

General Terms of Use for the Application

What are the general conditions?

The general conditions regulate your and our rights and obligations regarding the use of our FIRA application, and that is why it is important to us that our general conditions are simple, i.e. formulated in such a way that everyone can understand them. If we did not fully manage, please contact us and ask, we will be happy to explain everything. If you accept our general conditions, it means that you have read them, understood them and that you accept your rights and obligations.

In our general conditions, we have tried to explain everything regarding the use of our FIRA application. More information as follows. If you have additional questions, you can contact us via e-mail: info@fira.finance.

1. Definitions

FIRA, App or Application	Financials, Invoicing, Reporting – App, a web application that offers financial management functionality to Business entities available through a Web page with all associated subdomains, web pages, links, content, software, services, materials and information.
FIRA Solutions d.o.o. or FIRA Solutions or the Company	Limited company FIRA Solutions d.o.o. with headquarters in Zagreb, entered in the court register of the Commercial Court in Zagreb under MBS: 081396289, OIB: 21233832319, which is the owner of the FIRA application.
User	A business entity that has registered to use the FIRA application.
Business Entity	A legal or natural person that performs activities in accordance with legal regulations (trading company, trade, freelance, OPG, etc.).
Subscription period	Contracted monthly/annual subscription. It is valid from the date of conclusion of the Agreement until the same date in the following month/year (example for monthly subscription 15.01. to 15.02.)
Contract	Business relationship between FIRA Solutions d.o.o. and the User, on the basis of which the User is allowed to use the Application and therefore pays a subscription to the Company.
Service	All financial management and related services available through the Application
Website	https://fira.finance

2. Who we are

We are FIRA Solutions d.o.o., founded with the aim of helping business entities manage their finances more easily. If you want to know more about the team behind the FIRA application, please see the section on our website.

Our contact details are:

FIRA Solutions d.o.o.

Trg Josipa Jurja Strossmayera 8

10000 Zagreb

Telefon: +385 1 780 0079 or +43 1 434 00 44

E-mail: info@fira.finance

3. Our users

You become a user of the FIRA Application when you register on our website.

The prerequisite for registration is that:

- you are a representative of the Business Entity
- you have read and accepted the general conditions and privacy policy
- you meet the conditions for using the Application (more in chapters [5](#), [6](#) and [7](#))

4. FIRA / Application

The service we offer is primarily the use of the Application with its functionalities, accessed through the website. The application is located on servers over which we have influence. To access the Application, you need a stable Internet connection to our servers, via the provider you choose.

FIRA Solutions d.o.o. cooperates with different partner companies in order to be able to offer a full set of functionalities within the Application. To use all functionalities, it is necessary to accept the terms of use of these partner companies. The user will be notified in the Application when it is necessary to give consent before using a certain functionality.

5. Contract / our and your obligations

In order to use the FIRA application, you need to register through our website and thereby accept our general conditions and [Privacy Policy](#). Our general conditions are the only valid ones unless the Company accepts other, different provisions of the User in writing. The prerequisite is that you are of legal age and that you are an authorized representative of the Business Entity.

Your registration is also a Contract between you and FIRA Solutions d.o.o. After the registration, you can immediately start using the Application and you will receive an e-mail from us as a confirmation.

Just as you can choose whether to use the Application, we also reserve the right to choose our Users and reject a User. This may, for example, be because a User registers with false information, so you undertake that all information about yourself and the Business Entity you represent and that you share with us in order to use the Application is true. We do not have to provide a reason when we reject a User.

By registering, you agree that we process your personal data, and we undertake to protect your data, you can find out more in our Privacy Policy. The user of the FIRA application is obliged to comply with applicable regulations and laws and may not take actions that may negatively affect the Application itself or its infrastructure.

The FIRA application is available in our area of responsibility on average 95% of the year. Excluded from this is the time for regular maintenance, which is 5 hours per week and will be done between 20:00 and 06:00 (CET).

