Public offer and terms of service

WordsPost · Edition of 2026-11-04 · wordspost.com/terms/

This document is a public offer to conclude a service agreement, which is a contract of adhesion (Articles 634 and 641 of the Civil Code of Ukraine), and sets out the terms on which the WordsPost service is provided. It includes the Refund and Cancellation Policy (section 9 and clause 7.5) and the Seller's details (section 19). Personal data is processed under the Privacy Policy (https://wordspost.com/privacy-policy/).

The Ukrainian version of this document prevails; versions in other languages are translations of it. Any ambiguity is interpreted in favour of a consumer.

1. Who we are

WordsPost is provided by Individual Entrepreneur Maksym Drovalov, Ukraine — "we", "us", "the Seller" (the seller, or provider, of services within the meaning of the Law of Ukraine "On Electronic Commerce"). Full details and contacts are in section 19. Questions about these terms: info@wordspost.com.

2. Terms used in this document

- **Service** — WordsPost: selecting topics, writing articles and posts with the help of artificial intelligence (AI) models, and publishing them to the Client's own website and social media accounts, through the panel at https://panel.wordspost.com.
- **Client** — an individual or a legal entity (including an individual entrepreneur) that has registered an Account and accepted this offer.
- **Consumer** — a Client who is an individual ordering the services for purposes outside their business or independent professional activity.
- **Account** — the Client's personal account in the panel.
- **Project** — the work of the Service for one website, or for one channel or page in a social network; within the Package limits, posts of a social-media Project may also be published to additional Outlets, and announcements of articles to the Client's social media.
- **Outlet** — a website, Telegram channel, Facebook Page, Instagram professional account, Threads account or Bluesky account that the Client has connected to the Service.
- **Package** — a plan for one Project for one Billing Period: the number of articles or posts, the longest interval between publications, the image level and the number of Outlets for announcements or copies of posts. **Bundle** — several Packages for several Projects, bought together for one price.
- **Translation Pack** — a number of translations of the Client's own entries on their website (one entry into one language = one translation), credited to the Account; translations can be used without a time limit.
- **Order** — a Package, Bundle or Translation Pack, with its price and the Projects it is for, chosen for payment; the Client makes the order in the panel, or we make it at the Client's request.
- **Billing Period** — 30 days, counted from the day of payment (section 6).
- **Subscription** — automatic renewal of a Package or Bundle by charging the Client's card at the end of every Billing Period (section 7).
- **Content** — the topics, articles, posts and images the Service produces or selects for the Client.

3. Acceptance and conclusion of the agreement

3.1. By ticking "I accept the terms of use and the privacy policy" when creating an Account, the Client accepts these terms for using the panel. The agreement for each order (a Package, a Bundle or a Translation Pack) is concluded when the Client, on the payment page, ticks "I accept the terms of use and the refund and cancellation policy" and pays for the order (acceptance under Article 642 of the Civil Code of Ukraine). Acceptance is full and unconditional and applies to the edition of these terms in force at the moment of acceptance. Renewals under a Subscription (section 7) take place within the agreement concluded when the Subscription was taken out.

3.2. The Client confirms that they are at least 18 years old and that, when acting for a legal entity, they are authorised to accept this offer on its behalf.

3.3. The agreement is concluded electronically (Law of Ukraine "On Electronic Commerce"). After every payment we email the Client a confirmation: what was bought and for which Projects, the amount and the dates of the Billing Period; for a Subscription — the date of the next charge, how its amount is determined, the masked card number and a link to cancel; the Client's request to start the Service immediately and its consequences (section 10); how to make a claim and how to end the agreement; the Seller's details; and a link to the PDF of the edition of these terms that applies.

3.4. The Service is provided worldwide except in Russia, Belarus, the temporarily occupied territories of Ukraine and territories under sanctions of Ukraine, the EU or the US.

4. The Service

4.1. For each Project the Client sets the subject, the language and other Project settings, and the pace within the limits of the Package. The Service selects topics, writes articles or posts and publishes them to the Outlets the Client has connected. Articles and posts are delivered gradually over the Billing Period at the pace set in the Project, not all at once. We publish only to the Outlets the Client has connected.

