Terms of sale

In force from November 23, 2026.

1. About these terms

These terms of sale apply to every BatchDash subscription sold by Narrativium SASU, with share capital of 1 000 €, RCS Paris 130 378 219, registered office 47 rue Vivienne, 75002 Paris, France ("we", "us"), to a business ("you"). They complete the terms of use, which apply too. You accept them when you create your account, and again each time you subscribe or change your payment option. The version you accepted is kept with your subscription.

They take precedence over any general conditions of your own, such as purchase terms, unless we agree otherwise in writing.

2. Sold to businesses only

We sell BatchDash only to businesses, for their professional activity. The rules French consumer law gives private buyers, including the 14-day right of withdrawal, do not apply. When you subscribe, you give your business's legal name, its country and, if it already has one, its registration number.

3. Plans and payment options

What a plan includes and its limits are shown in the app before you subscribe. A plan comes with one or more payment options. Each one sets how often you pay, how long you commit for, the length of the free trial and the refund window. Before you pay, the last step restates the option you chose: the amount and date of the first charge, the commitment, the refund window and how to cancel. The confirmation email repeats it.

A plan sold on a quote follows what the quote says, and these terms for everything it does not cover.

4. Free trial

A payment option can come with a free trial, whose length is shown before you subscribe. You give a payment card when the trial starts, and nothing is charged during it. We email you before it ends, with the date and amount of the first charge.

If you have not canceled by the end of the trial, the subscription starts and the first payment is charged to that card.

A free trial is offered once per account and once per workspace. A workspace that already had one, under any account, pays from the start.

5. Prices and VAT

Prices are in the currency shown at payment and exclude VAT. VAT is added where it applies:

- for a business in France, French VAT at the current rate;
- for a business in another EU country that gives a valid VAT number, no French VAT: the reverse-charge rule applies;

- for a business in another EU country that gives none, the VAT of that country at its current rate;
- for a business outside the EU, no French VAT; any tax due in your country is yours to pay.

We can change our prices. A new price applies from your next renewal, and we tell you at least 30 days before it. A commitment already started keeps its price until it ends. If you do not accept the new price, cancel before the renewal.

6. Discounts

A promotion code is typed on the payment page. Each code says what it takes off, on which payments, and until when it can be used. A code works once per workspace, and it cannot be added after you have paid.

A business moving to BatchDash from another production or inventory tool can ask for a switching discount from the billing page, until 30 days after its first payment, with a recent invoice from that tool as proof. We decide on each request and answer by email. Approved, it takes half off the payments of your first six months, and half of any of them already paid is refunded; the email names the payments. If you change payment option before those six months are over, the months left are taken off the new option at half price. We delete the invoice you sent 30 days after the decision, or at once if you withdraw the request, as the privacy notice explains.

Discounts do not add up. When two could apply, you get the one that saves you more.

7. Payment

A subscription is paid in advance, by card or another method offered at payment, through our payment provider Stripe. A payment option paid in installments, such as 12 months paid each quarter, charges each installment at the start of its quarter. We never see or store your card number. An invoice is issued with each payment and stays available from the billing page.

8. When a payment fails

If a payment fails, Stripe tries again over the following days and we let you know by email. The workspace keeps its plan meanwhile.

If the payment still fails, the subscription ends. For a commitment paid in installments, the installments left until the end of the commitment stay due, and the late-payment terms below apply to them.

Any amount unpaid on its due date bears, without a reminder being needed, late-payment interest at the rate the European Central Bank applies to its most recent refinancing operation plus 10 percentage points, and a fixed €40 charge for recovery costs (French Commercial Code, article L441-10).

9. Commitment and renewal

A payment option without a commitment renews itself at the end of each billing period until it is canceled.

A payment option with a commitment, such as 12 months, binds you for that whole term, whether you pay it at once or in installments. At the end of the term, the subscription renews itself for the same term and payment option, unless it was canceled before. We email you before a term renews, with its date and amount.

10. Changing plan

A move to a bigger plan or a longer commitment applies at once, and you pay the difference for the days left in the current period. A move to a smaller plan, a shorter commitment or the same commitment paid another way applies when your current commitment ends, or at the end of the period already paid if you have no commitment. A change that applies at once keeps the end of your current commitment: the new option is paid until that day, even when it has no commitment of its own.

An add-on, a module or an extra, is a monthly subscription of its own beside your plan, paid with the same card. Its first month is charged the day you add it, then every month on that date. Added during a free trial, it is charged from the day the trial ends. More of an extra added during a month is charged for the days left in it. A month started is not refunded. An add-on you remove, or whose plan ends, is no longer charged and stays until the end of the month already paid. Fewer of an extra are charged from its next month. To move to a plan that does not take one of your add-ons, remove it first.

