Terms and conditions of service

Agreement for the einv.mu platform and MRA e-invoicing. Version 2026-10-26.

Streak Technologies LTD · Mauritius · support@einv.mu

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1. Parties and acceptance

This agreement is between Streak Technologies LTD, a company in Mauritius (Provider, we, us), and the business identified by its legal name, BRN and TAN in the einv.mu account (Customer, you). It covers only the einv.mu platform and MRA e-invoicing service. The person accepting confirms that they have authority to bind that business, or contracts personally if operating as a sole trader. Each company requires its own subscription and acceptance. The agreement takes effect when you actively tick the agreement checkbox and submit your plan selection.

We retain the accepted version, its content fingerprint, your account identity, business details, selected plan and acceptance time. You may open and save the terms before accepting. Payment alone does not confirm MRA activation.

2. Service and scope

We provide access to the hosted einv.mu platform to prepare invoices, credit notes and debit notes, submit supported documents to MRA, view submission results and download available documents. Successful MRA testing, portal activation, valid credentials and confirmed payment are required for live use. The service is self-service. Managed onboarding, accounting, tax advice, return filing, representation before MRA, bespoke integrations, hardware and on-site assistance are excluded unless separately agreed in writing. The platform does not determine whether you are legally required to register or whether a particular tax treatment is correct.

3. Your registration and onboarding

You are responsible for registering the correct Economic Operator, entering and checking company and branch information, obtaining and protecting OTPs and credentials, creating the Test User and EBS, completing the required tests, confirming the results and obtaining live onboarding approval in the MRA portal. You must provide accurate details and keep your registration, authorisations, contacts and credentials current. Do not confirm completion unless the required MRA actions have actually been completed. Our guides assist you but do not perform these actions or replace current MRA requirements.

You remain responsible for onboarding by the deadlines applicable to your business.

4. Documents, submission and tax responsibilities

You are responsible for the lawful basis, completeness and accuracy of every document, including seller and customer details, dates, amounts, currency, VAT status, tax rates, exemptions and adjustments. Review documents before submitting them, issue them within applicable deadlines and monitor their status until MRA acceptance is confirmed. A saved draft, queued submission, payment receipt or success message from an unrelated step is not proof of fiscalisation. Do not present a document as MRA accepted until the platform confirms that result. Correct rejected documents promptly using the permitted workflow.

For an uncertain result, follow reconciliation instructions instead of creating duplicate submissions. You authorise us to transmit your documents and required identifiers to MRA on your instructions, including necessary background processing. You remain responsible for tax

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returns, tax payments, statutory records and dealings with MRA; our system-failure responsibility is expressly preserved in clause 11.

5. Accounts, access and acceptable use

Keep passwords, OTPs, transmission credentials and recovery methods confidential. Grant access only to authorised people, review team permissions and remove access promptly when it is no longer needed. You are responsible for authorised users acting for your business, except to the extent misuse results from our own security failure. Notify support@einv.mu promptly of suspected compromise. Do not submit unlawful or fraudulent records, impersonate another entity, share your subscription between unrelated businesses, bypass security or access controls, interfere with the service or attempt unauthorised access. Use reasonable security on your devices and network.

6. Price, payment and renewal

The plan-selection and payment pages identify the company, billing period, monthly equivalent, VAT and total payable. The selected period is paid in advance. Monthly, six-month and annual options apply only where offered in your account. Check the full amount and period before accepting; the monthly equivalent of a prepaid plan is not an option to pay that amount monthly. A bank-transfer declaration does not prove receipt of funds. Activation and renewal require verified payment. Bank transfer does not authorise automatic debiting. Any future recurring card mandate requires separate explicit authorisation.

Unless we agree otherwise, renewal follows the selected billing period and the agreed price. Any price increase must be notified at least 30 days before the renewal to which it applies, with the option not to renew. No increase applies retrospectively to a paid period.

7. Support, maintenance and availability

We will provide the service with reasonable care and skill, maintain reasonable security measures and investigate reported platform faults. Technical support is available at support@einv.mu; personal onboarding, telephone assistance, tax advice and guaranteed response times are not included. Send a useful description, document reference and time of the incident without passwords or OTPs. We may perform maintenance and updates and will give reasonable advance notice of planned material interruption where practicable. No uninterrupted-service or specific uptime guarantee is offered. This does not remove our duty of reasonable care or the system-failure exception in clause 11.