4.2. An article is **delivered** when it is placed on the Client's website — published or saved there as a draft, according to the Project settings. A post is delivered when it is published in the Client's channel or account. The panel shows every delivered article and post with its date.

4.3. Texts are written by third-party AI models; images are generated by AI models or taken from stock photo libraries (such as Pexels, Pixabay or Unsplash) or from the library of photos the Client has uploaded, depending on the Package and the Project settings. Content is not checked by a human before publishing unless the Client turns on review in the Project settings. AI can be wrong. The Client checks Content in regulated fields (medicine, law, finance and similar) before it is published.

4.4. We do not guarantee any search position, traffic, sales or other business result.

4.5. The services are deemed provided as Content is delivered (section 4.2). The parties do not sign acceptance certificates; at the request of a business Client we issue an invoice and an acceptance certificate for a Billing Period or a Translation Pack electronically.

4.6. **Google Search Console.** The Client can connect Google Search Console to a website — the panel then shows the clicks, impressions and positions of the website's pages in Google search and whether the articles and other pages of the website are indexed. There are two ways: (a) the Client signs in

with their own Google account and allows read-only access to Search Console data; (b) if the website has no Search Console, then — with the Client's separate consent and after the website administrator presses "Allow" in the settings of our plugin — our Google service account becomes a verified owner of the website's property in Google Search Console (the plugin adds a verification meta tag to the home page; Google emails the current owners of the property about it). We use this access only to read statistics and check indexing, and change nothing in Google on the Client's behalf. Search Console data is visible to the Client, to the members of the Projects of that website and to our staff — to choose topics and help with the website; we do not sell it, use it for advertising or transfer it to third parties, except where this feature of the Service cannot work without it. We keep a copy of the data while Search Console is connected; after disconnection we delete it, and with way (b) we also remove the meta tag and our ownership verification. The Client can disconnect Search Console at any time with the button in the panel or revoke access in their Google account settings.

5. Prices and payment

5.1. The Packages, Bundles and Translation Packs on offer, what each includes (the number of articles or posts per Billing Period, the longest interval between publications, the image level, the number of Outlets for announcements or copies) and their prices are listed at https://wordspost.com/pricing/ and on the "Plans & billing" page of the panel; this list is part of the offer. Prices are in US dollars. The price and contents shown in the panel at the moment of payment apply to that order. Each Project is paid for separately; a Bundle covers several Projects for one price. The Seller is not a VAT payer, so no VAT is charged; the Seller charges nothing beyond the price shown.

5.2. Individual prices, Packages and discounts may be agreed separately; they are shown in the Client's panel, and these terms apply to them.

5.3. Payment methods:

- a Visa or Mastercard card, Apple Pay or Google Pay — on the secure page of WayForPay (LLC "Financial Company "WAY FOR PAY"", a Ukrainian payment service provider). We do not receive or store card numbers. The charge appears on the bank statement with the WayForPay mark and the name WordsPost (the exact wording depends on the bank);
- for clients in Ukraine — a bank transfer to the Seller's account, in hryvnias at the rate shown on the order.

5.4. **Currency.** WayForPay may charge the card in Ukrainian hryvnias, converting the dollar price at its exchange rate on the day of the charge. The amount on the Client's statement may then differ from the dollar price because of the exchange rates and fees of the Client's bank; we do not compensate this difference.

5.5. An order is valid for 7 days. An order is deemed paid when WayForPay confirms the payment or, for a bank transfer, when we confirm that the money has reached the Seller's account. After payment we email a confirmation (section 3.3).

6. Billing Period and use of a Package

6.1. A Billing Period lasts 30 days and starts on the day of payment (the day the order became paid, section 5.5), even if the Project is not switched on yet. We therefore recommend finishing the Project setup before paying. If a period has already been paid for the Project, the new one starts the day after it ends.

6.2. Publishing stops when either the articles or posts of the Package or the Billing Period run out, and resumes after the next payment. If the next Billing Period has already been paid and the current Package runs out early, the articles or posts of the next one may start being used before that period begins; its dates do not change.

