Jackrabbit Care Fees & Payment Policies

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Your monthly subscription fee is based on your total number of active locations on the 26th of the month to determine your upcoming monthly fee. Refer to **Jackrabbit Care Pricing Plans** for our simple, affordable pricing information.

Payment Schedule

Your credit card/bank account is charged on the first business day of each month. Your first month's fee may be pro-rated based on your sign-up date. Your fee can change month-to-month based on the total number of locations for your business.

Failure to Pay

We understand that from time to time credit cards or other payment methods may be declined. If your credit card or other payment method is declined on the first of the month, Jackrabbit Care's policy is as follows:

- Billing will immediately alert you to the problem via email, asking you to use our **Billing Portal** to initiate a payment.
- Billing will attempt to obtain an approved payment during the first 7 days of the month. If your balance is not paid in full by the 6th of the month, a $25 late fee will be added to your balance on the 7th of the month.
- If your balance is not paid by the 9th of the month, your Jackrabbit Care account will be suspended on the 10th until payment is made via an approved credit card payment.
- To reactivate your account, Jackrabbit Care must receive an approved credit card payment. We cannot accept a bank draft for an overdue payment.
- If your account remains suspended, your corporate data is subject to deletion.

Keeping the lines of communication open can keep your account from being suspended. We are available to work with you concerning your account. Contact our Billing Department at **Billing@jackrabbittech.com**.

Subscription Terms & Conditions

The terms and conditions of your Jackrabbit Care subscription can be found here: **Jackrabbit Care Terms & Conditions**.

Contact Us

If you have questions about your Jackrabbit Care subscription, contact our Billing Team directly at

Billing@jackrabbittech.com. They may also be reached by phone at 704-895-4034 option 4.