Credit Note

CREDIT NOTE # ORB-CN-2027-007

DATE Jul 5, 2027

INVOICE DATE Jan 4, 2027

ORBIT LY
RETAIL ANALYTICS

FROM
Orbitly B.V.
Sanne de Vries
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billing@orbitly.example
Keizersgracht 520, 1017 EK Amsterdam, Netherlands

CREDIT TO
Lindqvist Living B.V.
Thomas Bakker
+31 30 555 0188
t.bakker@lindqvist-living.example
Vredenburg 40, 3511 BD Utrecht, Netherlands
Credits invoice: ORB-INV-2027-0012

This credit note

Two credits against your first annual invoice, both under the terms of your subscription.

€1,117.75
Total credit
Including VAT at 21%.

Jan 2028
Applied to
Deducted from your next annual invoice.

2
Reasons
An uptime miss and four closed stores.

Why we are crediting you

REASON	BASIS	PERIOD
Uptime below commitment	Service credit table in your agreement: 10% for 99.0% to below 99.9%	March 2027
Stores closed	Store add-on billed per store; 46 stores became 42	June to December 2027

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Credit

Amounts are credited excluding VAT, and the VAT charged on them is credited too.

#	ITEM	QTY	PRICE	DISC.	TAX	TOTAL
	Service credit					
1	**Uptime below the 99.9% commitment in March 2027: 10% of the monthly fee of €4,449.60** Code: SLA-2703 Uptime: 99.62% 	1 credit	€444.96	–	21%	€538.40
				Subtotal: Service credit		**€538.40**
	Store analytics add-on					
2	**4 stores closed from June 1, 2027: June to December** Code: ADD-STORE Price: €19 less 10% multi-year discount	28 store-months	€17.10	–	21%	€579.35
				Subtotal: Store analytics add-on		**€579.35**

Subtotal	€923.76
VAT 21%	€193.99
Total credit	**€1,117.75**

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Uptime in March 2027

Measured every minute from three regions, as in your agreement.

MEASURE	MARCH 2027
Minutes in the month	44,640
Minutes unavailable	170
Uptime	99.62%
Commitment	99.9%
Service credit band	10% of the monthly fee

What happened

On March 16, 2027, a database failover in our Amsterdam region did not complete as designed, and dashboards were unavailable from 09:12 to 12:02 CET. No data was lost; the nightly data warehouse export ran on time.

We have since tested failover every week and added a second standby. The full incident report was sent to your team on March 19.



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Store add-on, before and after

You told us on May 20 that four stores would close at the end of May. Billing follows the stores you have.

	UNTIL MAY 31	FROM JUNE 1
Stores	46	42
Price per store a month	€17.10	€17.10
Store add-on a month	€786.60	€718.20

How the credit is used

STEP	WHEN
Credit note issued	July 5, 2027
Annual invoice for year 2 issued, with 42 stores	January 4, 2028
This credit deducted on that invoice	January 4, 2028

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Nothing for you to do

☑ Credit applied automatically, no claim needed

☑ Store count updated in your workspace

☐ Ask us if you want the credit refunded instead

Notes

1. VAT

1.1 This credit note corrects the VAT on invoice ORB-INV-2027-0012. Please adjust your VAT return for the period in which you receive it.

2. Refund instead

2.1 If you prefer a refund to a deduction, tell us within 30 days and we will transfer it within 10 working days.

3. Your subscription

3.1 Nothing else in your subscription changes. The term, users and other add-ons stay as agreed.

ISSUED

Sanne de Vries

Sanne de Vries
Senior Account Executive
Orbitly B.V.
Date: Jul 5, 2027

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