Tellers - Terms of Sale

Last updated: 14 September 2026

1. Scope and orders

These terms govern business and professional purchases of subscriptions, usage credits (“Tokens”), storage and professional services from TELLERS.AI, a French SAS, RCS Lyon 932 553 266, whose registered office is at 12 Rue de la Part-Dieu, 69003 Lyon, France. Contact: support@tellers.ai.

The accepted order and Terms of Use form part of the contract. A specific signed agreement prevails over conflicting general terms; a DPA prevails on personal-data processing. Customer purchase-order terms require Tellers’ express written acceptance.

The order identifies the Services, price, currency, taxes, billing frequency, commitment and limits before purchase. It becomes binding when you accept a quote or complete checkout and Tellers confirms it electronically. The terms and confirmation will be available in a form you can save.

For purchases from a reseller, its sales terms govern that purchase. Tellers’ Terms of Use still govern access. A reseller cannot bind Tellers to additional commitments without Tellers’ agreement.

2. Prices and payment

Prices and currency are those shown at checkout or in the accepted quote. Business prices exclude VAT and other applicable transaction taxes unless expressly stated otherwise. Applicable taxes and the total due will be shown before you commit to the purchase.

Subscriptions are prepaid for each billing period; one-time purchases are paid when ordered. Agreed invoice payments are due within 30 days of issue unless the order specifies another lawful deadline. Use the payment methods offered by Tellers. No early-payment discount applies unless agreed.

Recurring subscriptions authorise the agreed charges until cancellation takes effect. Keep billing details current. Variable charges and automatic top-ups require an expressly selected arrangement.

For business invoices governed by French late-payment rules, overdue amounts accrue interest from the day after the due date, without a reminder, at the European Central Bank’s relevant refinancing rate plus 10 percentage points. The reference rate is the rate in force on 1 January for the first half-year and 1 July for the second. A EUR 40 recovery charge is also due per overdue invoice, with additional documented recovery costs recoverable where law permits. These provisions remain subject to mandatory insolvency rules.

3. Subscriptions and cancellation

Subscriptions run for the monthly or annual period selected in the order and automatically renew for the same period unless cancelled before renewal. An annual subscription is an annual commitment even if an order permits instalment payments.

You can cancel renewal through account billing controls or by emailing support@tellers.ai before the next renewal. Cancellation takes effect at the end of the paid period, and access continues until then, subject to compliance with the contract. Uninstalling the application or stopping use does not cancel a subscription.

Cancellation for convenience does not refund the current period or unused Tokens unless the order or law provides otherwise. Refund rights for breach or discontinuation under these terms, and mandatory rights including any right of withdrawal, remain unaffected.

Your order sets seats, storage and included usage. Each named-user seat is for one person. Plan changes and resulting charges or credits are shown before acceptance; downgrades normally apply at renewal.

4. Tokens and usage

Tokens measure service consumption; they are not money or a financial product. Usage rates and any charge for processing attempts are disclosed before use. Consumption varies by feature, model, input and resources required.

Tokens included in a subscription are valid for one month from the date they are credited to the account. Unused subscription Tokens expire at the end of that month and do not roll over beyond it, including under an annual subscription.

Tokens purchased separately from a subscription are valid for 12 months from purchase. Direct Token purchases are reserved for business and professional customers acting for their business or professional purposes. This restriction does not shorten the validity of Tokens already purchased.

Promotional and creator reward Tokens follow the validity rules disclosed when awarded. Tokens are consumed in order of acquisition, oldest first, unless the order expressly specifies another method.

Tokens cannot be redeemed for cash, transferred or resold except as expressly authorised. Creator reward Tokens are distinct from any cash earnings under section 9; receiving Tokens does not create a right to a cash payment. Unused Tokens expire without refund at their disclosed expiry, subject to contractual and mandatory remedies.

Cancelling a subscription does not itself shorten the validity of separately purchased Tokens. Use remains subject to the access requirements disclosed when they were purchased. Promotional or included Tokens may be subject to an active-plan requirement if disclosed in advance.

Report suspected metering errors for review. We correct verified errors and restore wrongly charged Tokens. Charges for processing attempts follow the disclosed rules without excluding mandatory remedies for non-performance.

