

Paying Chatunda

When you pay what, how it works with iDEAL/Wero, what to do if a payment fails, and how to change your account and invoice details. No small print.

Time needed: 5 minutes to read

What you need: A Dutch bank account with iDEAL/Wero

What is this for?

With Chatunda you pay for two different things at two moments: first the set-up fee, then your subscription. Here you can read when, how much and how. All amounts include VAT.

1. The set-up fee: € 349

After we have reviewed your sign-up, you receive the set-up invoice of € 349.

- 1 **Open the e-mail with the set-up invoice.**
- 2 **Click the payment link.**
- 3 **Choose your bank and complete the payment with iDEAL/Wero, just like in a webshop.**

This is a one-off payment. You do not give a mandate yet. Straight after your payment you receive the invitation for the questionnaire.

Tip: You choose the moment. The invoice stays valid for thirty days.

2. The first month: € 199, plus your extras

Only after you have approved your digital assistant on the demo page do you receive the invoice for your first month: € 199, plus the extras you chose.

- 1 **Open the e-mail with the invoice for the first month.**
- 2 **Click the payment link and pay with iDEAL/Wero.**

With this payment you also give the mandate for the following months. You don't need to fill in anything else for that.

Within 24 hours of this payment your digital assistant is ready for your website. Your subscription starts on the day it goes live, not before.

3. The months after that

- Every month we collect the amount automatically, around the same date as the day your digital assistant went live.
- You receive the invoice at least three days before the collection.
- You always pay a full month for a full month. Nothing is calculated pro rata.
- In the third month the basic subscription is at no cost. If you stay a customer after two paid months,

you pay nothing for the € 199 subscription in month three. If you have add-ons, you only pay for those. Without add-ons you receive an invoice of € 0.

Paying a year in advance

Prefer to pay once a year? That is possible, for example if you are not allowed to give a mandate, such as a foundation. E-mail it to info@chatunda.com. Already a customer? Then contact us via Hulp en contact (Help and contact) in Mijn Chatunda.

- You pay the set-up fee of € 349 in advance, like everyone.
- After you approve the demo, you receive the annual invoice of € 2,189 for eleven paid months, because the third month is at no cost then too.
- Every year after that you pay € 2,388 for twelve months.
- The payment term is fourteen days. You can still cancel per month. Full months you paid in advance are refunded.

Changing your account or invoice details

As the owner you arrange this yourself in Mijn Chatunda, under Abonnement en kosten (Subscription and costs).

- A different account: under Betaalgegevens (Payment details), click Nieuwe machtiging afgeven (Give a new mandate) and then Betaalpagina klaarzetten (Prepare payment page). On the Mollie payment page you pay € 0.01 with iDEAL/Wero from the account you want to use from now on. That gives the new mandate, which replaces the old one.
- Your invoice details: under Factuurgegevens (Invoice details), click Wijzigen (Change). Adjust the name, the address, the e-mail address for invoices or the VAT number and click Opslaan (Save). Your change applies from your next invoice. You change your KvK (Dutch Chamber of Commerce) number via Hulp en contact (Help and contact).

You receive an e-mail for every change. Your account number is not shown in Mijn Chatunda.

If a payment fails

Was there not enough money in the account, or did something go wrong? No need to panic.

- 1 You immediately receive a reminder by e-mail, and a second one after seven days.**
- 2 We try the collection again.**
- 3 If payment has still not been made fourteen days after the due date, we pause your digital assistant until the payment has come in. The subscription continues during that time.**

Watch out: Chatunda charges no reminder fees and no interest. Something going wrong? E-mail us and we will find a solution together.

Finding your invoices

You receive every invoice by e-mail from info@chatunda.com. Keep them with your records. As the owner you also find them in Mijn Chatunda, under Abonnement en kosten (Subscription and costs), with the pdf. Lost one? E-mail us and we will send it again.

The data processing agreement

As the owner you download the data processing agreement in Mijn Chatunda, under Hulp en contact (Help and contact). It is filled in with the details of your business. Would you like it signed? Sign at Klant (Customer) and send it to info@chatunda.com. You get it back signed by Chatunda within one working day.

It doesn't work

- The payment link doesn't work. Try another browser or your phone. Still not working? E-mail us the invoice number.
- I have a question about my invoice. E-mail info@chatunda.com with the name of your business and the invoice number, or use Hulp en contact (Help and contact) in Mijn Chatunda. We are happy to help.

Something not right any more? Email info@chatunda.com, we are happy to help.