



CARE

PRICING, REFUND & TERMS

Thamra Group for Technology and Trading LLC

Doha, Qatar · Effective September 2026

About this document

This document collects the commercial and legal terms that attach to the CARE one-time fee: how CARE is priced and paid for, the refund, and the service terms that govern the licence. It is published in English for convenience.

The Arabic version of these policies is published on thamragroup.com and, in the event of any inconsistency between the two, the Arabic version prevails.

The price itself is not published. It is quoted for each clinic and recorded in a written Order Confirmation, because it depends on how many branches and WhatsApp Business numbers are covered and which optional add-ons are wanted.

1. At a glance

Every figure below is stated in full in the sections that follow. Where this summary and a later section appear to differ, the later section governs.

Pricing model	A single one-time payment. No subscription, no renewal charge, no per-message fee, no per-user or per-seat fee, and no separate setup fee.
Price	Quoted per clinic and agreed in writing before activation. Not published.
Quote validity	30 days from issue.
Conversations	Not metered. No monthly allowance, no overage charge, no cap. A fair-use provision applies (section 4).
What is included	Hosting, product updates and support, for the life of the licence.
Payment method	Bank transfer, in full, before onboarding is completed. No card details are collected or stored.
Activation	Manual. A member of the team switches your agent on after the transfer is confirmed.
Go-live	The date CARE begins handling live patient conversations on your WhatsApp number, confirmed in writing by both parties.
Refund	85% of the fee, if requested within 30 days of go-live.
Non-refundable	15%, being a setup and onboarding charge for work already delivered.
Support	Included. WhatsApp and email, Sunday to Thursday, business hours in Qatar, best effort. No guaranteed response time and no uptime commitment.
If CARE is discontinued	At least 90 days' written notice and a complete export of your data.
Governing law	The laws of the State of Qatar. Competent courts in Doha, Qatar.
Prevailing language	Arabic.

Never pay to bank details found on a public page

Thamra Group sends account details to you directly after you confirm your order. We never publish them on a website, and we never ask for payment by card. If you find CARE bank details on a public page, they are not ours — contact us on +974 7108 8459 before transferring anything.

2. The document set

CARE is governed by the following documents. Where they conflict, the earlier in this list governs:

1. Order Confirmation signed for your clinic
2. CARE Service Terms
3. CARE Pricing & Payment Policy
4. CARE Refund Policy
5. Thamra Group Terms of Service
6. Privacy Policy

The Order Confirmation is the only one specific to your clinic. It records the fee, the clinic and WhatsApp Business numbers covered by the licence, any add-ons, and the go-live date. The remaining documents are published and apply to every clinic.

Published versions: <https://thamragroup.com/care/terms> · <https://thamragroup.com/care/billing> · <https://thamragroup.com/care/refund-policy> · <https://thamragroup.com/terms> · <https://thamragroup.com/privacy>

3. Pricing & Payment

3.1 Quote and order

CARE is not sold at a published price. The fee is quoted for your clinic because it depends on how many branches and WhatsApp Business numbers you run and which optional add-ons you want. A written quote is valid for 30 days from issue. The agreed fee, the clinic and numbers covered, and any add-ons are recorded in a written Order Confirmation before any work begins.

You can create an account and configure your assistant before paying anything. Your agent does not respond to real patients until we activate it.

3.2 The one-time fee

CARE is licensed for a single one-time payment, agreed in writing before activation. There is no subscription, no renewal charge, no per-message fee, no per-user or per-seat fee, and no separate setup fee. All amounts are in Qatari Riyals (QAR).

The fee covers:

- Your AI front desk on WhatsApp, Arabic and English, 24/7
- Appointment booking, rescheduling and cancellation
- Handover to your team the moment a patient needs a person
- Owner dashboard: live conversations, daily report, analytics
- Setup, knowledge base configuration and Khaleeji dialect tuning
- Support and product updates from the Thamra team

3.3 Payment

The fee is payable in full by bank transfer before onboarding is completed. We send account details to you directly once you have confirmed your order. Thamra Group does not collect or store card or bank account numbers and does not process card payments online.

3.4 Activation and go-live

Activation is manual. A member of the team switches your agent on after the transfer has been received and confirmed, normally the same working day. Until activation you can configure and test freely, but your agent does not reply to your patients.

The date your agent begins handling live patient conversations is your go-live date, and we confirm it to you in writing. That date starts the refund window.

