

Terms and Conditions of Sale

Version 2.0 — in force from 23 September 2026

1. Who we are

1.1 These Terms and Conditions govern the relationship between you, the customer, and Teacup PSI Information & Technology LLC (“we”, “us”, “our”), a limited liability company registered in the State of New Mexico, United States, under Business ID 6560806, with its principal place of business at 2105 Vista Oeste St NW, Suite E-1682, Albuquerque, NM 87120, United States. Our registered agent in the State of New Mexico is Simplified Registered Agent LLC, 412 W 7th St, Clovis, NM 88101, United States.

1.2 Teacup PSI IT LTD, a related company registered in England and Wales (Company No. 15513867), is not a party to contracts made through this website.

1.3 By using our website, booking a session or purchasing any of our services or products, you accept these Terms. If you do not agree with them, you should not use our website or purchase our services or products.

2. What we provide

2.1 Coaching sessions — one-to-one online sessions supporting personal and professional goals.

2.2 Italian lessons — private online lessons with a teacher from our team.

2.3 Digital products — written learning materials (worksheets, exercises and course notes) supplied in PDF or a similar downloadable format and, where stated on the product page, a defined number of email support requests. The composition of each product, including the number of support requests and the period within which they may be used, is set out on the product page and forms part of these Terms.

2.4 Coaching is not therapy or counselling and does not treat mental health difficulties. Where a difficulty appears to require clinical support, we will say so and suggest that you seek it.

3. Booking and payment

3.1 You may book with us through our website or by contacting us directly by email.

3.2 Prices are shown on the relevant product page or agreed with you before the service begins, and are confirmed on your order confirmation or invoice. Payment is due as stated there.

3.3 We may change our prices from time to time. A change does not affect a booking or purchase you have already confirmed and paid for.

4. Sessions and lessons

4.1 Sessions and lessons are delivered online. We agree the date, time and format with you in advance.

4.2 You agree to provide accurate information when booking, to attend at the agreed time or give notice as set out in our Refund and Cancellation Policy, and to treat your coach or teacher with respect. We may end a session, or decline future bookings, if a customer behaves abusively.

4.3 Coaching and language learning depend on your own participation. We deliver our services with care and to a professional standard, but we cannot guarantee any particular outcome or result.

5. Digital products

5.1 When you purchase a digital product, we grant you a personal, non-exclusive, non-transferable and non-sublicensable licence to download and use it for your own learning and reference. You may print it or save a copy for your own storage and reference.

5.2 You may not copy, resell, sublicense, rent out, share or otherwise distribute any of our products, whether modified or not, to any third party.

5.3 Where a product includes email support, you are entitled to the number of requests stated on the product page, to be submitted within the period stated there. Unless the product page states otherwise, that period runs from the date of purchase. Support is provided to you personally and is not transferable. Unused requests expire at the end of that period. We aim to respond within the time stated on the product page.

6. Your right to cancel and refunds

6.1 If you are a consumer, you may have a legal right to cancel your purchase within 14 days of the contract being concluded.

6.2 Sessions and lessons: if you ask us to deliver a session or lesson before the end of the cancellation period, you may have to pay for the part of the service already provided, as permitted by applicable law.

6.3 Digital products: where, at checkout, you give your express consent to the immediate supply of the digital content and acknowledge that you will lose your right to cancel once the download begins, no right of cancellation arises in respect of materials that have been downloaded.

6.4 Full details of cancellations, rescheduling and refunds are set out in our Refund and Cancellation Policy, which forms part of these Terms.

7. Intellectual property

7.1 All content on our website and in our products — including text, structure, layout, images, videos and downloadable resources — remains our property or that of our licensors. Purchasing a product gives you the right to use it as set out in these Terms, not to own it.

7.2 We do not claim ownership of any coaching model, framework or method of general application to which our services or products may refer.

8. Liability

8.1 Nothing in these Terms excludes or limits any liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by our negligence, or for fraud or fraudulent misrepresentation.

8.2 Subject to clause 8.1, we are not liable for indirect or consequential losses, including loss of profit, business or opportunity.

8.3 Nothing in these Terms affects your statutory rights as a consumer, or any rights you have under the buyer protection scheme of your payment provider.

9. If something goes wrong

9.1 If we cancel a session, or if a service or product is not provided as described, you are entitled to a remedy as set out in our Refund and Cancellation Policy and under applicable law.

9.2 If you are unhappy with anything, please contact us first so that we can try to put things right.

10. Governing law

10.1 These Terms are governed by the laws of the State of New Mexico, United States, and the courts of that State have jurisdiction over any dispute arising under or in connection with them.

10.2 If you are a consumer resident in another country, this clause does not deprive you of the protection given by the mandatory provisions of the law of your country of residence, including any right to bring proceedings in the courts of that country.

11. General

11.1 These Terms, together with the relevant product page and our Refund and Cancellation Policy, form the entire agreement between you and us.

11.2 If we do not enforce a right under these Terms, we do not waive it. If any part of these Terms is found to be invalid, the rest remains in force.

11.3 We may update these Terms from time to time. The version published on our website at the time of your booking or purchase is the one that applies.

12. Contact us

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