6.3. Articles and posts not delivered by the end of a Billing Period do not carry over automatically, and their price is not refunded. If they were not delivered for reasons within our control, section 9.3 (b) applies. In other cases we may, at the Client's request, carry them over or extend the period; we tell the Client about such remainders.

6.4. Content is not delivered for reasons within the Client's control, and this does not count as our failure, in particular when: the Project is switched off; the website or account is unavailable; the connection or plugin is disabled; access has been withdrawn; settings the Service needs are missing; the Project has no keywords or topics to work with.

7. Subscription (automatic renewal)

7.1. A Subscription is switched on only by the Client, with the "Pay $X and subscribe" button on the payment page (where $X is the order amount); the "Pay one month — $X" button pays once and does not renew. A Subscription is available only for card payments and only for Packages and Bundles. Wherever the panel or the website says "month", it means a 30-day Billing Period.

7.2. With a Subscription we charge the same card on the last day of each Billing Period for the next period — at the price and with the contents of the Package or Bundle, and with the Client's personal discount, in force on that day (subject to section 7.3) — until the Client cancels. A Bundle renews only as a whole. A new Subscription for a Project replaces the previous one. Before payment the panel shows the amount charged today, the date of the next charge and how to cancel.

7.3. We email the Client 3 days before each charge: the date, the Projects and the amount. If the price or contents of the Client's Package or Bundle, or the Client's personal discount, change to the Client's disadvantage, we email the Client at least 14 and no more than 30 days before the first charge on the new terms; every charge before that date is made on the previous terms. The Client may cancel the Subscription before that charge (section 7.5). After each charge we send a receipt with a link to cancel (section 3.3).

7.4. If the bank declines a charge, we try again on the following days — up to 3 declined attempts in a row in total — and tell the Client each time. After the third decline in a row the Subscription stops. It also stops if the Package or Bundle can no longer be bought; we tell the Client in advance. Publishing pauses when the Billing Period ends and resumes after a successful payment; the new period starts on the day of that payment.

7.5. **How to cancel.** The Client can cancel at any time online: panel → "Plans & billing" → "Turn off auto-renewal". Cancellation takes effect at once: no further charges are made. The period already paid continues to its end. We confirm the cancellation by email the same day, stating the date the paid period ends. The Client may also write to info@wordspost.com from the Account's email address — we cancel within one business day, and any charge made after the email arrived is refunded in full (section 9.3 (a)).

7.6. The card details are kept by WayForPay; for renewals we keep only a token from WayForPay and a masked card number.

8. Translation Packs

Translation Packs are paid once and do not renew; they can be used without a time limit. A pack is credited to the Account it was paid from, not to a particular Project. A translation is used when the translated entry is placed on the Client's website. Translations of articles written by WordsPost are included in the Package and are not taken from a Translation Pack.

9. Refund and Cancellation Policy

9.1. **Payments are not refunded.** Fees cover the work of AI models, search and image services and the automated pipeline; we bear these costs and cannot recover them. Therefore fees for Packages, Bundles, Subscriptions and Translation Packs are not refunded, in whole or in part, including for unused articles, posts or translations, unused days of a Billing Period, or a Subscription that was not cancelled before a charge — **except as set out in section 9.3 and where the law requires otherwise.** Nothing in this policy limits the statutory rights of consumers.

9.2. **No refund is given** — subject to section 9.3 and section 10 — because of dissatisfaction with style or wording when the Content matches the description of the Service in these terms and the Project settings; for search positions or traffic; for unavailability of the Client's website or accounts; for a disconnected plugin or withdrawn access; or for the Client's decision to stop using the Service.

9.3. **We refund:**

- (a) in full — a duplicate or erroneous charge, a charge of a wrong amount, a charge made after the Client turned off auto-renewal or asked us to cancel it, a charge on new terms made without the notice required by section 7.3, any other charge made in breach of these terms, or an unauthorised charge;
- (b) if the Service was not provided as described in these terms, or was provided with material defects (for example, Content was not delivered, including because the Service was unavailable, or was published in the wrong language or to the wrong Outlet), for reasons within our control — we first deliver what is missing (by extending the period or adding the missing articles or posts to the next one); if we cannot do so within 30 days, we refund the undelivered part in proportion, or in full if nothing was delivered;
- (c) the unused prepaid part — if we suspend or end the Service for reasons other than the Client's breach of these terms, including closing the Service or a plan;
- (d) when a consumer exercises a statutory right of withdrawal (section 10);
- (e) when a refund is required by law, a court or a payment-system dispute decision.

