SaaS Subscription Cancellation, Renewal & Refund Policy

BeeTenant

Effective Date: 17 November 2026

This Policy forms part of the BeeTenant SaaS Terms and Conditions and governs subscription cancellation, renewal, suspension, termination, refunds and related customer data handling for the BeeTenant software-as-a-service platform.

1. Subscription Terms

BeeTenant subscriptions may be offered on a monthly or annual basis, as specified in the applicable subscription plan, order, quotation or other commercial agreement. The applicable subscription period and fees are those confirmed at the time of purchase.

An annual subscription constitutes a twelve (12) month subscription term unless the applicable commercial agreement expressly provides otherwise.

2. Monthly Subscription Cancellation

A customer subscribed to a monthly plan may request cancellation at any time through the cancellation mechanism designated by BeeTenant or by written notice to the designated BeeTenant.com contact.

Cancellation will take effect at the end of the then-current paid monthly subscription period. Amounts already paid for that subscription period are not refundable merely because the customer cancels or does not use the service, except where a refund is required by applicable law or expressly approved by BeeTenant.com.

No further recurring subscription charge will be made for a subsequent monthly period after the effective cancellation date.

3. Annual Subscription Cancellation

Annual subscriptions are priced on the basis of an annual commitment. A customer may request cancellation or non-renewal during an active annual term; however, unless otherwise expressly agreed in writing or required by applicable law, early cancellation for the customer's convenience does not entitle the customer to a refund of the unused portion of the prepaid annual subscription.

Where an annual subscription is cancelled during its active term, the customer will normally retain access to the service until the end of the paid annual term, subject to these Terms and any applicable suspension or termination rights.

Any discounted annual pricing is based on the annual commitment and will not be retrospectively recalculated using the monthly subscription rate solely because the customer terminates early.

4. Renewal and Non-Renewal

Unless otherwise stated in the applicable order or subscription plan, an annual subscription will automatically renew for an additional annual term unless the customer submits a valid non-renewal request at least thirty (30) days before the renewal date.

BeeTenant may send a renewal reminder before the renewal date. The customer remains responsible for ensuring that its billing and contact information is current.

Renewal fees will be charged at the applicable renewal price communicated by BeeTenant and/or stated in the applicable commercial terms.

5. Implementation, Onboarding and Professional Services

Implementation, configuration, onboarding, training, data migration, integrations, custom development and other professional services are separate from the SaaS subscription unless expressly included in the applicable plan or commercial agreement.

Fees for services already performed, commenced, scheduled, allocated or otherwise incurred by BeeTenant are non-refundable except where otherwise required by applicable law or expressly agreed in writing.

Cancellation of a SaaS subscription does not automatically cancel outstanding professional-services obligations, statements of work, change requests or amounts already due.

6. No Refund for Non-Use

The customer's failure to use the BeeTenant platform, whether partially or completely, does not suspend, reduce or waive subscription fees and does not by itself create a right to a refund.

7. Payment Default and Suspension

If any undisputed amount is not paid when due, BeeTenant may issue a payment notice and request that the outstanding amount be settled within the applicable period stated in the notice or commercial agreement.

If the payment default remains unresolved, BeeTenant may suspend access to the service and/or terminate the subscription in accordance with the applicable agreement and applicable law.

Suspension or termination resulting from payment default does not release the customer from liability for fees and other amounts accrued before the effective termination date.

8. Suspension or Termination for Cause

BeeTenant.com may suspend or terminate access where reasonably necessary because of:

- a material breach of the applicable Terms or commercial agreement;
- unlawful, fraudulent or deceptive use of the service;
- unauthorized access, attempted compromise or misuse of the platform;
- a material cybersecurity, security or operational threat;
- infringement or misuse of BeeTenant’s intellectual property or other rights;
- use that materially threatens BeeTenant.com, its infrastructure or other customers;
- failure to comply with applicable laws or regulatory requirements; or
- an order or requirement of a competent governmental or judicial authority.

Where reasonably practicable, BeeTenant will provide notice of a material breach and a reasonable opportunity to remedy it before termination. Where immediate action is reasonably necessary to protect

the security, integrity or lawful operation of the service, BeeTenant may suspend access immediately and provide notice as soon as reasonably practicable.

9. Customer-Caused Suspension or Delay

Where suspension, delay or inability to provide the service results from the customer's acts or omissions, including non-payment, misuse, unauthorized access, security violations, failure to provide required information, or failure to comply with agreed technical requirements, applicable subscription fees will continue to accrue during the affected period.

10. Discontinuation of the BeTenant.com Service

BeTenant.com may discontinue a SaaS product or material service offering where reasonably necessary for business, technical, commercial, legal or regulatory reasons.

Where BeTenant.com permanently discontinues the relevant SaaS service and terminates an active prepaid annual subscription solely for that reason, BeeTenant will, subject to applicable law, provide a pro-rata refund of the unused prepaid subscription period.

This provision does not apply where termination results from the customer's breach, unlawful activity, payment default, security violation or other circumstances attributable to the customer.

11. Customer Data Following Cancellation or Termination

Following cancellation or termination, customer access will normally remain available until the end of the applicable paid subscription period, unless access has been suspended or terminated for breach, security, legal or other legitimate reasons.

The customer is responsible for exporting its data before the expiry of the applicable access period. Unless otherwise stated in the applicable service, BeeTenant may retain customer data for up to thirty (30) days following termination for the purpose of facilitating reasonable data retrieval.

After the applicable retention period, BeeTenant may delete or anonymize customer data from active systems, subject to applicable legal, regulatory, accounting, security, backup and disaster-recovery requirements.

Customer data contained in backup systems may remain for the applicable backup-retention period and will be deleted or overwritten in accordance with BeeTenant’s normal backup lifecycle.

12. Third-Party Services and Charges

Where BeeTenant incorporates or depends upon third-party services, licenses, infrastructure, APIs, communication services, payment services, AI services or other third-party products, those services may be subject to separate terms and charges.

To the extent BeeTenant has already incurred or become contractually committed to third-party costs on behalf of the customer, such costs will not be refundable by BeeTenant except to the extent the relevant third party provides a corresponding refund or applicable law requires otherwise.

13. Effect of Cancellation or Termination

Cancellation or termination does not affect:

- amounts accrued before the effective termination date;
- payment obligations for services already provided;
- professional-services, implementation or change-request obligations already incurred;
- third-party charges already incurred or committed;
- intellectual-property rights;
- confidentiality and data-protection obligations; or
- any other provision that by its nature is intended to survive cancellation or termination.

14. Mandatory Legal Rights

Nothing in this Policy is intended to exclude, restrict or waive any right, remedy, protection or obligation that cannot lawfully be excluded, restricted or waived under the applicable laws of the United Arab Emirates.

If any provision of this Policy is determined to be invalid or unenforceable, that provision will be interpreted or limited to the minimum extent necessary to make it valid and enforceable, and the remaining provisions will continue in effect.

15. Governing Terms and Applicable Law

This Policy shall be read together with the BeeTenant Terms and Conditions, Privacy Policy, applicable subscription plan, order form, quotation, statement of work and any other applicable commercial agreement.

Unless a different governing law or dispute-resolution mechanism is expressly agreed in a valid commercial agreement, this Policy shall be governed by the applicable laws of the United Arab Emirates and the applicable laws of the Emirate of Dubai, subject to any mandatory provisions of applicable UAE law.

16. Customer Acknowledgement

By subscribing to or continuing to use BeeTenant, the customer acknowledges that it has reviewed and accepted the applicable subscription terms, including the cancellation, renewal, suspension, termination and refund provisions stated in this Policy.