

# Teetsh - Terms and Conditions

Last updated: 17 December 2025

These Terms and Conditions ("Terms") govern your access to and use of Teetsh's website(s) and application(s) (together, the "Platform") and any subscription you purchase for use in Australia.

If you do not agree to these Terms, do not use the Platform and do not purchase a Subscription.

## 1. Legal information (who we are)

The Platform is operated by TEETSH SAS (a French company), registered with the Trade and Companies Register of Metz under number 907 991 210, with registered office at 4 impasse des fraises, 57050 Lorry-lès-Metz, France ("Teetsh", "we", "us").

Publication Director: Thibault Vigouroux.

Contact: [hello@teetsh.com](mailto:hello@teetsh.com)

Hosting: The Platform is hosted in France (Scaleway).

## 2. Definitions

- Account: your registered user account on the Platform.
- Service: Teetsh's online digital tools and features available through the Platform.
- Subscription: a paid recurring subscription (monthly or annual) providing access to paid features.
- User Content: content you upload, create, store, or share via the Service.
- Teetsh Content: content provided by Teetsh, including the Platform, software, templates, branding, designs and documentation.
- Consumer / ACL: have the meaning given under the Australian Consumer Law.

## 3. Scope and acceptance

These Terms apply to:

- browsing or using the Platform;
- creating or using an Account; and
- purchasing and using a Subscription.

If you use the Service on behalf of an organisation (e.g., a school), you represent that you have authority to bind that organisation to these Terms.

If you have a separate written agreement with Teetsh (e.g., a school-wide licence), that agreement prevails to the extent of any inconsistency.

## **4. The Service (what we provide)**

Teetsh provides online tools designed to help teachers plan, organise and manage teaching-related documentation and workflows.

We may add, remove, update, or modify features over time. Product descriptions, screenshots and marketing materials are provided for information and may change.

## **5. Account creation and security**

To access certain features, you must create an Account.

You agree to:

- provide accurate, current and complete information;
- keep your Account details up to date; and
- keep your login credentials confidential.

You are responsible for all activity on your Account (except to the extent caused by our systems). If you suspect unauthorised access, contact us promptly at [hello@teetsh.com](mailto:hello@teetsh.com).

## **6. Acceptable use**

You must not:

- misuse the Platform (including hacking, disrupting, scraping, probing, or attempting to bypass security);
- reverse engineer the Platform except to the extent permitted by law;
- upload or share unlawful, infringing, harmful, or misleading content;
- violate privacy or confidentiality obligations (including in relation to children's information); or
- interfere with other users' access.

We may suspend or terminate access if you materially breach these Terms (see section 18).

## **7. Subscriptions, pricing, payment and billing (Australia)**

### **7.1 Plans and billing periods**

We offer a Free plan and paid Subscriptions. Subscription plans and billing periods (monthly/annual) are described on the Platform.

### **7.2 Obligation to pay**

You expressly acknowledge that any Subscription order placed on the Platform is an order with an obligation to pay, requiring payment of a price in exchange for the Service.

#### 7.3 Where prices are shown (no amounts in these Terms)

The price applicable at the time of your order is indicated on the Platform (including at checkout). The total amount payable and its details are shown before you confirm and pay.

#### 7.4 Currency and taxes

For Australia, prices are displayed in AUD. Taxes may apply depending on applicable law and your circumstances.

#### 7.5 Payment processing and security

Payments are processed by a third-party payment provider. Payment information (e.g., card details) is handled by the payment provider. We do not store full card details on our servers.

#### 7.6 When access starts / failed payments

Access to paid features may be made available only after successful payment authorisation/collection. If payment fails (e.g., expired card, limits reached, incorrect details), access may be suspended or not granted until payment is resolved.

#### 7.7 Invoices

We provide electronic invoices (e.g., by email and/or in your Account).

## **8. Orders (how you buy)**

When purchasing a Subscription, you will typically:

1. select a plan and billing period;
2. review the total price;
3. confirm your order; and
4. pay using an offered payment method.

We may refuse to accept an order for legitimate reasons (for example, suspected fraud, unpaid amounts, ongoing disputes, or failure to respond to verification requests).

We keep records of transactions and communications in a reliable manner; unless you prove otherwise, our records may be used as evidence of the transaction.

## **9. Automatic renewal**

Unless you cancel before the end of your current billing period, your Subscription automatically renews for the same billing period, and you authorise us (and our payment provider) to charge your payment method for the renewal amount.

## **10. Cancellation**

You can cancel renewal at any time via your Account settings or by emailing [hello@teetsh.com](mailto:hello@teetsh.com).

Cancellation stops future renewals. Your Subscription remains active until the end of the current billing period.

## **11. Delivery (access to the online service)**

The Service is delivered online through the Platform. Access is generally available immediately after Account creation (and after payment confirmation for paid plans).

You are responsible for your device, browser/software updates, and internet connection.

## **12. No change of mind / cooling-off (digital service)**

To the extent permitted by law, we do not provide change-of-mind refunds. This does not limit any rights you may have under the Australian Consumer Law (see sections 15-16).