9.4. **How to ask.** The Client writes to info@wordspost.com from the Account's email address (a cardholder without an Account — from any address), with the order number or the date and amount of the payment. We answer within 14 days. Approved refunds are made within 14 days of our decision (for a withdrawal under section 10.1 — within 14 days of receiving it) to the same card through WayForPay, or to the same bank account for a transfer; when the money reaches the card depends on the Client's bank. A refund is made in the currency of the charge; differences in exchange rates are not compensated.

9.5. **Chargebacks.** If something is wrong with a charge, we ask the Client to write to us first — we deal with such requests promptly. The Client keeps the right to dispute a charge with their bank. While a dispute is open we may pause the Service for the Projects paid by the disputed charge; this pause is not a suspension under section 9.3 (c).

10. Consumers

10.1. **Consumers in the EU and the EEA** may withdraw from the agreement for an order within 14 days of the day it is concluded (section 3.1), without giving a reason. To withdraw, the Client uses the "Withdraw from contract here" button on the "Plans & billing" page, or sends us a clear statement by email to info@wordspost.com or by post to the Seller's registered address (section 19); it is enough to send it before the 14 days run out. We confirm receipt by email, stating its content, date and time.

Because the Client, by ticking a separate box on the payment page, asked for the Service to start immediately, a consumer who withdraws pays for what was delivered before telling us of the withdrawal. For this purpose the price paid for a Package is divided equally among its articles or posts; the price of a Bundle is first divided among its Packages in proportion to their list prices; the price of a Translation Pack is divided equally among its translations. The delivered items are paid for, and the rest is refunded within 14 days of the day we receive the withdrawal, by the same means of payment. Once all articles or posts of a Package, or all translations of a Translation Pack, have been delivered, the right of withdrawal for it is lost.

Model withdrawal form: "To: Maksym Drovalov, individual entrepreneur (WordsPost), 24V Ivana Vyhovskoho St., Kyiv 04136, Ukraine, info@wordspost.com. I hereby give notice that I withdraw from my contract for the provision of the WordsPost service. Order number: ... Ordered on: ... Name: ... Address: ... Account email: ... Date: ..."

10.2. **Consumers in Ukraine.** On the payment page the Client asks, by ticking a separate box, for the Service to start immediately and confirms that they know that they lose the right to withdraw from the agreement once the Service has started (Article 13 of the Law of Ukraine "On Consumer Rights Protection"). The Service starts on the first day of the Billing Period (section 6.1), or, for a Translation Pack, on the day of payment. This is stated again in the order confirmation email (section 3.3).

10.3. A consumer keeps the protection given by the mandatory rules of the law of the country where they live.

11. Rights and obligations

11.1. **The Client:** connects only Outlets they are entitled to publish to, and uploads only photos they hold the rights to; keeps the login details of their Account secret; gives accurate information in the Project settings; does not use the Service for content that breaks the law or the rules of the platforms — in particular content that is deceptive, defamatory, hateful, pornographic or sexually explicit, infringes the rights of others, or is spam; checks Content in regulated fields before publishing; connects Search Console by way (b) of section 4.6 only for a website they are entitled to manage; pays for orders on time.

11.2. **We:** provide the Service as described; tell the Client in the panel and by email about payments, renewals and problems with their Outlets; process the Client's data according to the Privacy Policy; answer requests within 14 days.

11.3. We may suspend an Account, after notice where possible, for a breach of section 11.1, for non-payment, or when an Outlet's platform requires it. The Client can revoke a connection at any time — in the panel with "Disconnect", or on the platform itself (by removing our plugin or key on the website, or our app in the social network's settings); from that moment we stop publishing there. If Search Console is connected by way (b) of section 4.6 and the plugin is removed, Google stops recognising our ownership verification at its next check; we stop reading the data and remove the verification as soon as we learn of the disconnection.

