

Terms of Sale

Version 1.0

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The short version

You pay once on Stripe's page and get a download link straight after. Prices include VAT. Links work for 7 days and 5 downloads per file, and you can ask for a new one for 24 months. Consumers have a 14-day right of withdrawal, which ends when the download starts if you asked for immediate access at checkout. If a file doesn't work as described, we fix it, and if we can't, you can have a price reduction or a refund. This is a summary; the sections below are what counts.

1. Who we are and what these terms cover

These terms apply to every purchase made on pixelmintlab.com.

The seller is Prime Digital Labs, 65 Av. de Sierre, 07200 Aubenas, France. Phone: +33 7 71 05 95 71. Email: office@primedigitallabs.com. PixelMint Lab is a trade name of Prime Digital Labs. Company registration details are on the legal notice.

These terms cover the sale of downloadable templates and bundles in the shop. Custom work (tune-ups, custom dashboards, data models and financial models) is sold under a separate written quote, not under these terms, except where the quote refers to them.

The Licence Terms form part of these terms. You accept both before you order. The version that applies to your order is the one shown at checkout and attached as a PDF to your confirmation email.

2. Definitions

- **We, us:** Prime Digital Labs, trading as PixelMint Lab.
- **You:** the person or business placing the order.
- **Consumer:** a person buying for purposes outside their trade, business, craft or profession.
- **Business customer:** anyone buying for their trade, business, craft or profession.
- **Template:** a downloadable file sold in the shop (Excel .xlsx, a Power BI starter kit as a .zip, PowerPoint .pptx) or a Google Sheets file, delivered as a Sheets-ready .xlsx or through a "Make a copy" link.
- **Bundle:** several templates sold together at one price.
- **Licence:** Single (one named person) or Team (up to 10 named people in one company), as described in the Licence Terms.
- **Outputs:** the charts, tables, PDFs, slides and figures you produce with a template.

3. How an order is placed

1. You choose a template or bundle and a licence on the product page.
2. On our order page you give your email address, tell us whether you are buying for personal use or for your business or profession, give your country and, for businesses, the name of your company. Businesses can add a VAT number on Stripe's page.

3. You accept these terms, the Licence Terms and the Privacy Notice. Consumers also give the two consents described in section 7.
4. You press “Order with obligation to pay”. You are then taken to Stripe’s payment page, where you can still check the price and correct your details.
5. By paying on Stripe’s page, you place an order with an obligation to pay.

The contract is concluded when your payment is confirmed. We confirm it by email straight away, with the details of your order, the consents you gave and these terms as a PDF.

Each order covers one template or one bundle, with one licence. We may refuse an order before payment is confirmed, for example if the template is not yet available. If a payment was taken for an order we cannot fulfil, we refund it in full.

You must give accurate details. If you are not sure whether you are buying as a consumer or as a business, choose personal use.

4. Prices, VAT and payment

Prices in euros, VAT included (consumer prices). The VAT shown at checkout depends on your country. Businesses in the EU can enter a valid VAT number at checkout; they are then invoiced without VAT under the reverse-charge rule. Local taxes outside the EU are added only where we are required to collect them.

The price you pay is the one shown on our order page and on Stripe’s page when you pay. Prices are one-off: there is no subscription and nothing renews.

Payment is taken by Stripe Payments Europe, Ltd. using the methods offered on Stripe’s page (cards and wallets). We never see or store your card number. Stripe emails you a receipt and an invoice.

We do not run time-limited discounts or show “was” prices. If we ever reduce a price, any earlier price shown will be the lowest price we charged in the previous 30 days.

5. Delivery

Templates are delivered by download link as soon as your payment is confirmed. The download buttons appear on the thank-you page and the same links are sent to the email address you gave.

- Each link works for **7 days** and allows **5 downloads per file**.
- When a link has expired or been used up, you can ask for a new one at pixelmintlab.com/download with your email and order number, for **24 months** after purchase.
- Google Sheets templates are delivered as a Sheets-ready .xlsx file to import, or, where we have set one up, as a link to Google’s “Make a copy” page. You need a Google account. A copy is created in your own Google Drive.
- A new link always delivers the latest version of the template.

If you do not receive the email within an hour of paying, check your spam folder and then contact us. If a delay or fault is on our side, we deliver the files by another means at no cost to you.

We may switch off download links for an order after a refund, a withdrawal or a payment reversal.

6. Technical requirements

Before you buy, each product page shows the format of the files and a compatibility table (Yes, Partly or No for each program and version), with notes on what does not work where a version is marked Partly. In summary:

- **Excel templates and financial models:** .xlsx files without macros. Designed for Microsoft 365, Excel 2021 and Excel 2019 on Windows, and Excel for Mac (Microsoft 365). Excel 2016 and Excel for the web: partly supported.
- **Power BI starter kits:** a .zip with the data model workbook, a theme file, the DAX measures and a build guide as a PDF. They are a kit, not a finished report: you build the report in Power BI Desktop, which is free and runs on Windows only. Publishing and sharing in the Power BI service needs a Pro or Premium Per User licence from Microsoft.
- **Google Sheets templates:** a Sheets-ready .xlsx that you import into Google Sheets, plus a “Make a copy” link where we have set one up. You need a current web browser and a Google account. The Sheets mobile app is suitable for viewing only.
- **PowerPoint templates:** .pptx files in 16:9. Designed for PowerPoint 365 and PowerPoint 2019 or later on Windows and Mac. In Google Slides and Keynote, charts become images.

