

Purchase & Payment Policy

ClearaiSirius OÜ

Effective from 16 September 2026

This Purchase & Payment Policy explains how buying Credits works on the platform operated by ClearaiSirius OÜ (the “Company”) at <https://sirius-ai.tech/>: what you can buy, how pricing and volume discounts work, how checkout and payment are processed, and how currency are handled. It supplements, and should be read together with, the Terms of Service, the Refunds & Cancellations Policy, and the Privacy Policy. Where this Policy and the Terms of Service describe the same mechanic differently, the Terms of Service govern unless this Policy expressly says otherwise.

A Key Terms Used Here

- **“Credits”** — the Platform’s prepaid unit of payment, purchased with real money and spent on AI Services and Specialist Engagements, as defined in the Terms of Service
- **“AI Service”** — an output generated directly by the Company’s own AI systems, bought and delivered instantly through the Service Catalog without a Specialist
- **“Specialist Engagement”** — work carried out by an independent Specialist matched to the Customer through the Platform, on top of the same Service Catalog listing
- **“Bundle”** — a fixed or custom quantity of Credits offered for purchase at checkout, at a price that may reflect a volume discount
- **“Service Fee”** — the platform fee the Company retains from the price of a Specialist Engagement, as described in the Terms of Service, Section D
- **“Payment Provider”** — the third-party payment processor the Company uses to collect and process payments

B Scope of This Policy

This Policy covers the purchase side of using the Platform: what is on offer, how much it costs, how you pay, and how currency are handled. It does not cover cancellations or refunds, which are addressed in the Refunds & Cancellations Policy, or the rules governing an Engagement itself once Credits have been spent, which are addressed in the Terms of Service.

C What You Can Buy

The Service Catalog lists individual services grouped by category (for example, Business Tools, Content & Copy, Design & Visuals, E-commerce, Marketing, Video & Audio, Web & Apps, Custom Assistants, and No-Code Automation). Each listing shows a starting price in Credits for an AI Service, and, where Specialists are available for that service, an option to hire one instead of or in addition to the AI Service. The Service Catalog and its prices are illustrative of the Platform’s offering at any given time and may be added to, removed, or re-priced as described in Section J.

D How Credits Work

- Credits are prepaid: you buy them before you spend them, and they are not a line of credit or a loan.
- Credits do not expire.

- Credits are tied to a single account and are not transferable between accounts; organisations that need a shared balance should contact the Company's partnerships team.
- For an AI Service, Credits are used at the moment the request is sent to the Company's AI systems, before the output is generated.
- For a Specialist Engagement, Credits are deducted once the Engagement has been successfully delivered, as described in the Terms of Service, Section D.

E Pricing and Volume Discounts

Credits can be bought as a preset Bundle or as a custom amount configured at checkout, from €10 (100 Credits) up to €8,500 (100,000 Credits). The base rate is 10 Credits per €1 before any volume discount, and the following volume discounts apply automatically based on the size of the Bundle:

Bundle size	Discount
Under 500 Credits	0% off
500–999 Credits	3% off
1,000–2,499 Credits	8% off
2,500+ Credits	15% off

The price shown to you at the start of checkout is the price charged; the exact total is recorded at that point.

F How Checkout Works

1. Choose a service from the Service Catalog and configure its scope, or choose a Bundle size on the pricing page.
2. Review the Credit cost (for a service) or the price in your checkout currency (for a Bundle), shown before you pay.
3. Accept these payment policies.
4. Complete payment through the Payment Provider.
5. Receive confirmation once the Credits or the requested Service have been applied to your account.

Paid AI Service requests can only be sent by a signed-in Customer with a sufficient Credit balance.

G Payment Methods, Currency

Accepted payment methods are shown at checkout and are processed by the Payment Provider; the Company does not store full card details.

Prices are shown in EUR by default.

H Failed, Declined, or Disputed Payments

- If a payment fails or is declined, no Credits are added and no Service is started; you can try again or use a different payment method.

- If a payment is later reversed by your bank or card issuer (a chargeback) after Credits from it have been spent, the Company may suspend the account and recover the value of the Credits used, without prejudice to the misuse provisions in the Refunds & Cancellations Policy, Section H.
- If you believe you have been charged in error, contact support@sirius-ai.tech before raising a chargeback with your bank, so the Company has a chance to put it right directly.

I Enterprise and Custom Orders

A Customer that needs a larger volume, dedicated support, or a bespoke arrangement can request a custom Bundle or a tailored setup through the Company's sales contact.

J Changes to Pricing

The Company may change Bundle prices, volume-discount tiers, or the Service Catalog's starting prices at any time, effective for purchases made after the change is published. A change in pricing does not affect Credits you already hold or an order already placed before the change took effect.

K Related Policies and Contact

This Policy should be read together with the Terms of Service, the Refunds & Cancellations Policy, the Privacy Policy, and the Cookie Policy, all published on the Platform. If any part of this Policy conflicts with the Terms of Service on how the service relationship itself works (rather than how a purchase is made), the Terms of Service govern.

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