# Terms of sale

Version of October 9, 2026

These terms apply to WYRLO's paid plans as soon as they open: subscription, prices, payment, cancellation and refunds. No paid plan is open yet.

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## 1. Scope

- These terms of sale (the "Terms of Sale") govern the subscription, payment, renewal, cancellation and refund of WYRLO's paid plans.
- They supplement the terms of use (the "Terms"), which apply to any use of the service; the definitions of the Terms apply to the

Terms of Sale. For subscription, price, payment, cancellation of a subscription and refunds, the Terms of Sale prevail in case of conflict.

- Paid plans are reserved for professionals: companies, public bodies, associations and self-employed workers acting for the purposes of their professional activity.
- The Terms of Sale apply to the exclusion of the Customer's purchasing terms, unless WYRLO agrees otherwise in writing.

Terms of use

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## 2. Plans and prices

- The content of each plan (volume of analysed questions, number of projects, frequency of the improvement loop, members, support) and its price are shown on the Pricing page at the time of subscription; they are repeated before payment is confirmed.
- Prices are stated in euros, excluding taxes. As long as WYRLO benefits from the VAT exemption scheme for small businesses, no VAT is charged: "TVA non applicable, article 293 B du Code général des impôts" (VAT not applicable, article 293 B of the French General Tax Code). If WYRLO becomes liable for VAT, it is added to the price excluding taxes, at the applicable rate, from the date it becomes due; the Customer is informed by email and may cancel at no cost, effective at the end of the current period.
- WYRLO may change its prices. Any change is notified by email to the organisation's owner at least 30 days before it applies; it applies from the first monthly period starting after that notice. A Customer who refuses it may cancel before that date.

Pricing

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## 3. Subscription

- Subscription is made from the customer workspace by the organisation's owner. They choose the plan, check the summary (plan, price, billing period, automatic renewal), accept the Terms of Sale and confirm payment.
- The contract is concluded when the first payment is confirmed. A confirmation is sent by email.
- The Terms of Sale accepted at subscription are kept by WYRLO and remain available on the website, with the date of their version.

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## 4. Term and renewal

The subscription is monthly, with no minimum term. It starts on the subscription date and renews automatically every month, on the same date, until it is cancelled.

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## 5. Payment and invoices

- Each month's price is payable in advance: at subscription, then at each renewal, using the payment methods offered at subscription.
- Payments are processed by Stripe, a payment service provider. WYRLO never receives or stores your full card number.
- The Customer authorises the price to be charged at each due date to the saved payment method, until cancellation. The payment method can be changed in the customer workspace.
- An invoice is issued for each payment and made available to the Customer.
- No discount is granted for early payment.

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## 6. Late payment and non-payment

- If a payment fails, WYRLO notifies the organisation's owner by email and tries again.
- If the payment is not settled within 14 days of that first email, WYRLO may suspend the paid plan: new questions are no longer analysed, as beyond the cap (article 6 of the Terms), with no loss of data. The Customer's RAG answers are never blocked.
- Any amount unpaid when due automatically bears late-payment interest at the rate applied by the European Central Bank to its most recent refinancing operation plus 10 percentage points, together with a fixed recovery fee of 40 euros (articles L. 441-10 and D. 441-5 of the French Commercial Code).

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## 7. Changing plans

- The Customer can change plans in the customer workspace.
- Moving to a higher plan takes effect immediately; the price difference for the rest of the current period is charged pro rata.
- Moving to a lower plan takes effect at the end of the current monthly period, with no refund.

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## 8. Cancellation by the Customer

- The Customer may cancel the subscription at any time, at no cost, from the customer workspace or by email to contact@wyrlo.io.
- Cancellation takes effect at the end of the current monthly period. Until then, the plan remains active; after that, new questions are no longer analysed. Data is kept as set out in the Terms and the privacy policy, and the owner may delete the organisation at any time.

- Deleting the organisation (article 13 of the Terms) cancels the subscription under the same conditions.

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## 9. Refund policy

Amounts paid for a monthly period that has started are not refunded, either in full or pro rata, whether the Customer cancels, moves to a lower plan or does not use the service.

As an exception, WYRLO refunds:

- a payment taken in error (double charge, wrong amount, charge after a cancellation has already taken effect);
- the unused part of the current period, pro rata, when WYRLO ends the service or terminates the subscription through no fault of the Customer (article 13 of the Terms);
- amounts due under the right of withdrawal (article 10), where it applies, or under any other mandatory legal provision.

Requests are made by email to contact@wyrlo.io. An accepted refund is made to the payment method used, within 14 days of acceptance.

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## 10. Right of withdrawal

As paid plans are reserved for professionals acting for their business, the right of withdrawal under the French Consumer Code does not apply, except in the following case.

A professional who employs no more than five people and subscribes to a plan whose purpose falls outside the scope of their main activity has 14 days from subscription to withdraw, without giving a reason (article L. 221-3 of the French Consumer Code). They exercise it by email to contact@wyrlo.io. If they expressly

asked for the service to start before the end of that period, they pay the amount corresponding to the service provided until their withdrawal (article L. 221-25 of the same code); the rest is refunded within 14 days.

## 11. Suspension and termination by WYRLO

WYRLO may suspend or terminate a subscription in the cases set out in article 13 of the Terms (serious breach, end of the service with 30 days' notice) and in article 6 of the Terms of Sale (non-payment).

## 12. Liability

WYRLO's liability under a paid plan is limited, for all damage combined, to the amounts paid by the Customer for that plan during the twelve months preceding the event giving rise to it. The other rules of article 11 of the Terms apply.

## 13. Personal data

Billing and payment data is processed as set out in the privacy policy; Stripe processes payments on behalf of WYRLO and, for its own purposes, as an independent controller. Traces remain governed by the data processing agreement.

Privacy policy  Data processing agreement

## 14. Changes to the Terms of Sale

WYRLO may change the Terms of Sale. Any change is notified by email to the organisation's owner at least 30 days before it takes

effect; a Customer who refuses it may cancel at no cost before that date. Ongoing subscriptions remain subject to the previous version until that date.

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## 15. Governing law and disputes

The Terms of Sale are governed by French law. Before taking any action, the parties seek an amicable solution, in writing to contact@wyrlo.io. Failing that, any dispute is brought before the competent courts within the jurisdiction of the Lyon Court of Appeal, within the limits set by law.

The Terms of Sale are written in French and translated into English; in case of discrepancy, the French version prevails.