If we plan maintenance beyond and above the specified maintenance, we will inform the Users in advance, if possible, in writing.

We cannot take responsibility for the connection to our servers, when the power goes out or for the operation of servers that are not in our sphere of influence.

6. Right of use

FIRA is a web application that our Users can use anywhere. You cannot transfer the right of use that you get by concluding the Agreement / registering to someone else, because it is your personal right that you can only use in accordance with these general conditions. In the Application, you have the option to add a sub-user and thus grant someone access depending on the subscription package you have chosen.

You may only use the FIRA application for business purposes in order to process your business data in the Application.

FIRA Solutions d.o.o. reserves the copyright, intellectual property and source code on the FIRA application and on the Website, which are not transferred to the User.

You allow us to use all the data and documents you upload to the Application so that we can ensure the functionality of the Application for you. As a User, you guarantee that all documents you upload are in accordance with the law, that you do not infringe the rights of others and that the documents do not contain inappropriate content.

7. Duration of the Agreement

With your registration a free trial period starts that lasts until it expires and it is not necessary to cancel it. If you want to continue using the Application after the trial period, you need to choose the subscription package that suits you in the Application.

The new contract is then concluded at the time of the Subscription period and is automatically extended for the same Subscription period until the User cancels it or until it is terminated in one of the other provided ways.

8. Termination of the Agreement, deletion or blocking of the user account

If you decide to stop using the Application, you can send us a subscription cancellation notice in the Application itself> Settings> FIRA packages> Cancel it. You will receive an e-mail from us as confirmation that the notification of subscription cancellation has been received. You can send a cancellation notice at any time before the end of the Subscription Period. Termination of the Agreement takes place immediately and your card will no longer be charged.

After canceling the subscription, the user account will continue to exist in order to have access to your documents and for this you expressly give us your consent. You will then no longer be able to use the functionality of the Application, but you can renew your subscription at any time.

If you want to permanently delete all information and documents, you need to delete the business entity, which you can do in the Application> Settings> basic information> by clicking on the symbol . As a confirmation of deletion, you will receive an e-mail from us. Before deleting, we definitely recommend that you store all documents that you still need in another location.

There is also the possibility that we decide to temporarily or permanently limit or terminate access to the use of the Application. The agreed fee for the Subscription period is not refunded in situations caused by the User's fault (described below).

A restriction may occur if, for example:

- we suspect or confirm that someone is using your data to log into the Application without authorization
- use incomplete or outdated information about yourself or the Business entity you represent
- applicable regulations or authorized state or other body requires us to do so.

If you suspect or know that someone else is using your FIRA user account without authorization, it is your obligation to inform us immediately. Contact options are in chapter [13 Contact us](#) . In this case, we will block the user account. You can reactivate the user account by resetting the password via the website – Login – [Forgot your password?](#)

You can always change the password yourself in Application – Settings – Users – Change password.

If you have forgotten or entered your password incorrectly, you can request a password reset via the login screen on the website.

If we decide to restrict access due to incomplete or outdated data, we will inform you by e-mail how you can reactivate the user account.

We reserve the right to terminate access if, for example:

- you do not comply with the provisions of these general conditions
- use incorrect information about yourself or the Business Entity you represent
- applicable regulations or authorized state or other body requires us to do so.

If we decide to terminate access, we will inform you about it by e-mail.

If at any time we decide to limit or terminate the use of the Application, we bear no legal responsibility towards you or other Users.

In general, our goal is to protect you and ourselves, to respect legal and other obligations,

and that is why we can use and process your data, which you can find more about in our [Privacy Policy](#).

9. Price and price change, terms of payment

You can use the FIRA application for free (during a 30-day trial period) and as a monthly or annual subscription. You can find currently valid prices on our website.

The subscription period begins with the registration for the subscription, which you pay in advance for the selected period. Possible payment methods are debit or credit card, we accept Mastercard®, Maestro®, Visa and Diners. We will deliver the invoice to the e-mail address that is stored as a contact in the Application. The invoice will also be archived in the Application> Settings> FIRA packages> Transactions. By accepting the general conditions, you agree that we may deliver the invoice in the manner described.