12. Content and rights

12.1. All property rights in the Content that may arise for us — including the sui generis right to non-original objects generated by a computer program (Article 33 of the Law of Ukraine "On Copyright and Related Rights") — pass to the Client at the moment of delivery, without additional payment, and remain with the Client after the agreement ends. Stock images are used under the licence of the library they come from, and the Client uses them on

the terms of that licence. The rights to photos the Client uploaded stay with the Client. We do not publish the Content anywhere other than the Client's Outlets.

12.2. The Client is responsible for what is published in their name on their Outlets. AI models may by chance produce text similar to existing works; the Client can edit or remove any Content at any time.

12.3. The Service itself — the panel, the automated pipeline, the WordPress plugin, the brand — belongs to us. The plugin is distributed under its own license (GPL).

13. Availability and liability

13.1. We work to keep the Service available but do not guarantee uninterrupted operation: the Service depends on hosting, AI providers, payment systems and social networks that we do not control. This does not cancel our obligations under section 9.3 (b).

13.2. Our total liability under this agreement is limited to the amount the Client paid for the last Billing Period of the Project concerned or for the Translation Pack concerned, except where the law does not allow such a limit (including for intent or gross negligence and for the statutory rights of consumers). We are not liable for lost profits, rankings or traffic.

14. Force majeure

Neither side is liable for failing to perform because of circumstances beyond its control that it could not prevent: hostilities and their consequences (attacks, power and communication outages), actions of authorities, and failures of payment systems or social networks. The side affected tells the other side as soon as it can. Force majeure does not cancel our obligations under section 9.3 to deliver missing Content later or to refund the undelivered part.

15. Personal data

We process personal data under the Privacy Policy (https://wordspost.com/privacy-policy/). How to delete data: https://wordspost.com/data-deletion/. We process data received from Google Search Console (section 4.6) in line with the Google API Services User Data Policy, including the Limited Use requirements.

16. Changes to the terms and prices

16.1. We publish each edition of this document with its date and keep the previous editions in PDF. We tell active Clients about material changes by email at least 14 days before they apply, and about changes of price, Package contents or discount as set out in section 7.3.

16.2. A paid Billing Period continues on the terms in force on the day of its payment. A Client who does not agree with the new terms can cancel the Subscription and stop using the Service; a payment or a renewal under the Subscription after the changes apply means acceptance.

17. Term and ending the agreement

17.1. The agreement is concluded for an indefinite term and lasts until it is ended by either side. There is no minimum term or minimum purchase: each order covers one Billing Period of 30 days or one Translation Pack, and a Subscription lasts until it is cancelled.

17.2. The Client can stop using the Service at any time: turn off auto-renewal and disconnect the Outlets. To close the Account and delete the data, the Client writes to info@wordspost.com from the Account's email address (see https://wordspost.com/data-deletion/). Records the law requires us to keep (such as payment records) are kept for as long as the law requires.

17.3. We may end the agreement with 30 days' notice by email, refunding the unused prepaid part (section 9.3 (c)), or at once for a material breach of section 11.1.

18. Claims, applicable law and disputes

18.1. The Client sends claims to info@wordspost.com or by post to the Seller's registered address (section 19). We answer within 14 days.

18.2. This agreement is governed by the law of Ukraine. A consumer keeps the protection of the mandatory rules of the law of the country where they live.

18.3. Disputes are settled by negotiation first. If that fails, they go to the court that has jurisdiction under the law of Ukraine; a consumer may also go to the courts of their country of residence where the law allows it.

18.4. This document can be saved or printed from this page (PDF).

19. Seller details

- Individual Entrepreneur: Maksym Drovalov
- Taxpayer registration number (RNOKPP): 2739008130
- Registered address and place of actual residence: 24V Ivana Vyhovskoho St., Kyiv 04136, Ukraine
- Email: info@wordspost.com
- Phone: +380 67 502 45 84
- Telegram: https://t.me/wordspostbot