

VTOBeauty Merchant Terms of Service

B2B service and administration panel terms

1. Parties and B2B scope

The provider is Qoder Sp. z o.o., ul. Turzycowa 47/4, 80-174 Gdańsk, Poland, KRS 0001171792, tax ID 5833537100, REGON 541676098, email: kontakt@qoder.pl, referred to as "Qoder".

These Terms apply only to businesses and professional users ("Merchant"). They do not govern product sales to store customers or their public-widget use, which has separate documents.

A person creating an account, accepting documents or ordering represents that they are authorised to bind the Merchant.

2. Accounts, workspaces and roles

An account may manage multiple workspaces. Each standard workspace requires its own active plan and may be suspended independently from other separately billed workspaces.

The Merchant is responsible for owner, manager, billing, editor and viewer roles, sign-in security and prompt access removal.

Microsoft Entra ID may be an optional B2B sign-in method. It does not mean all account data is stored by Microsoft.

3. Service and plans

The service includes the panel, VTO product and effect configuration, public widget, statistics and selected-plan features. Features, limits and support are defined by the current catalogue, checkout, plan snapshot or Enterprise offer.

- Standard plans may renew monthly or every 12 months or be purchased as annual prepaid.
- A trial applies only when expressly offered for that workspace.
- Enterprise normally requires an individual offer and may set price, limits, trial, account scope and plan sharing.
- Enterprise Unlimited does not use Boost Capacity Packs. Other Enterprise offers may enable them individually.
- The Enterprise offer, accepted checkout and stored snapshot prevail over a general plan presentation.

4. Prices, payments and billing providers

Prices, currency and taxes follow the billing profile, checkout and provider. B2B prices are net unless stated otherwise.

Billing may use Stripe, Shopify, manual billing or one-time prepaid. Changing a local billing-operator field does not cancel an earlier subscription.

Manual billing may be based on an invoice or separate agreement, but a local entitlement record does not create or automatically charge a payment.

Catalogue synchronisation creates prices for future operations and does not migrate active subscriptions or snapshots. A price requiring confirmation applies through the provider flow.

5. Promotions and Boost Capacity Pack

A promotion code follows its stored plan, term, workspace or pack scope, validity, use limit, amount or percentage. A promotion scheduled for the next cycle does not reduce the current amount.

A Boost Capacity Pack temporarily increases only active limits and unlocks no feature. It is non-refundable, activates under the configuration shown before purchase and expires under the displayed rules.

6. Failed payments, grace and termination

Qoder or the provider may retry payment during the configured grace period. The workspace remains active until the final retry unless the plan was ended for the close of its paid term.

After an unsuccessful grace period only the unpaid workspace is suspended. Enterprise may have an individual period or manual-only suspension, especially with manual billing.

Cancellation normally takes effect at the end of the paid term. Account deletion creates no automatic refund and does not release accrued amounts.

7. Administrative plan changes

Assign Plan is not a local override by default: it delegates to Stripe or Checkout, starts Shopify approval, stores a local entitlement for manual billing or starts an annual prepaid purchase.

Emergency override bypasses the provider and may diverge from the real subscription. It is only for repairing a broken process and never replaces an Enterprise contract.

Manual billing creates no external payment, Price, subscription or automatic refund. The operator remains responsible for consistency with the real agreement.

8. SaaS administration, partners and audit

Qoder may perform audited operations required for support, security, billing and repair. Synchronisation may partly succeed, so individual rule statuses must be reviewed.

A partner administers assigned customers for acquisition, commercial relations, codes, commission and fraud prevention and is responsible for its own lawful basis, notices, retention and data-subject rights.

Commercial attribution does not grant the Partner access to workspaces, products, users or billing data; access requires a separate authorised process.

9. Storefront-user obligations

Before public widget use, the Merchant completes and publishes a legal profile. Billing data only prefills a draft and is never published silently.

The Merchant is the widget provider and controller for store customers. Qoder processes their data under the DPA. The Merchant ensures accurate details, lawful bases and separate sales documents.

10. Data, IP and confidentiality

The DPA is a binding appendix to these Terms and is incorporated into the contract by reference. Acceptance of the Terms includes the DPA version shown at the time of acceptance.

Qoder retains platform and technology rights. The Merchant retains product, material and data rights and grants the licence required to deliver the service.

Each party protects confidential information with at least the care used for its own comparable information.

11. Availability, liability and complaints

Qoder does not guarantee uninterrupted operation. An individual SLA applies only if agreed in an Enterprise offer or separate agreement.

To the extent permitted by law, Qoder's liability is limited to net fees paid for the affected workspace during the preceding 12 months, except intentional harm and liability that cannot be limited.

Complaints may be sent to kontakt@qoder.pl with the workspace, time and information needed to reproduce the issue.

12. Changes and governing law

Qoder announces a material change in the panel at least 30 days before mandatory acceptance, unless a shorter period is required by law, security or abuse prevention.

Acceptances of versions 1.3, 1.4 and 1.5 remain valid through 12 September 2026. From the following day, continued panel access requires acceptance of version 1.6 together with DPA 11.

Polish law applies and B2B disputes are subject to the court competent for Qoder's registered office unless mandatory law provides otherwise.