



## E-Commerce Terms and Conditions

***Prior to commencing the Town of Renfrew e-Commerce registration process, we encourage you to read the following Terms and Conditions.***

If you want to continue to receive the paper billing through Canada Post, then please *do not* enroll in the Town of Renfrew e-Commerce service.

The Town of Renfrew e-Commerce service allows customers to stop receiving paper billing and to view your property tax and / or water / sewer bill online from the date you enroll in this plan. This paperless billing option is available only to customers who have registered for the Town of Renfrew e-Commerce service. Your continued use of the Town of Renfrew e-Commerce service represents an ongoing acceptance of the Terms and Conditions, which may be changed from time to time.

Please read the following Terms and Conditions carefully. Violation of these Terms and Conditions may terminate your future participation in the e-Commerce service.

## **1. USER ID AND PASSWORD**

In order to use the e-Commerce system, you will need to set up a User ID and Password. The Town of Renfrew is not responsible for your User ID and Password. Because you are responsible for all activities that occur using your e-Commerce account, you are responsible for keeping your User ID and Password confidential. The Town of Renfrew is not liable for any actions, claims, costs, damages, or expenses arising from a lost, misplaced or stolen Password. If you have forgotten your Password or want to change your Password for any reason, you have the option of having the Password reset online through your account. Please notify the Town of Renfrew if any unauthorized use of your e-Commerce account occurs.

You agree not to give or make available your Password or other means to access your account to any unauthorized individuals. You are responsible for all payments you authorize using the e-Commerce service. If you permit other persons to access your e-Commerce account or you're Password or other means to access your customer account, then you are responsible for transactions that occur. In order to revoke their authority to use your Password, you must change your Password.

## **2. NOTICES AND INFORMATION ACCURACY**

The Town of Renfrew will use its best efforts to present all of your electronic bills promptly. It is your sole responsibility to ensure that the email address registered on your account is valid and that the e-Commerce information is accurate. In the event you do not receive an email notification, then it is your responsibility to sign in to your e-Commerce account, to check on the delivery of new electronic bills, and to pay the eBill on or before its due date.

It is your responsibility to update your email address for e-Commerce notices via the e-Commerce website (link available on the Town of Renfrew website) or to contact the Treasury Department to notify the Town of Renfrew immediately if your email address or other account information changes. You understand that if emails are returned as undeliverable, the Town of Renfrew reserves the right to return your billing to paper. You may re-enroll at any time after correcting any email address errors.

The Town of Renfrew periodically includes important Customer notices in its billing invoices, including, but not limited to, customer notices that are required by law or a regulatory agency regarding changes in your

service. By selecting the paperless bill option you understand and agree that those notices will be available to you only online, and can be found in your online bill under the section titled "Your Bill."

You agree to provide true and accurate information as requested in our account setup forms, including, but not limited to the obligation to update your banking information as needed to pay the eBill on a timely basis. You also agree not to misrepresent your identity.

### **3. PAYMENT TERMS AND CONDITIONS**

THE BILL DATE AND THE PAYMENT DUE DATE IS THE SAME ONLINE AS WHEN YOU RECEIVE A PAPER STATEMENT. Your obligation to pay your bill by the due date is not altered or modified in any way by stopping your paper bill. Applicable late payment fees apply. Applicable fees will be assessed against your account for any payment returned by your bank due to insufficient funds.

You are responsible for ensuring timely payment of all bills. Electronic copies of your last twelve (12) months can be viewed online from the date that you enroll in the program. For bills older than twelve (12) months, please send a request for those bills to the Town of Renfrew by either email at [treasury@renfrew.ca](mailto:treasury@renfrew.ca) or contact customer service at 613-432-4848.

Any questions regarding charges on your bills should be directed to customer service at 613-432-4848.

### **4. LIMITATION OF LIABILITY**

These Terms and Conditions do not supersede, modify or in any way mitigate a customer's obligation to be bound by and comply with all applicable federal, provincial, or local laws, rules, regulations, corporate policies, or other items governing and related to the Town of Renfrew services to its customers.

THE CUSTOMER HEREBY AGREES TO INDEMNIFY AND HOLD THE TOWN OF RENFREW HARMLESS FROM ANY ACTIONS, CLAIMS, DAMAGES, LIABILITIES, OR LOSSES ARISING FROM OR RELATED TO THE CUSTOMER'S USE OF THE E-COMMERCE SERVICE.

The Customer agrees that the Town of Renfrew will not be liable to the customer or any third party for any revision or discontinuation of the e-Commerce service.

The Town of Renfrew makes no warranty that the e-Commerce service will be uninterrupted, timely, secure, or error-free, or that the information obtained from use of the service will be accurate. Furthermore, the Town of Renfrew does not warrant that errors in the technology will be corrected.

## **5. DISCONTINUING SERVICE – ACCOUNT BALANCES**

A customer may discontinue the e-Commerce service at any time. If the e-Commerce account is canceled or discontinued, then the Town of Renfrew will issue the customer a paper bill via Canada Post on the customer's next scheduled bill date.

**NOTE:** Customer must pay the final eBill (i.e., paperless bill) on the due date even if the e-Commerce service is terminated.

The Town of Renfrew reserves the right to terminate access to any account(s) viewed in the e-Commerce service at any time. The Town of Renfrew also reserves the right to change any terms or conditions of the e-Commerce service at any time.

## **6. GOVERNING LAW**

This Agreement shall be construed under the laws of the province in which you receive your service from the Town of Renfrew. The Town of Renfrew complies with all applicable laws and regulations governing disclosure of customer information to others.

## **7. CHANGES TO TERMS AND CONDITIONS**

The Town of Renfrew may from time to time change any of the Terms and Conditions or even discontinue the e-Commerce service in accordance with any and all applicable governing laws and approval of governing regulatory bodies when required for such changes.