Terms of sale

Last updated: 13 October 2026

These terms govern the sale of a credit to an individual. They apply in addition to the terms of use. The French version governs where the two differ.

The service sold

A **credit** gives the right to create **one feedback campaign** of **up to 15 respondents**, with the questionnaires the platform offers, a report on the feedback gathered, and the sending of requests by the platform. Individual answers are never shown to the customer: only an aggregated, anonymised report is published, under the platform's anonymity thresholds.

A credit is personal and cannot be transferred.

Price

The price of a credit is **EUR 24 including all taxes (VAT included)**. The price that applies is the one shown when the order is placed. Prices may change at any time; a change does not apply to orders already paid.

Validity of a credit

A credit is **valid for six (6) months from the confirmation of the payment**. After that it **expires**: it can no longer be used to create a campaign and **is not refunded**. The last date of use is shown on your credits page.

The period runs from the payment, including when the customer has not yet followed the invitation link received by e-mail. A campaign created before the credit expires may be carried through: expiry affects neither a campaign already created nor its report.

Ordering and payment

The order is placed online: the customer gives their first name, last name and e-mail address, accepts these terms and expressly asks for the service to start at once, then pays on the page of the payment provider **Stripe**. We neither receive nor keep card data.

The order is confirmed when the payment is received. A receipt is sent by e-mail, and an invoice is available on request.

Access to the service

Once the payment is confirmed, the customer receives, at the address given, an e-mail with an invitation link. Following it, they choose a password, enter their space and find their credit there. **The credit is given when the invitation is accepted**, provided the e-mail address is the one the invitation was sent to. The customer is responsible for the accuracy of the address they enter.

A customer who already has an account finds their credit as soon as the payment is confirmed, and can buy another from their credits page.

Right of withdrawal

In accordance with articles L. 221-18 and following of the French Consumer Code, the customer has **fourteen (14) days** from the order to withdraw, without giving a reason and without penalty.

However, the customer expressly asks, when ordering, for the service to start at once, and **acknowledges that they lose their right of withdrawal once the service has been fully performed** (article L. 221-28 of the Consumer Code). The service is considered started, and the right of withdrawal lost, **as soon as a campaign is created with the credit**. As long as the credit has not been used, the customer may withdraw within the fourteen days and be refunded.

To withdraw: write to the contact address given above, stating the order (the e-mail address used and the date). The refund is made within fourteen days of receiving the request, by the same means of payment.

Refunds outside withdrawal

If a fault of the platform prevents a bought credit from being used, the customer may ask for a refund at the contact address. A credit already used to create a campaign, or expired, is not refundable unless the fault is the publisher's.

Legal guarantees

The customer has the legal guarantee of conformity (articles L. 224-25-12 and following of the Consumer Code) and the guarantee against hidden defects (articles 1641 and following of the Civil Code).

Liability

The publisher uses reasonable means to keep the platform available, without guaranteeing uninterrupted access. It is not responsible for what respondents wrote, nor for what the customer does with their report. Nothing here limits the rights the customer holds by law.

Personal data

The customer's data is processed as set out in the **privacy policy**. For an order, their first name, last name, e-mail address and payment details (by Stripe, a sub-processor) are processed. The order's data before the account exists is erased as soon as the credit is given, or after seven days if the payment did not go through. Billing data is kept for the length of the accounting obligations.

Publisher

- Data2Insights, SASU, share capital 1 000 €
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- Contact: contact at data2insights dot fr
- Data protection requests: contact at data2insights dot fr

Consumer mediation

In accordance with the Consumer Code provisions on the mediation of consumer disputes, after contacting us and failing a satisfactory answer, you may use a consumer mediation procedure, free of charge, with:

- CM2C
- 49 rue de Ponthieu, 75008 Paris
- Phone: 01 89 47 00 14
- E-mail: litiges@cm2c.net
- Website: https://www.cm2c.net/declarer-un-litige.php
- European online dispute resolution platform: https://ec.europa.eu/consumers/odr

Governing law and disputes

These terms are governed by **French law**. Failing an amicable settlement, the French courts have jurisdiction, without prejudice to the protective rules that benefit a consumer customer.