3.5 Taxes

All fees are stated exclusive of any tax, levy or duty that may apply. If value added tax or any similar tax becomes applicable to the services, it will be added to the quoted amount at the prevailing rate and shown separately on your invoice. You are responsible for any withholding tax required in your own jurisdiction.

3.6 Add-ons

Optional add-ons — custom workflows, white-label branding, advanced CRM integration — are quoted separately and are also one-time fees. They are not recurring charges.

4. Refund Policy

The short version

If CARE turns out not to be right for your clinic, tell us within 30 days of go-live and we will refund 85% of the total fee you paid. The remaining 15% is a non-refundable setup and onboarding charge covering work already delivered.

4.1 When the 30 days start

The refund window runs from go-live, not from the date you paid. Go-live means the date CARE begins handling live patient conversations on your clinic's WhatsApp number, confirmed in writing by both parties.

This matters because onboarding is not instant and activation is manual. If setup takes three weeks, you still get a full 30 days of the service actually running before the window closes.

4.2 What the retained 15% covers

The 15% is a non-refundable setup and onboarding charge. It covers work performed before go-live regardless of how long you subsequently use the service:

- Knowledge base configuration from the documents you provide
- Agent personality, booking rules and escalation configuration
- Khaleeji dialect tuning and response testing
- WhatsApp Business API provisioning and connection to your number
- Staff walkthrough and handover training

4.3 How to request a refund

Email support@thamragroup.com with the subject line "Refund request", or message us on WhatsApp at +974 7108 8459. Include your clinic name and your payment reference. You do not need to give a reason, though we would like to hear one.

4.4 How long it takes

- We acknowledge your request within 3 business days.
- We confirm the decision within 10 business days of receiving it.
- Approved refunds are paid within 14 business days of approval, by bank transfer to the account the original payment came from.

We refund to the originating account. We cannot refund to a different account holder.

4.5 What happens when a refund is issued

A refund ends the service. On approval:

- Your CARE agent is deactivated and stops answering patients.
- CARE is disconnected from your clinic's WhatsApp number.
- Your data remains exportable for 30 days from deactivation, in CSV or JSON, after which it is deleted in line with

the Privacy Policy.

- Your licence to use CARE ends.

4.6 After the window closes

After the 30-day window closes, the fee is non-refundable. Because CARE is a one-time payment rather than a subscription, there is nothing further to cancel and no recurring charge to stop. The service continues with no further payment due.

4.7 Add-ons

Optional add-ons purchased separately carry the same terms: 85% refundable if requested within 30 days of that add-on being delivered, measured from its own delivery date rather than from your original go-live.

4.8 When a refund is not available

- Requests made more than 30 days after go-live.
- Accounts suspended or terminated for breach of the acceptable use provisions of the Terms of Service.
- Where the fee has already been refunded once for the same clinic and the service was subsequently reinstated under a new agreement.

Nothing in this policy limits any right you have under applicable law in the State of Qatar.

4.9 If you disagree with a decision

Email support@thamragroup.com with the subject line "Refund escalation". A senior member of the team will review the case and give a final written decision within 10 business days. If you remain unsatisfied, you may pursue the matter through the competent courts in Doha, Qatar, in accordance with the governing law provisions of the Terms of Service.

5. Service Terms attaching to the fee

These are the CARE Service Terms provisions that bear directly on what the one-time fee buys. The full Service Terms, together with the general Terms of Service, are published on the website.

5.1 Licence grant and scope

Subject to payment of the fee, Thamra Group grants you a perpetual, non-exclusive, non-transferable, non-sublicensable licence to use CARE for the internal business purposes of the clinic and the WhatsApp Business numbers identified in your written Order Confirmation.

The licence is limited to that scope. Additional branches, additional WhatsApp numbers, use on behalf of a different legal entity, and resale or sublicensing of CARE to third parties are not covered and require a separate licence.

5.2 Usage and fair use

Conversations are not metered. There is no monthly allowance, no overage charge and no cap that pauses your agent.

This is offered on the basis of normal use by the clinic named in your Order Confirmation. If sustained volume goes materially beyond what a clinic of that size would generate, or if the licence is used outside the scope above, Thamra Group will contact you to agree a fair remedy, which may be an additional licence covering the extra scope. This provision exists to prevent abuse of the licence, not to limit a busy clinic. Thamra Group will not suspend your agent under this provision without first contacting you and allowing a reasonable period to resolve the matter.