11. Canceling

An owner can cancel from the billing page at any time. The subscription then stops renewing. Without a commitment, the workspace keeps its plan until the end of the period already paid. With a commitment, it keeps its plan until the end of the term, and the installments left in that term are still charged on their dates.

Inside a refund window, canceling ends the subscription the same day and refunds the payment, as the next section explains.

12. Refunds

Some payment options come with a refund window, shown before you pay and in the confirmation email. If an owner cancels inside it, the subscription ends that day and the payment it covers is refunded to the payment method it came from, with a credit note. The refund is the payment less the processing fee our payment provider kept on it. Nothing more is then due for that commitment. Two windows can apply: one after the first payment of a subscription, and one after each renewal of a commitment. The window after a first payment is offered once per account and once per workspace, as the free trial is.

Outside a refund window, and except where the law requires it, a period or a commitment that has started is not refunded, whether you cancel or move to a smaller plan. If a charge looks wrong, write to us through the contact form and we will look at it.

13. Deleting a workspace

Deleting a workspace ends its subscription at once. Inside a refund window, the payment it covers is refunded as above. Outside one, the paid time left is not refunded, and for a commitment paid in installments, the installments left in the term are invoiced and charged at once. The delete dialog shows the amount before you confirm.

The workspace closes for the whole team straight away. Its data is erased 30 days later, and until then we can restore it on request. We keep a short record of the deletion (the workspace name, the owner's email address, the billing references and the confirmation given) for 10 years, as evidence and for our accounting. Invoices stay with Stripe for the same period.

14. Fair use

A plan's only hard limits are the ones it shows, such as storage, AI requests or seats.

When a workspace's use is far above that of other workspaces on the same plan, for example in batches, orders or documents recorded, automated access or support requests, we may offer it an Enterprise plan, priced on a quote.

We write to you first, with the figures behind it and an offer. Nothing changes before the end of your current commitment or paid period, and we never add a charge you did not agree to. If you prefer not to move, we can decline to renew your subscription at the end of that term, telling you at least 30 days before.

15. Enterprise plans

An Enterprise plan is built for one workspace and sold on a quote. The quote sets the price, the term, the payment terms and anything that differs from these terms, such as a dedicated instance or where the data is hosted. You accept it online from the link we send, or by signing it, and that acceptance forms the contract.

An Enterprise plan can be paid by card, or against an invoice we email you, paid by bank transfer or by card from its payment page. An invoice is payable by the date it shows, and the late-payment terms above apply to it. The workspace keeps its plan meanwhile; an invoice still unpaid 30 days after that date ends the subscription, as a failed payment does.

16. Suspension and termination on our side

We can suspend a workspace whose payment is overdue, and we restore it once the amount is paid.

When a payment is disputed with the bank, or reported to it as fraud, the workspace stays open but its billing is put on hold until we have looked at it: the subscription stops renewing, and no new payment or card change goes through. A workspace paid with a card its holder did not authorize can be closed, with its owners' accounts, without refund.

If you break these terms or the terms of use, we can suspend the workspace at once and end the subscription by email, without any prior formal notice. Amounts already paid are then not refunded.

We can also end a subscription for any other reason, by telling you at least 30 days ahead. The paid time left after it ends is then refunded, and the installments left are no longer due.

17. Liability

BatchDash is provided as is and as available, as the terms of use say, with no warranty beyond what the law requires. We answer only for direct damage you show we caused. We are not liable for indirect damage, such as lost profit, lost business, data you could have exported, or business interruption.

Where we are liable, our total liability for all claims together is capped at the price you paid for the billing period in which the event occurred. The cap does not apply to gross negligence, willful misconduct, or any liability the law does not allow to be limited.

18. Force majeure

Neither of us is liable for a failure caused by an event beyond its control, as article 1218 of the French Civil Code defines it, such as a major outage at a provider, a natural disaster or an act of government. The obligations it affects are suspended while it lasts. If it lasts more than 30 days, either of us can end the subscription by email.

19. Changes to these terms

We may update these terms. We announce a change in the app or by email at least 15 days before it applies to your account, unless the law requires it sooner. A commitment or a period already paid finishes under the terms in force when it started. Using BatchDash after the new terms apply means you accept them. If you do not accept them, cancel before your next renewal. An account created after we publish a new version accepts it when it signs up.

20. General provisions

We may transfer this contract to another company as part of a sale or reorganization of the business that runs BatchDash, and we tell you when we do. Your rights go with it. Transferring yours needs our written agreement.

If a clause is found invalid, the others still apply, and not enforcing a clause once does not waive it. Clauses that by their nature outlive the contract, such as payment, liability and governing law, survive its end.

21. Governing law and disputes

These terms are governed by French law. Before going to court, we each try for 30 days to settle a dispute amicably, starting from a written notice. If that fails, the courts of Paris have sole jurisdiction.

These terms exist in English and in French. If the two differ, the French version prevails.
