

Terms and Conditions of Sale

Set Up, Show Up online course

Last updated: July 1, 2026

1. Scope

These Terms and Conditions of Sale (“Terms”) govern the sale of the online course “Set Up, Show Up” (the “Course”) offered on the website setup-showup.lovable.app (the “Site”) by Anaëlle Flipo, a self-employed professional (“trabajadora autónoma”) registered in Spain, trading under the commercial name Anacam Agency (an unregistered trade name) (the “Seller”, “we”, “us”).

By placing an order, the customer (the “Customer”, “you”) accepts these Terms in full. If you do not agree with these Terms, please do not place an order.

2. Seller Identification

- **Name:** Anaëlle Flipo
- **Trading as:** Anacam Agency (unregistered trade name)
- **Tax ID (NIE):** Z1508718S
- **Registered address:** Carrer Ginebra 23, 08003 Barcelona, Spain
- **Contact email:** anaelle@anacamagency.com

3. Product Description

The Course is a digital product consisting of:

- 8 pre-recorded video modules (approximately 3 hours of content in total);
- Downloadable PDF resources (pre-recording warm-up routine, wardrobe & framing checklist, body language cheat sheet, lighting diagram, equipment list, editing checklist, platform cheat sheet);
- Ready-to-use AI script-writing prompts and templates;
- An optional add-on: a 30-minute one-to-one feedback call, priced separately at €30, to be booked via Calendly after enrollment.

Product descriptions, screenshots, and any illustrative content on the Site are provided for information purposes and are as accurate as possible, but do not constitute a contractual commitment beyond the description of the Course content itself.

4. Price

The price of the Course is €49 (forty-nine euros), tax included, payable as a single one-time payment. The optional 1:1 feedback call add-on is priced separately at €30 and is booked and paid for after enrollment.

The Seller reserves the right to change prices at any time; the price applicable to an order is the price displayed on the Site at the time the order is placed.

5. Order Process

Orders are placed and payments are processed through the Site's enrollment link, which redirects to our payment platform, systeme.io. By completing checkout, the Customer confirms that the order implies an obligation to pay and acknowledges having read and accepted these Terms.

The Seller will send an order confirmation to the email address provided at checkout.

6. Payment

Payment is processed securely by our third-party payment platform, systeme.io. The Seller does not directly collect or store payment card details. Accepted payment methods are those displayed at checkout.

7. Delivery and Access

The Course is a digital product delivered electronically. Access is granted instantly after successful payment, via the credentials or access link provided by systeme.io. Access to the Course content is granted for an unlimited duration ("lifetime access"), subject to the Site and hosting platform remaining operational.

It is the Customer's responsibility to provide a valid email address and to ensure that confirmation emails are not blocked by spam filters.

8. Right of Withdrawal

In accordance with EU consumer protection law (Directive 2011/83/EU) and Spanish law (Real Decreto Legislativo 1/2007, General Law for the Protection of Consumers and Users), consumers ordering at a distance normally benefit from a 14-day right of withdrawal from the date of the order, without needing to justify their decision or pay any penalty.

Exception for digital content: Because the Course is digital content supplied in a non-tangible form with immediate access, the right of withdrawal is lost once performance has begun, provided that: (a) the Customer has given prior express consent to immediate access before the end of the 14-day period, and (b) the Customer has acknowledged that they thereby lose their right of withdrawal. By checking the box labeled "I accept the Terms and Conditions" at checkout and completing the order, the Customer expressly requests immediate access to the Course and acknowledges that they lose their right of withdrawal once such access has been granted.

If a Customer wishes to exercise their right of withdrawal before accessing the Course content, they may do so by contacting anaelle@anacamagency.com within 14 days of the order.

9. Refunds

Outside of the right of withdrawal described above, and unless otherwise stated in a specific promotional offer, sales are final once access to the Course has been granted. The Seller may, at its sole discretion, consider refund requests on a case-by-case basis (for example in the event of a technical fault preventing access to the Course).

10. Intellectual Property

All Course content, including videos, PDFs, templates, scripts, text, images, and the Anacam Agency and Set Up, Show Up names and logos, is the exclusive property of Anaëlle Flipo and/or her co-creator Daphne, and is protected by copyright and intellectual property law. The Customer is granted a personal, non-exclusive, non-transferable license to use the Course content for their own

personal or professional development. Reproduction, resale, public sharing, or distribution of the Course content, in whole or in part, is strictly prohibited without prior written consent.

11. Liability

The Course provides general educational content about video creation and communication skills. The Seller makes no guarantee of specific results (audience growth, client acquisition, revenue, etc.), as these depend on factors outside the Seller's control. The Seller's liability is limited to the amount paid for the Course, except in cases of gross negligence or willful misconduct, or where liability cannot be limited under applicable mandatory law.

12. Personal Data

The processing of the Customer's personal data in connection with an order is described in our **Privacy Policy**.

13. Applicable Law and Jurisdiction

These Terms are governed by Spanish law. Any dispute shall first be addressed amicably. Failing an amicable resolution, and without prejudice to any mandatory consumer-protection rules of the Customer's country of residence that may apply, the courts of Barcelona, Spain, shall have jurisdiction, or, where the Customer qualifies as a consumer, the courts of the Customer's place of residence within the EU, at the Customer's option, as provided by applicable law.

14. Contact

For any question regarding these Terms or an order, please contact anaelle@anacamagency.com.

This document is a template drafted for general informational purposes and does not constitute legal advice. Anaëlle Flipo is encouraged to have it reviewed by a qualified lawyer, particularly given sales to consumers across different countries.