5.3 Third-party platforms

CARE depends on third-party platforms that Thamra Group does not control, including Meta's WhatsApp Business API and third-party AI model providers. Your use of WhatsApp is additionally governed by Meta's own terms and policies.

Those providers may change their functionality, pricing, policies or availability, and may suspend or restrict a business account. Thamra Group is not liable for their acts, omissions, outages, policy changes or pricing changes, or for any suspension of your WhatsApp Business account by Meta. If a dependency is discontinued or becomes commercially unviable on terms Thamra Group can reasonably absorb, we will notify you and work with you in good faith on a replacement or an alternative arrangement.

5.4 Support

Support is included in the one-time fee at no extra cost, by WhatsApp and by email at support@thamragroup.com, Sunday to Thursday during business hours in Qatar, on a best-effort basis.

No service level agreement

There is no guaranteed response time and no uptime commitment. Thamra Group does not offer a service level agreement unless one is separately agreed in writing. This is consistent with the warranty disclaimer in the Terms of Service, under which the services are provided on an "as is" and "as available" basis.

5.5 Service continuity

Because CARE is paid for once and intended to run indefinitely: if Thamra Group discontinues CARE, we will give you at least 90 days' written notice and provide a complete export of your data in a structured, machine-readable format before the service ends.

5.6 Termination

You may stop using CARE at any time by notifying us. Thamra Group may suspend or terminate the licence if you materially breach the Service Terms or the acceptable use provisions of the Terms of Service, or where required by law or by a third-party platform. Except where the breach makes prior notice impracticable, we will give you notice and a reasonable opportunity to remedy it first.

On termination your licence ends and your agent stops responding. Your data remains exportable for 30 days in CSV or JSON, after which it is deleted in line with the Privacy Policy.

6. Your responsibilities

6.1 Patient consent and messaging compliance

You are the party responsible for your patients' personal data and for your communications with them. You represent and warrant that:

- You have a lawful basis for processing your patients' personal data through CARE, and have obtained any consent required under applicable law.
- You have obtained valid opt-in before any business-initiated WhatsApp message, including appointment reminders, recall and promotional campaigns, in line with Meta's WhatsApp Business Messaging Policy.
- You honour opt-out requests, and you disclose to patients that they are interacting with an AI assistant.
- Your knowledge base content is accurate, lawful, and yours to use.

Thamra Group provides the tooling to support these obligations but cannot discharge them for you.

6.2 Clinical responsibility

CARE is not a medical device

CARE does not provide medical advice, does not perform clinical triage or diagnosis, and must not be relied on for any clinical decision.

CARE's escalation features — including keyword and sentiment triggers that route a conversation to your staff — are an operational convenience, not a clinical safety system. They are not guaranteed to identify every urgent, emergency or safeguarding situation. You must maintain your own clinical protocols for urgent contact and must not present CARE to patients as an emergency channel.

AI-generated responses may be inaccurate, incomplete or out of date. You remain solely responsible for the clinical and regulatory accuracy of information reaching your patients and for compliance with the requirements of your health regulator.

6.3 Data protection

For patient conversation data your clinic is the data controller and Thamra Group acts as a data processor, processing it only on your documented instructions. Patient message content is sent to third-party AI model providers to generate responses, under business or API terms that prohibit using that content to train their general-purpose models. Those providers operate outside Qatar, including in the United States. Your conversation content is not used to train or fine-tune models.

The Privacy Policy sets out the full sub-processor list, retention periods and data subject rights. If you need a written data processing agreement for your own compliance records, contact support@thamragroup.com and we will provide one.

7. General

7.1 Limitation of liability

Thamra Group's total aggregate liability arising out of or related to the Terms will not exceed the total fees paid by you to Thamra Group for the service giving rise to the claim, or 1,000 QAR, whichever is greater. Thamra Group is not liable for indirect, incidental, special, consequential or punitive damages. Nothing limits liability that cannot lawfully be excluded.

7.2 Governing law and disputes

These documents are governed by and construed in accordance with the laws of the State of Qatar. Disputes are first addressed through good-faith negotiation for thirty (30) days; failing that, they are submitted to the competent courts in Doha, Qatar.

7.3 Language

These policies are published in English and Arabic. In the event of any inconsistency between the two versions, the Arabic version prevails. This PDF is the English text; the Arabic text is published on thamragroup.com.

7.4 Contact

Thamra Group for Technology and Trading LLC

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thamragroup.com