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8. MRA and other external services

MRA controls its portal, validation decisions and availability. Internet access, customer equipment, banks and payment gateways are external dependencies. We do not control their independent failures or decisions. If submission is disrupted, monitor the platform, notify us of a suspected fault and follow current MRA contingency instructions applicable to your business. Do not invent an acceptance result or resubmit an uncertain transaction blindly. We will reasonably assist with available technical evidence and recovery. We cannot rely on this clause to avoid responsibility for a fault in our own integration, hosting arrangements or operation of the platform that is attributable to us.

9. Document history and your archives

Historical invoices and credit notes are available on the platform for a maximum of six months. Download and securely retain your own copies regularly and before cancellation or expiry; the platform is not your statutory long-term archive. You must retain records for the period required by law, which may exceed this platform window. The six-month customer-history limit is not a promise that every backup, audit or legally required record is erased on that date. We retain restricted operational, billing, security and legal records only as necessary for their purposes and applicable obligations.

A cancellation download window does not extend the six-month history limit or restore expired history.

10. Confidentiality and personal data

Each party must protect the other's non-public information and use it only to perform this agreement, secure the service or meet a legal obligation. Disclosure is limited to authorised personnel, contracted service providers and authorities with a legitimate need, subject to appropriate confidentiality duties. Information already lawfully public, independently developed or lawfully received without restriction is excluded from confidentiality, but this does not expand the limited reference permission in clause 13. For personal data in your invoices and customer records, you determine the purposes and act as controller; we process it on your documented instructions to host, support, transmit to MRA and export your documents.

Processing concerns customer and contact identities, business identifiers, contact information and transaction data for the service period and justified retention periods. You must have lawful grounds and provide required notices. We will apply appropriate safeguards, bind personnel to confidentiality, use subprocessors under equivalent duties, assist reasonably with rights requests, incidents and lawful compliance enquiries, and notify you without undue delay of a personal-data breach affecting your data. Ask support@einv.mu for subprocessor and transfer information; any overseas processing must have a lawful basis and appropriate safeguards under applicable Mauritius data-protection law.

On termination we will provide available export facilities and delete or return processor-held personal data as legally required, subject to lawful retention and protected backups. We act separately as controller for account administration, billing, fraud prevention and our own legal obligations. Customer documents are not licensed for sale or unrelated advertising.

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11. Fines and system failure

You remain the taxpayer responsible to MRA. We are not liable to you for fines, penalties, late charges or other regulatory sanctions arising from your failure to register, onboard, submit, monitor or correct documents, inaccurate information or tax choices, missed deadlines, unauthorised use, unpaid service or an independent MRA or external-service failure. However, this exclusion does not apply to the extent a fine or penalty is directly caused by a failure of the einv.mu system attributable to us, including an error or outage in the software, integration or operation for which we are responsible.

Subject to applicable law, we will be responsible for the proven, reasonably unavoidable portion of such a fine or penalty directly caused by that failure. Ordinary tax that would have been payable anyway is not a loss caused by the platform. Notify us promptly, preserve relevant records, give us a reasonable opportunity to investigate and assist, and take reasonable steps to reduce loss and seek any available MRA relief. Delay in notification reduces a claim only to the extent it materially prejudices investigation or mitigation.

Where both parties contributed, responsibility is apportioned according to causation. Neither the general liability cap nor the indirect-loss exclusion in clause 12 removes this express system-failure responsibility. This contract does not bind MRA or transfer your statutory duties to us.

12. Other liability and mandatory rights

Subject to clause 11 and rights that cannot lawfully be excluded, neither party is liable for indirect or consequential loss, loss of anticipated profit or loss of business opportunity. Our aggregate liability for other claims relating to the service for the affected company is limited to the service fees paid or payable for that company for the twelve months preceding the event. This cap and the indirect-loss exclusion do not apply to fraud, wilful misconduct, gross negligence, liability for death or personal injury where applicable, or any liability that applicable law prohibits excluding or limiting.

Nothing waives mandatory consumer, data-protection or other statutory rights. No clause makes our own breach your responsibility or provides a blanket indemnity for our conduct.

