Terms of sale

Version of November 19, 2026 · in force on December 19, 2026

These terms apply to WYRLO's paid plans: plans, trial, subscription, prices, usage beyond the included volume, payment, change of plan, cancellation and refunds. Online payment is not yet open: no paid plan can be subscribed today; these terms will apply as soon as it opens.

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1. Scope

- These terms of sale (the “Terms of sale”) govern the subscription, price, payment, renewal, cancellation and refund of WYRLO’s paid plans. They form the basis of the commercial relationship within the meaning of article L. 441-1 of the French Commercial Code.
- They supplement the terms of use (the “Terms of use”), which apply to any use of the service; the definitions in the Terms of use apply to the Terms of sale. For the Partner plan, the Partner plan terms are added to the Terms of sale. For the plan on quote, the signed specific terms prevail.
- Paid plans are for professionals only: companies, public bodies, non-profits and self-employed workers acting for their professional activity.
- The Terms of sale apply to the exclusion of the Customer’s purchasing conditions, unless WYRLO agrees otherwise in writing.

Terms of use Partner plan terms

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2. Plans and prices

Prices are given in euros, excluding tax, per month. Each plan includes:

- Free: €0, 1,000 verifications per month, 1 project, 500 documents in the zero-copy index, no end clients, traces kept 14 days, improvement loop once a week. Governed by the Terms of use alone.
- Developer: €29 excl. VAT per month, 20,000 verifications per period, 3 projects, 5,000 documents per project, 3 end clients at most, traces kept 30 days, improvement loop every night, 14-day trial.
- Production: €149 excl. VAT per month, 150,000 verifications per period, 10 projects, 5,000 documents per project, 10 end clients

at most, traces kept 90 days, improvement loop every night, 14-day trial.
- Partner: a price per active end client per month (article 7), 5,000 verifications included per active client in a shared pool, 10 projects, 5,000 documents per project, 50 end clients at most, traces kept 90 days, end client console and consolidated invoice, 14-day trial.
- Enterprise and large partners, on quote (article 8): from €500 excl. VAT per month.

The content and price of each plan are also shown on the Pricing page at the time of subscription; they are restated before validation. In the event of a difference, the summary accepted at subscription prevails.

As long as WYRLO benefits from the VAT exemption scheme for small businesses, no VAT is charged: “VAT not applicable, article 293 B of the French General Tax Code (CGI)”. If WYRLO becomes liable for VAT, it is added to the price excluding tax, at the applicable rate, from the date on which it is due; the Customer is informed by email and may cancel free of charge, with effect 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 period that starts after that notice period. A Customer who refuses it may cancel before that date.

Pricing

3. Trial

- The Developer, Production and Partner plans may start with a 14-day trial, with no payment during the trial. A payment method is requested at subscription.

- During the trial, the volume and limits of the chosen plan apply; no overage is charged: beyond the volume, answers go through unverified.
- The Customer may cancel the trial at any time before it ends, from the developer space, free of charge. Otherwise, the paid subscription starts at the end of the trial and the first month is charged. If no valid payment method is saved, the subscription is cancelled at the end of the trial and the organisation returns to the Free plan.
- During a trial, WYRLO's liability is limited as for the Free plan (article 12 of the Terms of use).

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4. Subscription and formation of the contract

- Subscription is made from the developer space, by the organisation's owner, on a Stripe payment page. The owner chooses the plan, fills in the billing address and, where applicable, the VAT number, checks the summary (plan, price, billing frequency, trial, automatic renewal), accepts the Terms of sale and validates.
- The contract is concluded upon this validation, whether it opens a trial or triggers a first payment. A confirmation is sent by email.
- The Terms of sale accepted at subscription are kept by WYRLO and remain available, with the date of their version, in the version history.

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5. Term and renewal

The subscription is monthly, with no minimum term. It starts on the date of subscription (or at the end of the trial) and renews automatically every month, on the same date, until it is cancelled.

The volume of verifications is counted over each monthly period; the Partner plan is counted per calendar month.

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6. Overage and spending cap (Developer and Production)

- This option is not yet open. When it opens, each customer concerned will be informed by email at least 30 days before an overage is first charged.
- Once open, beyond the volume included in the period, verification continues at the price of €1 excl. VAT per 1,000 verifications, counted per individual verification (0.1 cent each), up to the organisation's spending cap. Verifications beyond the volume are charged at the end of the period, in addition to the subscription.
- The organisation's owner sets the spending cap in the developer space, Subscription section. If not set, the cap equals the plan's monthly price (€29 or €149). A cap of €0 disables overage.
- Owners and administrators are notified by email at 80% and 100% of the cap. Once the cap is reached, new questions are no longer verified or recorded until the next period, and answers go through unverified: nothing more is charged.
- No overage is charged during a trial.

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7. Partner plan

- Price per active end client per calendar month, by tier: from the 1st to the 9th active client, €15 excl. VAT each; from the 10th to the 29th, €12 excl. VAT each; from the 30th to the 50th, €10.50 excl. VAT each. Example: 12 active clients cost 9 × €15 + 3 × €12 = €171 excl. VAT.
- An end client is active if it has had at least one verified question in the calendar month (UTC time). An end client deleted during the

month is still counted if it was active in that month. An inactive client active within

- Each active client brings 5,000 verifications included per month, pooled across all the Partner's end clients. Beyond this shared volume, each verification is charged at €1 excl. VAT per 1,000, counted per individual verification.
- The Partner plan does not, to date, include a spending cap: the Partner monitors its usage, per end client, in its console. Beyond 50 end clients, the plan on quote applies.
- The month's invoice is consolidated: it shows the number of active clients per tier and the overage. The breakdown per end client (verifications, active status or not) is provided every month in the console, printable; in the event of a difference, the invoice prevails.
- The Partner plan terms (integration for end clients, support, data) supplement this article.

