

Fair Play Promise

Our Fair Play Promise is a policy that ensures Biarri delivers you consistent value and service as a paying subscriber. We will -

1. Share the upside with you wherever reasonably possible as the cost of our business inputs change up and down over time.
 2. Increase limits (you get more for your subscription) or reduce prices (you pay less) or provide more bundled features (you get more functionality or tools) if our business inputs get cheaper. If a resource we use to provide you with this service (for example computer hard disk space and the cost of backing it up) gets less expensive over time then we will try to automatically share that price reduction with you by reducing your next subscription cost or by increasing the amount of resources you are allowed to use at the existing price.
 3. Keep you informed of alternative subscription plans so you can meet your needs better for example to downgrade or upgrade based number of staff requiring access to financial records.
 4. Limit the resources (such as disk space or other resources) you are allowed to use to a reasonable amount for the subscription level you are paying for.
 5. Set the limit based on reasonable averages for other users like you.
 6. Allow you to add users as long as the number of users added doesn't exceed a reasonable level of users when compared to the average number of active users we see across all our subscribers..
 7. Set limits for the common good in order to prevent one user inadvertently using excessive resources that should be shared with other users.
 8. Reserve the right to terminate service to you if you exceed your limits or abuse the service or our staff or communication channels in any way.
 9. Tell you well in advance (normally) if you breach any limits and we will give you the option of reducing your usage back below the limit or upgrading to a more appropriate plan.
 10. Be flexible and try to give you the benefit of the doubt so we will normally not prevent you doing business if you breach limits briefly and return to within limits in a reasonable time.
 11. We reserve the right to vary prices or features for all customers (including free users) at any time but will always try to give you reasonable notice and try to improve your service overall rather than reduce it.
 12. Monitor your use of the system and ensure allocation of resources between user is fair using [points](#) which may be adjusted at our discretion in the event you abuse the system.
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