## **13. Customer support**

Support: [hello@teetsh.com](mailto:hello@teetsh.com)

Please include your Account email and a description of the issue (with screenshots where relevant).

## **14. Intellectual property and licence**

### **14.1 Teetsh Content**

Teetsh (and its licensors) owns all rights, title and interest in the Platform and Teetsh Content (including software, branding, templates, designs, text, graphics, databases and the Platform structure).

### **14.2 Licence to you**

Subject to these Terms, we grant you a limited, non-exclusive, non-transferable, revocable licence to access and use the Service during your Free access or Subscription period for your internal professional purposes.

You must not (except as permitted by law):

- copy, modify, distribute, sell, or commercially exploit Teetsh Content;
- remove proprietary notices; or
- reverse engineer the Platform.

## **15. Australian Consumer Law (ACL) - consumer guarantees (important)**

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right or remedy you may have under the Australian Consumer Law (ACL) that cannot legally be excluded.

Services supplied to consumers come with guarantees under the ACL.

## **16. Refunds and remedies (ACL + our policy)**

### **16.1 If there is a problem with the Service**

If the Service fails to meet a consumer guarantee, you may be entitled to a remedy under the ACL. Remedies depend on the circumstances and may include a refund, cancellation, or compensation.

### **16.2 How to request a remedy**

Email [hello@teetsh.com](mailto:hello@teetsh.com) with:

- your Account email;
- details of the issue;
- relevant dates and evidence (screenshots where available); and
- what remedy you are seeking.

If a refund is due, we generally refund to the original payment method unless otherwise required by law.

## **17. User Content**

### **17.1 Your responsibility**

You remain solely responsible for your User Content and for ensuring you have all necessary rights and permissions to upload, store, and share it.

You must not upload content that is unlawful, infringes third-party rights, breaches privacy/confidentiality, or includes children's personal information without appropriate authorisation.

### **17.2 Licence to operate the Service**

You grant Teetsh a worldwide, non-exclusive licence to host, store, process, transmit and display your User Content only to operate, provide, secure and improve the Service.

### **17.3 Removal of content**

We may remove or restrict access to User Content where we reasonably believe it breaches law, third-party rights, or these Terms.

## **18. Suspension and termination**

We may suspend or terminate your Account and access to the Service if you materially breach these Terms, engage in unlawful misuse, or create security risks.

Where reasonable, we will notify you and provide an opportunity to remedy. For serious breaches, we may act immediately.

Termination for breach may result in loss of access to paid features and may not entitle you to a refund, except where required by the ACL.

## **19. Privacy and data location**

We handle personal information in accordance with our Privacy Policy. You understand that Teetsh is based in France and data may be stored and processed outside Australia (including in France/Europe), subject to applicable privacy requirements.

## **20. Third-party links**

The Platform may include links to third-party websites or services. These are provided for convenience only. We do not control and are not responsible for third-party content, terms, or practices.

## **21. Availability, maintenance and changes**

We do not guarantee uninterrupted access to the Service. The Service may be temporarily unavailable due to maintenance, updates, or reasons beyond our control.

We may update the Service and/or these Terms. If a change is material and practicable, we will take reasonable steps to notify users (e.g., within the Platform or by email). If you do not agree to updated Terms, you should cancel your Subscription and stop using the Service.

## **22. Liability and disclaimers (subject to ACL)**

To the maximum extent permitted by law:

- the Service is provided "as is" and "as available";
- we do not warrant uninterrupted or error-free operation;
- we are not responsible for User Content posted by users.

We do not exclude liability where it cannot be excluded under the ACL. Where liability can be limited, our liability is limited to the extent permitted by law.

## **23. Indemnity**

You agree to indemnify Teetsh against claims, losses, damages and expenses arising from:

- your breach of these Terms;
- your User Content; or
- your violation of law or third-party rights,

except to the extent Teetsh caused or contributed to the loss.

## **24. Force majeure**

We are not liable for failure or delay caused by events beyond our reasonable control (including internet outages, hosting provider failures, natural disasters, government actions, or cyber incidents not caused by our breach of reasonable security measures).

## **25. References (name/logo)**

With your consent, you allow Teetsh to use your name and/or logo as a customer reference in communications materials. You can withdraw consent prospectively by contacting [hello@teetsh.com](mailto:hello@teetsh.com).

## **26. General provisions**

- **Severability:** If any provision is invalid or unenforceable, it will be severed and the remainder will continue in effect.
- **No waiver:** A failure to enforce a right is not a waiver of that right.
- **Assignment/subcontracting:** We may assign these Terms or subcontract services (e.g., hosting/payment processing) without changing your non-excludable ACL rights.

## **27. Governing law and jurisdiction (Australia-wide)**

These Terms are governed by the laws in force in Australia, including the Australian Consumer Law. You and Teetsh submit to the non-exclusive jurisdiction of the courts of Australia. Nothing in this clause limits any mandatory consumer protections under the ACL.