

# Terms and Conditions for Convo Learning

## Writing Feedback Subscription Service

(Effective August 8, 2024)

### 1. Introduction

#### 1.1 Purpose of the Service:

Welcome to Convo Learning ("the Service"). We provide detailed feedback on written work to help improve writing skills, focusing on areas like grammar, style, structure, creativity, and coherence.

#### 1.2 Agreement to Terms:

By subscribing to the Service, you ("the Subscriber," "you," or "your") agree to these Terms and Conditions. This is a legally binding agreement. If you disagree with any part, please do not use the Service.

#### 1.3 Modifications to Terms:

We may modify these Terms at any time. Changes will be communicated via email or posted on our website. Continued use of the Service after changes are posted means you accept the new Terms.

### 2. Subscription and Payment

#### 2.1 Subscription Plans:

Subscribers can submit up to 10 pages of written content monthly under the standard plan. Other plans with different limits may be available. Details, including pricing, are provided on our website.

#### 2.2 Billing Cycle:

Subscriptions are billed monthly, starting from the date of your initial subscription ("Billing Date"). Your subscription will automatically renew each month unless canceled.

#### 2.3 Payment Methods:

We accept major credit/debit cards, PayPal, and other payment methods. You must provide accurate payment information and authorize us to charge your chosen method for the subscription fee each month.

#### 2.4 Automatic Renewal:

Your subscription renews automatically each month on the Billing Date. If your payment fails, we may suspend or terminate your access to the Service until payment is completed.

## **2.5 Price Changes:**

We may change subscription fees at any time, with at least 30 days' notice before the next billing cycle. Continued use of the Service after a price change means you accept the new fees.

## **2.6 Refund Policy:**

Subscription fees are non-refundable. Upon cancellation, you will retain access to the Service until the end of the current billing cycle.

## **3. Submission of Writing Pages**

### **3.1 Submission Guidelines:**

You may submit up to 10 pages monthly under the standard plan. A "page" is defined as a document with a maximum of 500 words, formatted with standard margins, 12-point font, and double-spacing. Submissions must be in PDF, DOC, or DOCX format via our website, e-mail or WeChat.

### **3.2 Submission Process:**

Submissions must be made within the monthly billing cycle. Unused pages do not roll over to the next month and will be forfeited if not used.

### **3.3 Content Restrictions:**

Submissions must comply with our content guidelines. Inappropriate, offensive, or illegal content will not be reviewed, and accounts may be suspended or terminated.

### **3.4 Submission Deadlines:**

To ensure timely feedback, submit your work as early as possible within the billing cycle. Delays may occur during peak periods, and the Service is not responsible for missed deadlines due to delayed feedback.

### **3.5 Submission Quality:**

Proofread and edit your work before submission. The clarity and quality of feedback may be affected by the legibility of your submission.

## **4. Feedback Process**

### **4.1 Feedback Overview:**

The Service provides constructive feedback on grammar, spelling, punctuation, syntax, structure, clarity, creativity, and overall effectiveness of writing.

### **4.2 Feedback Turnaround Time:**

Feedback is typically provided within 2 business days. While we aim to meet this timeframe, it is not guaranteed. Subscribers will be informed of any significant delays.

### **4.3 Scope of Feedback:**

Feedback is for educational purposes and is not a substitute for formal academic grading or

professional editing. It does not guarantee specific outcomes like improved grades or publication.

#### **4.4 Feedback Revisions:**

If you have concerns about the feedback, you may request a revision within 2 days. Revisions are subject to availability and may incur additional fees.

#### **4.5 Feedback Confidentiality:**

Feedback is confidential and intended for your personal use. We will not share your submissions or feedback without your consent, except as required by law.

### **5. Cancellation and Termination**

#### **5.1 Cancellation by Subscriber:**

You may cancel your subscription at any time through your account settings. Cancellations take effect at the end of the current billing cycle.

#### **5.2 Termination by Service:**

We may suspend or terminate your account at any time for violations of these Terms, non-payment, or fraudulent behavior. In such cases, you will be notified, and any outstanding balances must be paid.

#### **5.3 Effect of Termination:**

Upon termination, all access to the Service will be revoked, and unused submission pages will be forfeited. No refunds will be issued for the remainder of the billing cycle.

#### **5.4 Reinstatement:**

Terminated accounts may request reinstatement by contacting customer support. Reinstatement is at our discretion and may be subject to additional fees or conditions.

### **6. Account Management and Security**

#### **6.1 Account Creation and Maintenance:**

You are responsible for maintaining the accuracy of your account information, including your contact details and payment information.

#### **6.2 Account Security:**

You are responsible for keeping your account credentials secure. Notify us immediately if you suspect unauthorized access to your account.

#### **6.3 Account Sharing:**

Your account is personal and may not be shared. Sharing your account with others may result in suspension or termination.

## **7. Intellectual Property**

### **7.1 Ownership of Feedback:**

All feedback provided by the Service is our intellectual property. You may use the feedback for personal and educational purposes but may not distribute or sell it without our permission.

### **7.2 Subscriber Content:**

You retain ownership of your submissions. By submitting your work, you grant us a non-exclusive license to use, review, and provide feedback on your submissions.

## **8. Limitation of Liability**

The Service is provided "as is" without warranties of any kind. Our liability is limited to the amount paid by you for the subscription service in the preceding month. We are not liable for any indirect, incidental, or consequential damages arising from your use of the Service.

## **9. Governing Law**

These Terms and Conditions are governed by the laws of The United States. Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts in The United States.

## **10. Changes to Terms and Conditions**

We may update these Terms and Conditions at any time. Changes will be communicated to you via email or posted on our website. Your continued use of the Service after such changes constitutes your acceptance of the new Terms.

## **11. Contact Information**

For questions or concerns regarding these Terms and Conditions, please contact us at Julie (convo.teacherjulie@gmail.com).