

VersaPoint ERP - Legal Policies

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About Us

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VersaPoint ERP

VersaPoint ERP is a cloud-based software platform for enterprise resource planning and business management, operated by Commeit Solutions. It helps companies manage daily operations, subscriptions, packages, payments, discounts, taxes, demo requests, renewals, upgrades, and refunds through an organized digital experience.

VersaPoint ERP aims to provide a clear and transparent customer experience regarding pricing, payment methods, demo duration, refund policies, and service activation.

Company details

- Company: Commeit Solutions
- Email: info@commeit.com
- Phone: (+20) 01550002990
- Address: 20A Al Obour Buildings, Cairo, Egypt

Service scope

- Daily operations management.
- Subscriptions and packages.
- Payments, discounts, and taxes.
- Renewals, upgrades, and refunds.

Terms & Conditions

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By using or accessing VersaPoint ERP, you agree to comply with these terms and conditions.

1. Services

VersaPoint ERP provides cloud-based ERP software and related business management services.

2. User accounts

- Keep account login credentials confidential.
- Provide accurate and complete information during registration.

3. Subscription plans and pricing

- Monthly and annual subscription plans.
- Customers inside Egypt pay in EGP; customers outside Egypt pay in USD.

Terms & Conditions Continued

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4. Demo accounts

- Demo accounts may be provided for a limited period.
- Commeit Solutions may modify or terminate demo offers at any time.

5. Payments

- All payments must be made through the approved methods available on the website.
- Failure to pay subscription fees may result in suspension or termination of services.

6. Refunds

- Refund review requests are governed by the published Refund Policy.
- One request may be submitted within 14 days from payment.
- Admin determines the decision and amount; the customer does not choose it.

7. Acceptable use

- No violation of applicable laws or regulations.
- No unauthorized access attempts.
- No malware or harmful content.
- No interference with platform operation or performance.

8. Intellectual property

All software, trademarks, content, and materials related to VersaPoint ERP remain the exclusive property of Commeit Solutions.

9. Service availability

We strive to provide a stable and continuous service, but we do not guarantee uninterrupted availability. Maintenance and technical updates may occasionally affect access.

10. Limitation of liability

Commeit Solutions is not liable for indirect, incidental, or consequential damages resulting from use of VersaPoint ERP.

11. Changes to terms

We reserve the right to update these terms at any time. Continued use of the service constitutes acceptance of any changes.

Privacy Policy

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Commeit Solutions respects your privacy and is committed to protecting your personal information.

Information we collect

- Name.
- Company name.
- Email address.
- Phone number.
- Billing details.
- Account usage data.

How we use information

- Provide, operate, and maintain our services.
- Process payments.
- Improve platform performance.
- Communicate with customers.
- Provide technical support.

Data security

We apply appropriate technical and organizational measures to protect customer information from unauthorized access, disclosure, or loss.

Data sharing

We do not sell customer data. Information may only be shared with trusted service providers when needed for payment processing, hosting, or support services.

Cookies

Our website may use cookies to improve user experience and website functionality.

User rights

- Access personal data.
- Correct inaccurate information.
- Delete personal information where legally permitted.

This policy may be updated periodically. Continued use of our services indicates acceptance of the revised policy.

Refund Policy

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Submission period

- One review request may be submitted within 14 days from payment.
- After the deadline no new voluntary request is accepted; non-waivable statutory rights remain.
- A timely request may be reviewed after the deadline.

How to submit

- Submit from the customer account with the issue description and reason.
- A PDF or image may be attached; never send passwords or card details.
- The customer does not choose the refund or compensation amount.

Admin decisions

- Request more information, reject, approve a full refund, or grant partial compensation.
- No financial decision is processed while required information is outstanding.

Full refund

- The full remaining balance is returned; tax is calculated automatically from service value.
- An internal credit note is issued and service stops if no other active cycle exists.

Partial compensation - service continues

- For a limited issue such as a material outage, delay, or partial shortfall.
- Admin sets the service amount; the system calculates tax and total.
- Package, term, and expiry date remain unchanged.

One request and processing

- One request per payment; appeals and additional information stay in the same request.
- Posting time depends on Paymob or the bank, and status appears in the account.

Shipping & Delivery Policy

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Digital service delivery

- VersaPoint ERP is a digital service; no physical products are shipped.
- The paid term starts on actual delivery and activation, not on payment.
- Access details are sent electronically, usually within 24 hours and up to 48 hours.
- Use requires internet access and a supported browser.

If you do not receive your account details within 48 hours from payment or demo confirmation, contact us at info@commeit.com or (+20) 01550002990.

Service availability

Access requires an internet connection and a supported web browser. Commeit Solutions is not responsible for delays caused by internet service providers or external parties.

