



Terms for Microsoft 365 subscriptions

1.1 General provisions

The subscription terms for our products vary. The individual contract concluded with green.ch always applies. Our current subscription terms, with the exception of special promotions and agreements, are as follows:

1.2 Invoicing period and subscription length

Minimum subscription length: 3 months

All invoices are payable in full within 30 days of the invoice date. Late payments will incur a late fee of CHF 25.00.

1.3 Billing method

Initial invoicing occurs for 3 months in advance, starting from the activation date. Subsequent invoicing is in advance 30 days before the beginning of each subscription period, for 3 months each.

1.4 Late payment

In the event of late payment, the company is entitled to block access immediately. If service is deactivated due to late payment, the signal will be reactivated upon written request and on receipt of payment of the open invoices plus the setup fee and an administration fee of CHF 40.00.

1.5 Subscription upgrades and downgrades

A subscription can only be downgraded at the end of a subscription period and notification is required at least 3 months in advance. On request a subscription change can take place with immediate effect. Any positive balance based on the difference in the two subscription amounts will not be credited.

Subscription upgrades are possible at any time, free of charge. The difference will be invoiced on a pro rata basis. After service has been turned on,

the contract period is automatically renewed for 3 months until it is cancelled. Up- and Downgrades can be directly requested through the customer console.

1.6 Fair use policy

Services whose use and/or scope are not limited by green.ch are provided as fair use. If use is determined to be excessive, i.e. it drastically affects the performance of systems or data links, green.ch has the right to limit or deactivate the customer's access to these services accordingly. Excessive use can be caused, for example, by offering music, video and/or image downloads and other data-intensive applications.

1.7 Cancellation

After the minimum subscription length of 3 months has expired, subscriptions can be cancelled with 1 month notice to the end of the subscription period. The cancellation can be carried out in the customer console or alternatively be submitted in writing and signed and sent to green.ch by letter or fax. If the subscription is cancelled before the agreed minimum subscription period or to a date that was not agreed, reimbursement is excluded. If not cancelled, the subscription will be tacitly renewed for another 3 months. The use of the subscribed products are not actively monitored by green.ch.

[green.ch Terms and Conditions](#)