LEGAL DOCUMENT

Terms of Service

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In short

Trupeo is a shared inbox designed for teams who want to collaborate effectively without pulling their hair out.

Who can use Trupeo? The service is reserved for professionals: companies, associations, educational institutions. It is not intended for personal or family use.

How does it work? You create an account, connect your mailboxes (Gmail, Outlook, or your usual mail provider), invite your team, and start collaborating. We offer a 30-day free trial, without a credit card, to allow you to test the service with peace of mind.

Your content stays yours. You retain 100% of the intellectual property over your data and messages. We only use your content to provide the service to you. We do not sell it and we do not use it to train AI.

Billing. The subscription is monthly and paid in advance via Stripe. You can cancel at any time: access remains active until the end of the period already paid for. We do not offer refunds for partial periods.

In case of trouble. If you have a question or a problem, use our contact form. We will do our best to help you quickly.

The detailed version is available below.

Detailed version

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1. Subject of the contract

These Terms of Service (hereinafter "Terms") define the conditions under which **ALK Innovations** (hereinafter "we" or "ALK Innovations") provides the Client (hereinafter "the Client" or "you") with the online service **Trupeo** (hereinafter "the Service").

2. Who can subscribe

These Terms are reserved for legal entities acting within the scope of their professional or institutional activity (companies, associations, educational institutions, and similar). Trupeo is not intended for consumers within the meaning of the French Consumer Code. Registration as a consumer is prohibited.

3. Account creation and administration

To use the Service, the Client must create an account. The Client is responsible for the security of its credentials and the use made of the Service by its users. The Client undertakes to provide accurate information and to keep it up to date.

4. Services included in Trupeo

Trupeo allows connecting third-party inboxes, centralizing messages, assigning them to team members, adding internal notes, and managing mentions. The Service is provided online.

5. Price, payment, billing

The Service is billed per connected mailbox, according to the current rates indicated on the site. Two plans are offered: Duo, when one or two people have access to the mailbox, and Team, from three people. Each mailbox's plan is set automatically by the number of people who have access to it. Associations and educational institutions benefit from a 50% discount, applied to the mailbox it is requested for, once their status has been verified. Payment is made monthly and in advance, by one of the payment methods offered through the provider Stripe. Prices are in euros and exclude tax. VAT is applied in accordance with current regulations.

6. Duration, renewal, termination

The contract is concluded for an indefinite period with tacit monthly renewal. The Client can cancel their subscription at any time from their client area. Termination takes effect at the end of the current billing period; during the free trial, it takes effect immediately. No refund is made for the partial period. The mailbox concerned and its data are deleted at the end of the paid period, or 14 days after termination if that is later, unless the Client reactivates the subscription before then. The same applies when a subscription ends for non-payment.

7. Free trial

ALK Innovations offers a 30-day free trial, without commitment and without entering a credit card. At the end of this period, access to the Service is suspended unless the Client subscribes to a paid subscription. Creating multiple accounts to circumvent free trial limits is prohibited.

8. Client content and data

The Client remains the sole owner of all data, messages, and content it imports or generates via the Service (hereinafter "Client Data"). ALK Innovations exercises no control over the content of Client Data.

9. License granted to Trupeo

The Client authorizes ALK Innovations to access, store, display, and transmit Client Data only to provide, operate, and maintain the subscribed Service. This authorization ends automatically when the contract ends.

10. Prohibited uses

The Client undertakes not to use the Service to:

- Send unsolicited messages (spam).
- Distribute illegal, harassing content or content that infringes on the rights of third parties.
- Attempt to circumvent security measures or Service limits.
- Share an account between several distinct legal entities without authorization.
- Abusively copy or extract Service content.

11. Suspension and termination for breach

ALK Innovations reserves the right to suspend or terminate access to the Service without notice in the event of:

- Non-payment after a reasonable grace period.
- Violation of prohibited uses (Article 10).
- Fraudulent activity.
- Court order.

12. Service evolutions

The Service is evolving. ALK Innovations may modify features to improve them or respond to technical constraints. Substantial changes will be subject to prior information.

13. Client obligations

The Client undertakes to use the Service in accordance with current laws and these Terms. It is responsible for obtaining the necessary consents for the processing of data of its own contacts or users.

14. Warranties and liabilities

ALK Innovations provides the Service as is. We work to keep it available and reliable, without promising permanent availability. ALK Innovations' liability is limited, for all damages combined, to the amount of fees paid by the Client for the Service during the twelve (12) months preceding the event giving rise to liability. This cap does not apply in case of willful misconduct, gross negligence, or bodily injury.

15. Force majeure

Neither party shall be held liable for a delay or failure to perform its obligations in the event of force majeure as defined by French case law.

16. Personal data protection

The processing of personal data is governed by ALK Innovations' Privacy Policy, which is an integral part of the contract. Where ALK Innovations processes personal data on the Client's behalf, it does so as the Client's processor, under the Data Processing Agreement, which forms part of these Terms.

17. Trupeo intellectual property

Trupeo is a brand of ALK Innovations. ALK Innovations holds all intellectual property rights to the Service, the software, the interfaces, and the site content. Any unauthorized reproduction or representation is prohibited.

18. Confidentiality

Each party undertakes to keep confidential the information of the other party of which it may become aware in the context of the performance of the contract.

19. Assignment of the contract

ALK Innovations may assign this contract to any entity in the event of a merger, acquisition, or sale of assets, subject to informing the Client.

20. Governing law and competent jurisdiction

These Terms are governed by French law. In the event of a dispute, the Courts of Nantes shall have exclusive jurisdiction, including in the event of multiple defendants or third-party notices.

21. Changes to these Terms

ALK Innovations may modify the Terms at any time. The Client will be informed of the changes 30 days before they take effect. Continued use of the Service constitutes acceptance of the new Terms.

22. Miscellaneous provisions

If any clause of these Terms is found to be void, the other clauses shall remain in effect. The failure of a party to rely on a breach does not constitute a waiver for the future.

This English version is provided for convenience. In case of any inconsistency, the French version prevails.