Delivery is fully digital. Access and activation details are sent through the registered communication channels.

Payment and Pricing

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Inside Egypt

Payment is made in EGP.

Outside Egypt

Payment is made in USD.

Discounts and taxes

When a discount applies to a subscription, renewal, or upgrade, the customer must see the discount name, percentage, and value. The price before discount, tax value, applied discount, and final total are shown before payment.

Checkout page

- Before payment, the page displays the core policy links: terms and conditions, privacy policy, refund policy, and shipping & delivery policy.
- The customer must accept the policies before completing a subscription, renewal, upgrade, or payment.

Official Contact Details



Email

info@commeit.com



Phone

(+20) 01550002990



Company

Commeit Solutions



Address

20A Al Obour Buildings, Cairo, Egypt

VersaPoint ERP - Organized, clear, and transparent digital experience

Intellectual property and license

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Platform ownership

- The platform, software, code, designs, databases, templates, reports, trademarks, and related materials remain the property of Commeit Solutions or its licensors.
- A subscription or payment does not transfer intellectual property ownership to the customer.

License to use

- The customer receives a limited, non-exclusive, non-transferable license to use the service during the subscription term for internal business purposes only.
- The license ends when the subscription or account is terminated, while provisions intended to survive termination remain effective.

Prohibited actions

- Users may not copy, resell, rent, sublicense, or make the platform available to third parties without written approval.
- Reverse engineering, decompiling, attempting to extract source code, or bypassing technical safeguards is prohibited.
- Removing trademarks or proprietary notices from the platform or its materials is prohibited.

Customer data and content

- The customer retains rights in data and content submitted to the platform and grants the company the permissions needed to process it to provide, operate, and secure the service.
- The customer is responsible for having the required rights and permissions for data and content uploaded or processed through the service.

Reporting and enforcement

- Suspected unauthorized use or copying may be reported through the official contact details with a clear description and available evidence.
- The company reserves the right to take appropriate technical, contractual, and legal action, including seeking to stop infringement and claim damages, to the extent permitted by law.

Acceptable use policy

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Prohibited conduct

- Using the platform for unlawful, fraudulent activity or activity that infringes third-party rights.
- Attempting to access accounts, data, or systems without authorization.
- Uploading or distributing malware, harmful files, or instructions intended to disrupt the service.
- Conducting security testing, vulnerability scanning, or bypassing restrictions without prior written permission.
- Generating excessive automated load or extracting data in a way that affects the platform or other users.

Account responsibility

- The account owner is responsible for activity conducted through the account and its authorized users.
- The company must be notified promptly if account compromise or misuse of credentials is suspected.

Acceptable use policy Continued

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Investigation and evidence preservation

- The company may review technical logs to the extent necessary to investigate misuse and protect the platform and users.
- Records and evidence related to a violation may be preserved for an appropriate period in accordance with legal and contractual requirements.

Actions against violations

- Actions may include a warning, feature restrictions, account suspension, or service termination depending on the nature and severity of the violation.
- Relevant authorities may be notified where criminal conduct is suspected or where legally required.
- The company reserves the right to pursue appropriate civil or criminal action and seek damages or legal costs to the extent permitted by law.

Account suspension and termination

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Grounds for suspension or termination

- Failure to pay due fees or continued payment failure after any announced grace period.
- Violation of the terms or policies, or unlawful or harmful use of the platform.
- Putting platform security, user data, or service stability at risk.
- Providing materially inaccurate information or abusing demo accounts.

Notice and immediate action

- Where appropriate and practical, the company will attempt to notify the customer and request remediation.
- Immediate action may be taken without prior notice where there is a security risk, unlawful activity, or potential harm to the platform or third parties.

Consequences of termination

- Access to the platform and paid features ends when termination takes effect.
- Outstanding payment obligations and provisions relating to ownership, confidentiality, liability, and disputes survive as appropriate.

Data export and deletion

- A limited period may be provided to export data after subscription end unless prevented by security or legal reasons.
- After the announced retention period, data may be deleted or made unrecoverable, subject to backups and legal obligations.

Governing law and dispute resolution

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Governing law

- Unless a written agreement states otherwise, these terms and policies are governed by the laws of the Arab Republic of Egypt.
- This provision does not limit mandatory consumer or data-subject rights under applicable law.

Amicable resolution

- The affected party is encouraged to submit dispute details and available evidence through the official contact channels before commencing court proceedings.
- The company will seek to review and respond within a reasonable period based on the nature and complexity of the dispute.

Governing law and dispute resolution Continued

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Jurisdiction

- If an amicable resolution cannot be reached, disputes will be submitted to the competent courts under applicable law unless a valid written agreement provides another mechanism.

