Aegino terms and conditions

Updated 1 November 2026. Refunds, cancellation and delivery.

1. Who these terms cover

These terms are between Aegino (registration number 2026/7565/55) and the person or organisation that subscribes to the Aegino desk. Prices on the website are shown in US dollars by default. EUR, GBP, AUD, CAD and ZAR are indicative conversions. Amounts exclude VAT. Where VAT must be charged, it is added to the invoice.

By choosing a plan, paying an invoice, or using the desk after we send a registration link, you agree to these terms. They cover refunds, cancellation and delivery of the service.

2. What is delivered

Aegino is an online environmental management desk. Nothing is shipped. Delivery is complete when we send a registration link to the verified email address of the person we add, and that person can sign in.

Access is to the website. Where a download is offered for a computer or phone, that download is optional and is the same service, not a separate product.

Reports, audits and submissions are produced inside the desk for you to download or send. Sending a report to an authority happens only when you or your consultant send it. We do not lodge it for you unless you use that send action.

If we cannot open access within 7 days after payment is confirmed, and the delay is on our side, you may cancel and we will refund everything you have paid for that subscription.

3. Complimentary month, cancellation and refunds

Every new subscription includes one complimentary month. During that month you may cancel at no charge. If you have already paid, we refund the full amount to the original payment method within 14 business days. Free cancellation and a full refund apply only inside that first month.

Cancel by email to hello@aegino.com from the address on the account. Tell us the organisation name and the plan.

After the complimentary month, fees already due for the current term are not refunded. Cancellation then stops the next renewal. Access continues until the end of the term you have paid.

A longer term (biannual, annual or two years) is paid in full for that term, at the price shown, after the complimentary month. The discount shown for that term applies to the monthly amount. It is not a second refund right.

Nothing in these terms takes away a cooling-off or refund right you have under the Consumer Protection Act or the Electronic Communications and Transactions Act.

4. Price, who is billed, and non-payment

Operator plans are charged per user at the rate of the chosen plan, in the currency shown on the pricing page. An extra operation is charged at the Starter per-user rate. No users are included free on an extra operation.

Consultancy plans are charged per user at the rate of the chosen plan. Each client is from the Starter per-user rate, according to the Operation plan that client uses. No users are included free on a client. Clients under a consultancy are billed on the consultancy, not as a second licence.

You may pay by card, by EFT, or by asking for an invoice and paying against that order. A renewal notice goes out 30 days before the term ends. If the subscription is still unpaid two days after it ends, it is suspended. Only the subscription page stays open until it is paid. Your records are kept and are not deleted.

5. Changes and contact

We may update these terms when the plans or the law change. The date at the top of this page is the version in force. The current version is also the PDF linked from the website. Continued use after that date is acceptance of the updated terms. If you do not agree, cancel before the next renewal.

These terms were last updated on 1 November 2026. Questions and cancellation notices go to hello@aegino.com.