13. Limited customer reference

You permit Streak Technologies LTD to identify your business by its public business name and state only that it uses einv.mu for MRA e-invoicing, when presenting the service to prospective or existing clients, including a simple customer list on our website or in proposals. This permission does not authorise use of your logo, personal contact details, invoices, transaction values, customer or supplier identities, tax information, credentials, screenshots, performance claims or any confidential information. It does not authorise disclosure of other information merely because it is publicly known, imply your endorsement or permit prospects to contact your staff without separate permission.

We will not name an individual in a personal capacity without separate permission. You may withdraw this reference permission at any time by emailing support@einv.mu without affecting

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your service. We will stop new uses promptly and remove references we control within 30 days; already distributed material cannot always be recalled. After termination we will not describe you as a current customer.

14. Ownership and licence

You retain ownership of your business data and documents. You grant us only the rights necessary to operate the service and the limited reference permission above. We and our licensors retain the platform, software, branding and guides. During your subscription you receive a limited, non-exclusive, non-transferable right to use the platform for the subscribed business through authorised users. No software ownership or right to resell, reproduce or reverse-engineer the service is granted except where permitted by mandatory law. You may download your own documents and keep a copy of this agreement for your records.

15. Suspension, cancellation and termination

You may cancel renewal through the subscription controls or by written notice to support@einv.mu. Cancellation normally takes effect at the end of the paid period. After that, the available cancellation download window is 30 days, subject to the six-month history limit and lawful restrictions. If payment is not received by the due date, the service will be suspended. Non-payment may also result in automatic de-registration of your EBS from MRA by Streak Technologies LTD. If your business is required to use MRA e-invoicing and no longer has an active, compliant service with an authorised provider, this may leave your business non-compliant and expose it to MRA fines or penalties.

You are responsible for paying on time and maintaining a compliant e-invoicing arrangement without interruption. Payment after suspension does not by itself restore MRA registration; any required reactivation or onboarding must also be completed before live submissions resume. We will give notice of suspension or de-registration where practicable. The system-failure responsibility in clause 11 remains unaffected. We may also suspend new submissions for a material security risk, unlawful use or a serious breach, using proportionate measures and notice where practicable. For a remediable material breach, either party may terminate after written notice and 14 days to remedy it; immediate action is allowed where necessary to prevent serious harm or comply with law.

If we discontinue the service or terminate without your breach, or fail to remedy our material breach, we will refund the unused prepaid service period. Other early cancellation does not ordinarily create a refund, except as required by law or agreed in writing. No cancellation eliminates accrued payment obligations or statutory recordkeeping duties. Confidentiality, data protection, accrued liability, ownership and dispute provisions survive as necessary.

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16. Changes, notices and events beyond control

We will notify material contractual changes at least 30 days before they apply and require a new express acceptance before a new subscription commitment under revised terms. A website edit alone does not rewrite a previously accepted version or apply retroactively. Changes urgently required by law or security may take effect sooner with notice as soon as reasonably possible; they do not remove accrued rights. Notices are sent to the account email or displayed in the account; keep that email current. Legal and service notices to us may be sent to support@einv.mu.

Neither party is responsible for delay caused by an exceptional event genuinely beyond its reasonable control, provided it takes reasonable prevention and recovery measures and informs the other. Ordinary preventable operational failures are not excused. This clause does not override clause 11 for system failures attributable to us.

17. Mauritius law and disputes

This agreement is governed by the laws of Mauritius. Contact the other party in writing with the facts and requested remedy and allow 30 days for good-faith resolution before commencing ordinary proceedings, without preventing urgent relief, statutory complaints or action needed to preserve a legal time limit. The competent courts of Mauritius have jurisdiction, subject to any mandatory right to use another competent forum. Nothing requires private arbitration or prevents a complaint to MRA or a competent regulator. The English and French texts are intended to have the same meaning; if an inconsistency cannot be resolved by reading them together, the English text prevails to the extent permitted by mandatory law.

18. Entire agreement and severability

These terms, the accepted plan and any specifically agreed written service schedule form the entire agreement for einv.mu and MRA e-invoicing. A specific written variation signed or expressly accepted by both parties prevails over conflicting general wording. No partnership, employment, agency for tax affairs or exclusive arrangement is created. You may not transfer the subscription to another legal entity without our written agreement. We may transfer the service agreement as part of a business transfer only with notice and without reducing your protections. If a provision is unenforceable, the remaining provisions continue and the affected provision is limited only as necessary under applicable law.

Failure to enforce a right immediately is not a waiver. Contact: Streak Technologies LTD, Mauritius, support@einv.mu.

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