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WORKING DRAFT - PUBLICATION CONTROL: This document is drafted for the RedTree launch. Do not publish until the Global Compliance Matrix confirms the related launch implementation. Any text marked 'TBD BEFORE PUBLICATION' must be resolved and removed before release.

1. Scope

These Subscription Terms apply to paid RedTree subscriptions purchased through the RedTree website. The free Freemium offer and the 30-day Online Storage/Sync test are described below. Regional consumer addenda provide mandatory local rights.

2. Freemium

RedTree Freemium is free, requires no payment card and has no fixed time limit. The available Freemium feature set may evolve prospectively, subject to mandatory consumer law and without turning a free account into a paid subscription without the user's express purchase decision.

3. 1 GB Online Storage/Sync test

RedTree may provide a free 1 GB Online Storage/Sync test for 30 days. This 30-day period applies only to that storage/sync test and not to Freemium generally. No card is required for the test and the test does not automatically convert into a paid subscription.

4. Paid subscriptions

Paid subscriptions are offered on monthly and/or annual billing cycles through the RedTree website only. RedTree does not offer Google Play Billing or in-app purchases at launch.

Payment is processed through Stripe, which handles both payment processing and subscription management. Depending on the user's country, the available payment methods may include card, SEPA Direct Debit and PayPal. Full card and payment details are handled by the payment provider rather than SIMG.

5. Features and entitlements

Commercial packs are predefined combinations of features. Functional access is intended to be controlled by stable individual feature entitlements rather than by pack names. The launch implementation must be verified in the Global Compliance Matrix before publication.

6. Order and contract formation

Before purchase, RedTree will display the selected subscription, billing cycle, total price/taxes where required, renewal terms and key cancellation information. A paid contract is formed only after the user expressly confirms the order and the payment flow is accepted.

7. Renewal and payment

Unless the checkout states otherwise, paid monthly or annual subscriptions renew for the corresponding period until cancelled. RedTree will not charge a user solely because the free 30-day storage/sync test expires.

8. Failed payment

If a renewal payment fails, RedTree provides a 7-day grace period before paid feature access may be restricted. The user may update or complete payment during that period. A payment failure does not itself delete the user's data.

9. Cancellation and downgrade

Users may cancel renewal using the mechanism made available on the RedTree website. Cancellation stops future renewal but does not delete the account. Unless law or a specific offer provides otherwise, paid access continues until the end of the already-paid period.

Downgrade, cancellation or feature deactivation never automatically deletes user data. If data becomes inaccessible because the relevant feature/storage entitlement ends, RedTree provides a recovery/export period of at least 30 days before deletion can occur, subject to the Retention & Deletion Policy and mandatory law.

10. Refunds and statutory rights

RedTree does not provide voluntary refunds beyond those expressly offered at checkout or required by applicable law. Nothing in these Terms limits statutory withdrawal, cancellation, refund, conformity or other mandatory consumer rights.

11. Changes to subscriptions

RedTree may change future pricing or feature combinations prospectively. Material changes affecting an existing paid subscription will be handled in accordance with the applicable contract and mandatory consumer law.

12. Taxes

Applicable taxes are determined according to the transaction and user location and will be displayed or collected as required by law. TBD BEFORE PUBLICATION / SALES OPENING: confirm tax/VAT/sales-tax operational readiness for each paid territory.

13. Complaints

Subscription or payment complaints may be sent to contact@thesimg.com | +33 (0)1 59 58 01 53. Regional consumer addenda provide additional complaint, mediation or cancellation mechanisms where required.

14. Governing law

These Terms are governed by French law, without depriving consumers of mandatory protections applicable in their country of residence.

Payment methods, refunds and cancellation channel

Subscriptions are taken out and paid for on the RedTree website. No subscription is purchased inside the mobile application.

Where SEPA Direct Debit is chosen, the user signs a mandate authorising recurring debits for the subscription. This is disclosed before subscribing, not at the payment step.

SIMG SASU does not retain full card details, bank account details, or PayPal account credentials. These are handled by the payment provider.

Refunds are made to the payment method used at the time of subscription. The time taken for funds to appear depends on the payment method and the institution concerned; it is usually a few working days for a card and may be longer for SEPA Direct Debit.

Subscriptions taken out on the website can be cancelled on the website, through the subscription management area.

TBD BEFORE PUBLICATION: recurring payments over PayPal are subject to approval by Stripe, and the Stripe customer portal must be enabled before online cancellation is described as available.

Consumer mediation

Under articles L.612-1 and following of the French Consumer Code, a consumer may refer a dispute free of charge to the consumer mediator appointed by SIMG SASU, after sending a written complaint to SIMG SASU that has not received a satisfactory answer within two months.

The appointed mediator is CM2C — Centre de la Médiation de la Consommation de Conciliateurs de Justice, 49 rue de Ponthieu, 75008 Paris, France. Telephone: +33 1 89 47 00 14 (Monday to Friday, 10:00 to 12:00). Referral website: <https://cm2c.net>

Referral is free of charge, is admissible only after an attempt to resolve the dispute directly with SIMG SASU, and must be made within one year of that written complaint. Mediation is not compulsory and does not remove the right to bring the matter before the courts.