Terms of Sale

Version in force as of: 10 October 2026

> ***In short.*** *You are buying time-limited access (25, 33 or 45 days) to our Duolingo English Test preparation, paid once, with no automatic renewal.*

Article 1 — Identity of the provider

1.1 The platform available at https://neoskills.academy (the "Platform") is operated by:

- NeoSkills Academy, a limited liability company (SARL);
- registered office: 4, rue Nahas Nahoui, 2nd floor, apartment 3, Maârif, Casablanca, Morocco;
- trade register: Casablanca, no. 664947; tax identification number (IF): 72069967; common company identifier (ICE): 003943522000060; business tax (taxe professionnelle): 35750083;
- email: contact@neoskillsacademy.com;
- publication director: Mohammed Taha HARRATI, gérant.

1.2 NeoSkills Academy is also referred to as "NeoSkills", "the Provider" or "we". The full legal notices are set out in the Terms of Use.

Article 2 — Purpose, definitions and contractual documents

2.1 These general terms and conditions of sale (the "Terms of Sale") govern the sale by NeoSkills Academy of paid access plans to the Platform (the "Plans") and related services. These services are intended to help learners develop their English skills and prepare for the Duolingo English Test (the "DET").

2.2 In these Terms of Sale:

- "Customer": any person who places an order on the Platform;
- "Consumer": a Customer who is a natural person acting for purposes outside their trade, business, craft or profession;
- "Business Customer": a Customer acting for the purposes of its activity (school, company, institution);
- "Learner": the person who uses the Plan purchased, whether the Customer or a third party, for example the Customer's minor child.

2.3 The contractual documents are, in decreasing order of priority: (1) the information shown on the order page when the order is confirmed; (2) these Terms of Sale; (3) the Terms of Use (https://neoskills.academy/terms). The processing of personal data is described in the Privacy Policy (https://neoskills.academy/privacy). The free diagnostic and use of the Platform without a purchase are governed solely by the Terms of Use.

2.4 These Terms of Sale are available at any time at https://neoskills.academy/terms-of-sale and can be saved and printed. They are provided in French and English; in case of discrepancy, the French version prevails.

Article 3 — NeoSkills Academy and the Duolingo English Test

3.1 NeoSkills Academy is an independent preparation platform and a member of the Duolingo English Test Global Partner Network. It is not Duolingo, Inc. and does not issue official DET scores. Its content, exercises, mock exams and score estimates are created by NeoSkills Academy. Duolingo® and Duolingo English Test® are trademarks of Duolingo, Inc.

3.2 The price of the Plans does not include the official test. The Learner registers and pays for the DET directly on Duolingo's website, subject to the terms and rules set by Duolingo, including those applicable to minor test-takers.

3.3 Where the offer says so, NeoSkills Academy may provide DET discount vouchers and help with registration and booking. These vouchers are subject to the conditions set by Duolingo.

Article 4 — Description of the services

4.1 The Platform provides access, in particular, to the following services, the paid services available depending on the Plan purchased (Article 5):

- a free adaptive diagnostic, available without purchase and taking about 15 minutes, estimating a DET score band (10 to 160) and a CEFR level, with a personalised roadmap;
- video lessons, learning materials and exercises covering the 19 DET question types;
- mock exams, which are full, timed simulations of the test;
- automated, AI-generated feedback on writing and speaking;
- review by a teacher, available only in the Premium Plan;
- a progress dashboard (goals, statistics, leaderboard);
- support by email and WhatsApp, and technical pre-checks.

4.2 Content is organised into five levels: Level 1 (A1–A2), Level 2 (B1), Level 3 (B2), Level 4 (C1) and Level 5 (C2, score maximiser).

4.3 Exercises are grouped into four modules: Literacy, Comprehension, Conversation and Production.

4.4 Using the Platform requires compatible equipment (an up-to-date browser and a microphone) and an adequate internet connection, which the Customer is invited to check before ordering.

Article 5 — Access Plans

5.1 NeoSkills Academy offers the following Plans:

Plan	Price (MAD)	Price (USD, PayPal)	Access period	Mock exams	Main features
Economy	MAD 445	46 USD	25 days	3	essential practice, roadmap, basic diagnostic report

Plan	Price (MAD)	Price (USD, PayPal)	Access period	Mock exams	Main features
Business	MAD 580	59 USD	33 days	7	Essential + expanded practice, detailed diagnostic, AI writing feedback, AI speaking practice, personalised recommendations
Private	MAD 890	91 USD	45 days	10	Customized + teacher-reviewed writing and speaking, personalised improvement notes, priority support

5.2 The exact content of each Plan, its price and the number of mock exams are restated on the order page before payment. If they differ from the table above, the order page prevails.