None of our templates contain macros. Files are not password-protected; you can see and change every formula.

You need the program for the template you buy. Microsoft and Google software and licences are not sold by us and are not part of the price.

7. Right of withdrawal

Right of withdrawal: consumers normally have 14 days to withdraw from an online purchase. For downloadable files, this right ends when you start the download, but only if you first asked for immediate access and confirmed that you lose the right (the boxes at checkout). If you still have the right, use “Withdraw from the contract here” at pixelmintlab.com/withdraw.

In detail:

- At checkout, consumers are asked to tick two boxes: one asking for the files to be made available immediately, before the 14-day period ends, and one confirming they understand they lose the right of withdrawal once the download has started. We confirm both in the order email.
- If you have not started a download, you can withdraw within 14 days of the day the contract was concluded, without giving a reason.
- To withdraw, use the withdrawal function, send us the model withdrawal form, or tell us clearly in any other way, for example by email to office@primedigitallabs.com. The full information and the model form are on the right of withdrawal page.
- If you withdraw, we refund all payments received from you within 14 days of the day we receive your withdrawal, using the same payment method unless you expressly agree otherwise. You pay no fee for the refund. We switch off the download links for the order.
- Business customers do not have a right of withdrawal.

8. Legal guarantee of conformity (consumers)

If you are a consumer, the templates you buy are covered by the legal guarantee of conformity for digital content under Articles L224-25-1 and following of the French Consumer Code. This guarantee cannot be excluded or limited by these terms.

In practice: if a template does not match its description on the product page, does not work on a version marked Yes in its compatibility table, or has an error that stops it working as described, tell us. We will bring it into conformity, usually by sending a corrected file, free of charge and within a reasonable time. If we cannot do that, or do not do it within a reasonable time, or the fault is serious, you can ask for a price reduction or end the contract and get your money back.

Updates that fix errors are part of this guarantee and are provided free of charge, as described in section 12.

9. Faults (business customers)

If you are a business customer and a template does not work as described, tell us within a reasonable time of noticing the fault. We will fix or replace the file. If we cannot do either, we refund the price you paid for that template. The legal guarantee against hidden defects (Articles 1641 and following of the French Civil Code) remains available within its legal limits.

10. Refunds

We refund in the following cases:

- a valid withdrawal (section 7);
- a fault we cannot fix, under section 8 or 9;
- an order we could not fulfil (section 3);
- a duplicate payment for the same order.

To ask for a refund, write to office@primedigitallabs.com with your order number and what went wrong.

11. Licence

When your payment is confirmed, you receive a licence to use the template as set out in the Licence Terms. In short: Single is for one named person, Team for up to 10 named people in one company. You may edit the template and share its outputs with anyone, including your clients. You may not pass on, sell, upload or publish the template file itself. The template remains our intellectual property. Your data remains yours.

12. Support and updates

We answer questions about opening and using a template, and reports of faults, by email at office@primedigitallabs.com. We usually reply within 2 working days. This is a target, not a guarantee, and it does not reduce your legal rights.

Support does not include adapting a template to your data, adding features, connecting it to your systems or checking your figures. We offer that as custom work, quoted separately.

Fixes to errors are free for as long as we sell the template. The latest version is delivered whenever you request a new download link (section 5).

13. Liability

PixelMint Lab templates are calculation tools, not financial, tax or investment advice. Sample data is illustrative. You are responsible for your inputs and for decisions made using the results.

The companies, names and figures in our previews and sample data are fictional.

We are responsible for supplying templates that match their description. We are not responsible for losses caused by incorrect data you enter, by changes you make to a template, by use on a program or version marked No in the compatibility table, or by decisions you take based on the outputs.

Nothing in these terms limits our liability for fraud, gross negligence, wilful misconduct, death or personal injury, or any liability that cannot be limited by law. For consumers, nothing in these terms limits the rights given by the French Consumer Code.

For business customers, our total liability for an order is limited to the amount paid for that order, except in the cases listed in the previous paragraph.

14. Personal data

We use the personal data you give us to process your order, deliver the files, issue invoices, keep proof of your consents and meet our legal obligations. The Privacy Notice explains what we collect, why, for how long and your rights.

15. Complaints and mediation

If you have a complaint, write to office@primedigitallabs.com or to Prime Digital Labs, 65 Av. de Sierre, 07200 Aubenas, France, with your order number. We aim to reply within 2 working days and to resolve it within 30 days.

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Consumer mediation: we are appointing a consumer mediator. Their name and contact details will appear here.

16. Applicable law and courts

These terms are governed by French law.

If you are a consumer, this choice of law does not deprive you of the protection of the mandatory rules of the country where you live. You may bring proceedings in the courts of your place of residence or in the French courts.

If you are a business customer, any dispute that cannot be settled amicably falls under the courts with jurisdiction for our registered office.

17. Changes to these terms

We may update these terms. Changes apply only to orders placed after the new version is published. The terms that apply to your order are the version shown at checkout and attached to your confirmation email. Each version carries its number and date at the top of this page.

Version 1.0, 28 October 2026.