

Managed Teams Subscription Terms

Remote managed capacity supplied primarily through validated LATAM talent. This annex incorporates the Qarz Master Service Terms.

Payment before team composition. Basic and Enhanced are monthly subscriptions charged before sourcing, reservation, final composition, and onboarding. Custom begins with a EUR 1,500 paid diagnostic credited against the first month when the proposed subscription is accepted.

1. Plans and starting prices

Plan	Starting price	Base configuration
Basic Team	EUR 3,500/month plus tax	At least one required role with agreed seniority and monthly days. One or more people may cover the role while preserving capacity.
Enhanced Team	EUR 7,500/month plus tax	Two or more complementary roles, delivery coordination, QA review, defined days, and weekly reporting.
Custom Team	EUR 1,500 diagnostic	Roles, people, days, seniority, timezone, governance, and recurring price are defined in the resulting proposal. Credit applies after activation.

2. Initial diagnostic

- Clarifies mission, stack, dependencies, deadlines, roles, seniority, timezone overlap, security constraints, and capacity.
- For Basic and Enhanced it is included in the first paid month. For Custom it is separately paid and credited once against the first approved month; it is not cash-redeemable.

3. Capacity and personnel

- The purchased unit is managed role capacity expressed as roles, seniority, and working days per billing month - not employment of a named individual.
- Qarz may allocate one or more validated people to cover a role while preserving capacity, responsibilities, confidentiality, and quality.
- Unused days do not roll over unless expressly stated. All work is remote; working windows, holidays, absences, access, and communication channels are recorded during onboarding.

4. Three-business-day fit period

The fit period starts on the first effective working day, not on payment or signature. The Client may evaluate communication, availability, onboarding, role fit, and operating process. Qarz may first offer prompt replacement or correction.

5. Limited 50% refund guarantee

- The Client must submit a written cancellation request before the end of the third business day and identify the material fit concern.

- If eligible, Qarz refunds 50% of the first subscription charge. The retained 50% covers diagnostic work, sourcing, validation, reservation, onboarding, coordination, and work performed.
- The guarantee applies once per Client, affiliated group, project, or substantially similar request.
- Taxes already remitted, payment fees, licenses, infrastructure, purchased tools, and non-refundable third-party costs are excluded to the extent permitted by law.
- It does not cover scope changes, unavailable Client access or decisions, abusive conduct, misuse, or demands beyond accepted capacity.

6. Subscription, renewal, and cancellation

Basic and Enhanced renew monthly through Stripe until cancelled. The proposal states notice, minimum commitment if any, billing date, and effective cancellation date. Cancellation stops future renewal but does not retroactively refund used or reserved capacity except under the fit guarantee or mandatory law.

7. Additional capacity

Additional days, people, roles, seniority, management, QA, DevOps, AI specialization, urgent coverage, or extended working windows require a written quotation. After electronic acceptance, Qarz may add the approved recurring amount to the subscription with stated proration or next-cycle date. No extra is charged solely from a chat request.

8. Replacements and continuity

Qarz manages reasonable replacement when a professional becomes unavailable or materially fails the agreed role. Timing depends on specialization and availability. Documentation and handover are maintained proportionately.

9. Client responsibilities and exclusions

- The Client supplies timely access, priorities, product decisions, feedback, lawful data, and an authorized contact.
- Capacity is not unlimited and does not guarantee a business, delivery, hiring, revenue, or technical result.
- Infrastructure, licenses, paid APIs, equipment, travel, legal compliance, security certification, and work beyond capacity are excluded unless written into the proposal.

10. Project-specific schedule

Client legal name: _____

Plan and monthly price: _____

Roles, seniority, people and days: _____

Effective working date: _____ Billing date: _____

Timezone overlap and special terms: _____

11. Acceptance

By signing or electronically accepting this annex, the Client confirms the selected plan, recurring billing, capacity limits, diagnostic treatment, fit period, refund conditions, additions process, and incorporated Master Service Terms.

Electronic evidence: retain plan, amount, terms version, timestamp, identity, audit data, accepted checkbox, Checkout Session, Subscription ID, and subsequent subscription changes.

Provider authorized signature / date

Client authorized signature / date