We reserve the right to change the subscription price for the next Subscription period, and we will inform you about this 10 days in advance on our website and through the Application. The existing agreed price does not change until the end of the agreed Subscription period.

If we are unable to charge your card or the payment cannot be made due to other reasons, you will receive an e-mail notification about this. Functionality in the Application will be limited until the payment is made – the user must therefore select a subscription package and enter their payment information again.

10. Disclaimer of Warranty

The content and services available in the Application are provided on an “as is” and “as available” basis. FIRA Solutions does not make any express or implied guarantees regarding the content, accuracy, reliability or completeness of the service provided.

Compliance of issued invoices with laws and regulations is the user’s responsibility. The user is responsible for the correctness and sufficiency of the data entered in the application. The Accounting Act requires the entrepreneur to check its correctness and completeness before entering the data from the accounting document in the business books, from which it follows that without the verification of the correctness and completeness of the accounting document (invoice) it is not allowed to record business events in the business books. The user is obliged to check the appearance and content of the issued invoices independently or with the help of their accounting service or adviser, and to harmonize them with the applicable laws and regulations.

11. Disclaimer

FIRA Solutions d.o.o. is not liable to the User or any third party, either on the basis of contract, warranty or tort (including negligence) for: loss of income, business, profit or contract, anticipated savings, data, and/or for special, indirect or consequential damage which results in whole or in part from the User’s access to the Service, the User’s use of the Service or the Agreement. In all other cases, FIRA’s liability for damages is limited to a maximum of one annual subscription.

12. Security and privacy policy

We want your personal and business data in the Application to be safe, and we do our best to ensure that. But security is also our shared responsibility to prevent unauthorized access to your data together. Please note and adhere to the following safety guidelines:

- Your password is secret and known only to you. Do not share it with other people and do not write it down. We will never ask you for your password.
- To make your password as secure as possible, use upper and lower case letters, numbers and special characters. Do not use some simple combinations or your own date of birth.

We collect data from business entities and personal data of their authorized persons who use the Application exclusively in order to be able to provide the functionalities of FIRA. Please ensure that your data is up-to-date. Please read our [Privacy Policy](#) if you want to check what data we collect.

13. Contact us and complaints

We develop the FIRA application for you and the needs of business entities. We are interested in what you think about the Application and we are grateful if you can share with us ideas on how we can improve it.

If you have an objection, please let us know. You have 8 days from the date of issue of the invoice to complain about the subscription invoice, and we will respond to such a complaint within 15 days at the latest.

You can contact us in the following way:

Telefon: +385 1 780 0079 or +43 1 434 00 44

E-mail: info@fira.finance

By mail to our address:

FIRA Solutions d.o.o.

Trg Josipa Jurja Strossmayera 8

10000 Zagreb

Through the chat function in the Application or on the website.

Our working hours are on weekdays from 09:00 to 17:00.

14. Change of general conditions

When we change these general terms due to changes in the Application or for any other reason, we will send you a notice at least 10 days before the changes to the general terms take effect. If there is a change due to changes in regulations or law, then we will notify you at least 30 days before they come into force. If you do not agree with the changed general conditions, you can only unsubscribe, which means canceling the subscription and deleting your user account in the Application. If you continue to use the FIRA application, it means for us that you have accepted the new valid general conditions.

The latest valid version of the general terms and conditions can be found on our website:

<https://fira.finance>

15. Final provisions

The law of the Republic of Croatia shall apply to the interpretation of the general terms and conditions and all issues to which these general terms and conditions provide an answer. The court in Zagreb shall have jurisdiction over any disputes arising in connection with the use of the Application.

If part of the general terms and conditions is invalid or becomes invalid, the remaining general terms and conditions shall remain in force.

These general conditions apply from 07.10.2024.