Partner plan terms

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8. Enterprise and large partners plan, on quote

- This plan is reserved for cases that the self-service plans do not cover: more than 50 end clients, more than 1 million questions per month or more than 5,000 documents per project; a service level agreement (SLA); specific security requirements; payment by invoice, by bank transfer or purchase order, from €1,500 excl. VAT per year; full white labelling; specific technical needs.
- The price is set by quote, from €500 excl. VAT per month. Requests are made through the form on the Enterprise page; we reply within 2 business days. A quote is valid for 180 days at most.
- The plan is formed by signing specific terms, which set the volume, the price, the term (1 or 12 months), the payment terms

and, where applicable, the service level. No commitment (price, SLA, timeframe) exists without these signed specific terms.

9. Payment and invoices

- The subscription price is payable in advance every month. Usage-based amounts (overage, active end clients) are charged at the end of the period or calendar month concerned.
- Payments are processed by Stripe, a payment service provider. WYRLO neither receives nor keeps your full card number. The Customer authorises the charging of the sums due at each due date to the saved payment method, until cancellation. The Customer can change the payment method in the developer space.
- An invoice is issued through Stripe for each payment and made available to the Customer. It bears the mandatory mentions, including “VAT not applicable, article 293 B of the CGI” as long as the exemption applies.
- Electronic invoicing: French regulations are progressively making the receipt and then the issuing of electronic invoices between businesses mandatory. WYRLO will comply on the dates applicable to it; the Customer provides the necessary information on request (SIREN number, electronic invoicing address).
- No discount is granted for early payment.

10. Late payment and non-payment

- If a payment fails, Stripe automatically retries it and the organisation’s owner is notified by email. The plan remains active during these retries.
- If the payment is not settled at the end of the retries, and no earlier than 14 days after the first failure, the organisation returns to the

Free plan: its limits apply, in particular trace retention reduced to 14 days (older traces are deleted the following night). The Customer's RAG answers are never blocked.

- Any sum unpaid when due automatically bears late payment penalties equal to the interest rate applied by the European Central Bank to its most recent refinancing operation, plus 10 percentage points, as well as a fixed recovery fee of 40 euros (articles L. 441-10 and D. 441-5 of the French Commercial Code).

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11. Change of plan

- The Customer can change plans in the developer space.
- An upgrade takes effect immediately; the price difference for the rest of the current period is charged pro rata.
- A downgrade takes effect at the end of the current period, with no refund. The limits of the new plan then apply: trace retention is reduced to that plan's period (older traces are deleted the following night), and the Customer deletes the projects and end clients beyond its new limits; no new project or end client can be created beyond them.

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12. Cancellation by the Customer

- The Customer can cancel its subscription at any time, free of charge, from the developer space or by email to contact@wyrlo.io.
- Cancellation takes effect at the end of the current period. Until that date, the plan remains active; afterwards, the organisation returns to the Free plan, with the effects described in article 11. Usage-based amounts for the last period remain due.
- Deleting the organisation (article 14 of the Terms of use) cancels the subscription, under the same conditions.

13. Refund policy

Sums paid for a period that has started are not refunded, either in full or pro rata, whether the Customer cancels, downgrades or does not use the service.

By way of exception, WYRLO refunds:

- a payment charged in error (double charge, wrong amount, charge after a cancellation that had already taken effect);
- the unused part of the current period, pro rata, when WYRLO ends the service or cancels the subscription through no fault of the Customer (article 14 of the Terms of use);
- the sums due under the right of withdrawal (article 14), 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.

14. 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 five people at most and subscribes to a plan whose purpose does not fall within the scope of its main activity has 14 days from subscription to withdraw, without giving a reason (article L. 221-3 of the French Consumer Code). This right is exercised by email to contact@wyrlo.io. If the professional expressly requested that the service start before the end of this period, it pays the amount corresponding to the service provided until its

withdrawal (article L. 221-25 of the same code); the rest is refunded within 14 days.

15. Suspension and termination by WYRLO

WYRLO may suspend or terminate a subscription in the cases provided for in article 14 of the Terms of use (serious breach; end of the service, with 3 months' notice for a paid plan in progress) and in article 10 of the Terms of sale (non-payment).

16. Liability

WYRLO's liability for a paid plan is limited, for all damage combined, to the sums paid by the Customer for that plan during the twelve months preceding the event giving rise to liability. During a trial, it is limited to 100 euros. The other rules of article 12 of the Terms of use apply.

17. Personal data

Billing and payment data is processed according to the privacy policy; Stripe processes payments on behalf of WYRLO and, for its own purposes, as an independent controller. Data sent to the API remains governed by the data processing agreement.

Privacy policy Data processing agreement

18. 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 free of charge before that date. Subscriptions in progress remain subject to the previous version until that date, available in the version history.

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19. Governing law and disputes

The Terms of sale are governed by French law. Before 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 provided by law.

The Terms of sale are written in French and translated into English; in the event of any discrepancy, the French version prevails.