5. Storage and support

Your order specifies storage and included support. Storage is operational workspace capacity, not a backup or archival guarantee. The Terms of Use govern storage, retrieval and deletion, including notice before planned deletion following a downgrade or expiry.

Additional deployment assistance, integration, configuration, training, development and technical support are billed at the daily rate in the applicable contract or accepted quote. Agree scope, estimated effort and charging increments before work starts. Included support and work already owed under contractual or statutory duties do not become extra charges. Reporting a bug does not authorise paid work.

Priority support, guaranteed response times, availability commitments and service credits require an express written agreement.

6. Contractual exclusion from chat training

Under section 6 of the Terms of Use, a Customer may request an organisation-wide exclusion from chat training. Its scope, activation, fee, duration and renewal must be agreed in writing. An enquiry alone incurs no fee.

This option does not charge for statutory personal-data rights. Existing restrictions in a signed contract or DPA remain effective without requiring a new purchase.

7. Changes, suspension and ending Services

An accepted price applies for the agreed commitment period. Price increases for an existing subscription take effect only at renewal, after at least 30 days' notice and an opportunity to cancel before they apply. If notice is too late for that renewal, the increase takes effect at a later renewal. New one-time purchases use the prices displayed before that purchase.

Changes to token consumption rates apply only to future operations after notice and disclosure of the new rates. If a material increase reduces the value of unexpired, separately purchased Tokens, you may decline it and request a refund of the unused purchased balance before the increase takes effect.

The suspension and termination provisions of the Terms of Use apply. If Tellers terminates paid Services for convenience or permanently discontinues them during a paid period, it will refund unused prepaid subscription fees proportionately and unused, unexpired purchased Tokens that can no longer be used. The same principle applies where you validly terminate affected Services for Tellers' uncured material breach, without limiting other available remedies.

Any standard export and legally required switching assistance is provided without additional charge under the Terms of Use. Optional professional services beyond those duties require a separately accepted quote and may be charged only where lawful. Mandatory switching rights prevail over fixed-term or cancellation provisions; any early-termination charge must be lawful and expressly disclosed in the accepted order. No separate early-termination penalty is imposed by these general terms.

8. Liability, disputes and updates

Section 11 of the Terms of Use governs liability for purchases and use together; the liability limits do not stack. French law and the jurisdiction provisions in section 12 of the Terms of Use apply. Contact support@tellers.ai with billing questions or complaints.

Updated Terms of Sale apply to new orders from their stated effective date. Existing subscriptions remain subject to the agreed version for the current commitment period, with changes taking effect under the notice, renewal and early-change provisions in section 12 of the Terms of Use. Signed agreements are amended only in accordance with their own terms.

9. Custom assistant creator rewards

Tellers offers a discretionary revenue-sharing programme for selected published assistants. Rewards are initially distributed as Tokens. **Tellers alone decides which assistants and creators qualify for rewards or monetisation.** Publishing an assistant, attracting users or being a verified creator does not automatically confer eligibility or guarantee earnings.

During the beta phase, reward eligibility, calculation, amounts and distribution timing are determined at Tellers' discretion; no fixed revenue-share percentage or distribution schedule is promised. Credited reward Tokens follow the validity rules disclosed when awarded. Reward Tokens can be used only within the Services under the applicable Token rules; they have no automatic cash-redemption or conversion right. Artificial, fraudulent or unlawful activity does not qualify for rewards.

Tellers may later introduce cash revenue sharing for verified creators; its introduction and beta arrangements remain at Tellers' discretion. We will update these terms and communicate the applicable programme conditions before any cash programme begins. No fixed cash revenue-share percentage or payout schedule is currently promised. **A cash payment may be made only once the creator's approved, unpaid cash earnings exceed US$500.** Crossing that threshold does not replace verification or the other disclosed payout requirements. Below-threshold balances carry forward; there is no automatic payment on account closure, subject to mandatory law. Token balances do not count towards the cash threshold unless a separate written programme expressly provides otherwise.

Cash participants must provide accurate identity, tax and payment information and complete required verification. Creators are responsible for their taxes, subject to any reporting or withholding required of Tellers. Tellers may change or end future eligibility or reward arrangements with notice; changes do not retrospectively cancel valid rewards or cash earnings already accrued. No future cash programme, minimum revenue or ongoing reward rate is promised.