conditional on subscription payment.

### **Confidentiality and access**

Your laundry's customer records, sales and reports are confidential. Workspace data is separated by tenant and protected by role-based permissions, so another laundry cannot access your records through its account. Connections to the live service use HTTPS encryption. Authorised technical access may be necessary for support, security, service operation or legal obligations; these safeguards do not make business records unreadable to authorised system operators.

### **Security and availability**

We use reasonable safeguards, maintain security updates and work to protect your data. No online service is 100% secure or always available. Attacks, unauthorised access, software faults, hosting failures and network outages can cause interruption or loss despite precautions. We take reasonable steps to investigate incidents, limit harm and restore service, and provide notices required by law. These risks do not remove our own legal responsibilities. Backups do not guarantee recovery of every record.

### **Your customers and messaging**

You are responsible for accurate records, lawful use of customer information and any required privacy notices or permissions. Delivery of SMS and email depends on third-party providers and recipient networks and cannot be guaranteed. Do not send unlawful or unwanted messages.

### **Ask CIMPOS and improvements**

Ask CIMPOS uses permitted business records to answer questions. An enabled external AI service may process your question to understand the request. Do not include passwords or unnecessary sensitive information. Check answers before relying on them; they are not professional legal, tax or financial advice.

We listen to laundry owners and use feedback to guide improvements and useful new features. A suggestion is not a promise of a particular feature or delivery date unless agreed in writing. We will notify you about material changes affecting paid services.

### **Acceptable use and software ownership**

Do not bypass security, access another laundry's data, upload harmful code or disrupt the service. Access may be restricted where necessary to protect users or comply with law. CIMPOS software and branding remain the property of their owners; a subscription grants use, not ownership.

### **Rights, disputes and updates**

Nothing here excludes liability or rights that cannot lawfully be excluded. Sri Lankan law applies, subject to mandatory rights. Contact support first to try to resolve a concern. We keep dated policy versions, notify material changes and obtain new acceptance where needed. An updated version is not treated as having been accepted in the past.

## Part 2 - Privacy Policy

### Package selection and agreement records

We record the package and billing period requested at signup, the calculated subscription quote, the registration details, policy versions and acceptance time. Authorised platform administrators use these records to review registration, confirm the selected service and arrange billing. A requested package is distinct from an approved, paid subscription. We preserve historical agreement records rather than relabelling earlier acceptance as a new version.

Accepting Terms of Service and acknowledging this Privacy Policy does not provide blanket consent to unrelated processing or marketing. We rely on the applicable lawful basis for each purpose, including service performance, legal obligations and other bases permitted by applicable law; where consent is needed, it is requested separately.

### Locations and optional features

Depending on enabled features, the workspace may hold branch, collecting-point and processing-centre details; staff location assignments; garment handover and transfer records; prepaid package allocations and usage; loyalty balances; stock and financial records. We use these to provide the functions selected by the laundry. A pricing tier alone does not authorise additional unrelated use of personal information.

The laundry manages its staff permissions and decides which authorised users may access records across its locations. Locations within one laundry are not separate customer organisations. Laundry owners should explain relevant transfers and messaging to their customers and keep access permissions appropriate.

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### Information collected

We collect owner and business names, addresses, contact details, email, authentication information and registration/acceptance records. Workspaces contain customer, staff, order, invoice, payment, stock, expense and messaging information. Technical and security logs support operation and troubleshooting.

### How information is used

We use information to provide the system, verify accounts, manage subscriptions, deliver requested messages, support users, prevent abuse and meet legal obligations. The laundry decides how to use its customer records for laundry operations; we process those records to provide the service. Optional marketing permission is separate from accepting service terms. We do not sell laundry or customer data.

### Access and providers

Your sales, customer details and business records are private to your laundry workspace. Tenant isolation and role-based permissions limit access to the relevant workspace and authorised users. Live connections use HTTPS encryption to protect information in transit. Passwords are stored as one-way hashes, and selected sensitive credentials are encrypted. This is not end-to-end encryption of all business records: authorised system operators may still need technical access for support, security or service operation.

Authorised staff and providers may need limited information for hosting, messages, support, security and enabled AI features. We may disclose information where required by law. Some providers may process information outside Sri Lanka. Contact us for details relevant to your service.

### Ask CIMPOS

Ask CIMPOS queries permitted workspace records. When the external AI fallback is enabled, a question may be sent to OpenAI to classify the request. The inspected classification implementation does not send the complete database or query-result rows. Questions can themselves contain personal information, so include only what is needed. Disabling provider storage in a request does not guarantee zero provider retention.

New diagnostic events omit question text and business answers. Legacy question and review-note text is withheld from the platform review API. This does not mean that old records were deleted or that conversation history cannot be stored elsewhere.

### Security and incidents

We use reasonable access controls and safeguards and maintain security updates. No online system can guarantee 100% security, availability or freedom from data loss. Attacks and hosting or network failures remain possible. We investigate incidents, work to reduce harm and fulfil applicable notification duties. You should protect logins, devices and staff permissions.

### Retention and owner requests

There is no automatic non-payment deletion. After at least 90 days overdue from the latest subscription due date, a Super Admin may review and manually confirm deletion, subject to applicable retention duties and required notices. The date makes the account eligible for review, not automatic removal. We do not promise permanent storage. Backups and legally required records may follow separate retention rules.

Contact support to request access to, correction of or lawful deletion of personal information. We verify identity and authority and consider applicable retention duties. These requests remain available even when subscription access is suspended. Laundry customers should normally contact their laundry about its records; we assist as appropriate. This policy does not prevent legally required erasure.

### **Browser storage and communications**

Necessary browser storage supports login, security and preferences. Operational and security logs help diagnose issues. We send account, billing and security notices as needed. Do not send passwords or OTPs in support requests. CIMPOS is a business service, not a service for children to register their own accounts.

### **Policy changes and contact**

We identify policy versions and notify material changes where required. For support or privacy questions, contact us at +94 70 353 4456. We may need to verify your identity before acting. Do not send passwords or OTPs.