Urgent relief and violations

- The company may seek urgent or injunctive relief to stop a security breach, intellectual property infringement, or threat to the platform.
- The amicable-resolution process does not prevent either party from reporting suspected criminal activity to the relevant authorities.

Customer data, retention and deletion

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Customer data ownership

- The customer retains rights in data entered or created through the account.
- The customer is responsible for data accuracy, lawful collection and use, and obtaining required permissions.

Processing purposes

- The company processes data to provide, operate, and secure the service, process payments, provide support and backups, and meet legal obligations.
- Customer data is not used for purposes incompatible with service delivery without a lawful basis or consent where required.

Export and portability

- The platform may allow data or report export in formats available in the system, depending on the plan and feature.
- Customers are encouraged to download required copies before subscription expiry or account closure.

Retention and deletion

- Data is retained while the account is active and for the necessary period afterward under the contract, legal notices, and operational requirements.
- Certain records may be retained longer for legal, accounting, security, or dispute-resolution purposes.
- After the retention period, data is deleted, anonymized, or made reasonably unrecoverable.

Service providers and security incidents

- Trusted hosting, payment, and communication providers may process the minimum data needed to provide the service.
- The company handles security incidents using its technical and organizational procedures and provides required notifications where applicable.

Cookie policy

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Essential cookies

- These cookies support login, security, session management, and essential features; the service may not work correctly without them.

Preference and analytics cookies

- They may be used to save language and preferences, understand website usage, and improve performance.
- Non-essential cookies are used according to consent settings and applicable legal requirements.

Cookie policy Continued

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Third-party technologies

- Payment, map, or analytics providers may use their own cookies under their policies.

Managing preferences

- Users can manage cookies through browser settings or an available consent tool.
- Disabling essential cookies may prevent some website or account functions from working.

Subscription, renewal and cancellation

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Subscription start

- The subscription starts after successful payment, order verification, and account activation.
- The subscription term, currency, taxes, discounts, and final total are displayed before payment.

Renewal

- Subscriptions do not renew automatically. A fee is charged only after the customer submits a renewal request and completes payment.
- If payment is not completed, no automatic charge occurs; a new attempt or grace period may be available.

Upgrade and downgrade

- Price differences, taxes, and remaining credit are handled according to the rules shown when the plan change is made.
- Some plan changes may take effect immediately or in the next billing cycle depending on the change type.

Cancellation

- There is no automatic renewal to cancel; the customer may simply choose not to renew.
- Any refundable amount is governed by the refund policy and the usage and payment status.

Service level and support

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Service availability

- The company aims to provide a stable service but does not guarantee that it will be free from all interruptions or errors.
- Any specific service-level commitment may vary by plan or written customer agreement.

Maintenance and updates

- Planned maintenance or security and feature updates may temporarily affect some services.
- The company will try to give advance notice of significant planned maintenance where practical.

Support and priority

- Support requests are prioritized based on impact, severity, and workarounds and are handled through the announced channels and support hours.
- Additional support levels or different response times may be available under certain plans or agreements.

Backup and recovery

- The company applies backup and recovery procedures appropriate to the service, but this does not replace the customer keeping required copies.
- Restoration of a particular point in time or record depends on the backup cycle, data status, and technical feasibility.

Third-party services and integrations

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Service providers

- The platform may rely on hosting, payment, email, messaging, map, and analytics providers.
- Use of third-party services may be subject to their terms and policies where applicable.

Necessary data sharing

- Only the minimum data needed to perform the requested function, such as payment, messaging, or maps, is shared.

Outages and changes

- The company does not control all third-party outages or changes, which may affect some integrations.
- An external integration may be modified, replaced, or discontinued if its interfaces, terms, or security requirements change.

Customer responsibility

- The customer is responsible for configuring third-party accounts and protecting integration keys and credentials provided to the customer.

Complaints and legal notices

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Submitting a complaint

- A complaint should include the account holder name, contact method, issue description, order or payment reference where available, and supporting evidence.
- Do not include passwords, full payment-card details, or verification codes in a complaint.

Review and response

- The complaint is reviewed according to its nature and priority, and additional information may be requested.
- The company seeks to provide a clear response within a reasonable period, without guaranteeing a fixed timeframe unless a contract states otherwise.

Appealing a decision

- A decision relating to account suspension or refund rejection may be appealed with reasons and supporting documents.

Formal notices

- Legal notices should be sent through the published official email or address and clearly identify the sender, subject, and requested action.
- Published contact details may be updated, and the latest details shown on the website should be used.

Official Contact Details

Email

info@commeit.com

Phone

(+20) 01508993033

Address

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