5.3 Teacher reviews in the Premium Plan are not unlimited. They may only be requested during the access period. Any additional service is charged only after prior information and the Customer's express agreement.

5.4 Each Plan is paid for once. It does not renew automatically and ends when its access period expires.

5.5 Offers for groups, schools and institutions are subject to a specific quote or agreement, which prevails over these Terms of Sale on the matters it covers.

Article 6 — Registration and account

6.1 An account is required to order. The Customer provides accurate and complete information and keeps it up to date.

6.2 Each account is personal and reserved for a single Learner; login details may not be shared, transferred or made public. If fraud or account sharing is suspected, NeoSkills Academy may request a reasonable and proportionate verification of the account holder's identity.

6.3 Minors. The minimum age is 13. Where the Learner is aged 13 to 17, or has not reached the age of majority or of digital consent applicable in their country, the account is created and the purchase made or authorised by a parent or legal guardian. The parent or guardian accepts these Terms of Sale, is responsible for payment, supervises the use of the service and may exercise the rights set out herein, in particular the right of withdrawal.

Article 7 — Ordering

7.1 The order process is as follows:

1. log-in or account creation, choice of Plan, entry of any promo code and choice of payment method;
2. display of a summary stating, in particular, the Plan, the access period, the number of mock exams, the total price and currency, any discounts, the payment method, the activation terms and the withdrawal terms;
3. review of the summary, with the option to go back to previous steps to correct any error;
4. acceptance of these Terms of Sale, including Article 12 (immediate activation and no right of withdrawal), by ticking an unticked box;
5. final confirmation by clicking a button that clearly states the confirmation of payment, such as "confirm";
6. online payment or, for bank transfer, On-site claim and Cash Plus, display of the payment instructions.

7.2 The contract is concluded when the Customer confirms the order at step 5, after reviewing and, where necessary, correcting the summary. If payment is declined or not received within the time stated in the payment instructions, the order is automatically cancelled at no cost to the Customer.

7.3 NeoSkills Academy acknowledges receipt of the order without undue delay, then sends the Customer, by email, a confirmation on a durable medium stating in particular: the Provider's identity; the order number, Plan, price paid and currency; the access period and activation terms; the withdrawal terms, with the form in the annex; where applicable, the request for immediate activation and the accompanying acknowledgement; and the Terms of Sale accepted, in a form that can be kept.

7.4 NeoSkills Academy may refuse or cancel an order for a legitimate reason (fraud, an unresolved earlier payment dispute); the Customer is informed.

Article 8 — Prices

8.1 The applicable prices are those shown on the order page when the order is confirmed. They are stated in Moroccan dirhams (MAD) and, for PayPal/international payments, in US dollars (USD). The prices and offers displayed are valid for as long as they are shown on the Platform, unless a different validity period is stated.

8.2 Tax treatment: prices including VAT (20%), where applicable, such in Morocco. The total price payable, including any taxes, is always shown before the order is confirmed.

8.3 NeoSkills Academy may change its prices at any time, without effect on orders already confirmed. A struck-through price corresponds to a price actually charged and identifiable.

8.4 In the event of an obvious pricing error, for example a zero price caused by a technical malfunction, NeoSkills Academy may cancel the order after informing the Customer, who is refunded in full.

8.5 The total price shown on the order page includes all amounts charged by NeoSkills Academy. Any fees charged by the Customer's bank, by Cash Plus or by PayPal, including currency conversion fees, are borne by the Customer.

8.6 An invoice is provided with the order confirmation or on request.

Article 9 — Promo codes and offers

9.1 Promo codes are subject to the conditions displayed when they are issued. Unless stated otherwise, a code may be used once per Customer, cannot be combined with other discounts, cannot be exchanged for cash, is limited to its validity period and does not apply to an order already confirmed. A code obtained or used fraudulently may be cancelled.

9.2 For each offer (launch, referral, ambassador, group, scholarship, institutional pricing, time-limited offers), the duration, eligible persons, available quantities and conditions are clearly stated.

Article 10 — Payment

10.1 The price is paid in full when ordering, using one of the following methods:

- **Bank card (CMI)**: Visa and Mastercard cards issued in Morocco, on the secure payment page of the Centre Monétique Interbancaire (CMI). NeoSkills Academy has no access to full card details.
- **Cash Plus**: cash payment at a Cash Plus agency, using the reference or code provided when ordering.
- **Bank transfer**: to NeoSkills Academy's account, RIB: 007780000118700000070079, quoting the order number as reference; proof of transfer is sent to contact@neoskillsacademy.com, or the displayed WhatsApp number.
- **PayPal**: for Customers residing outside Morocco, in USD, under PayPal's terms.

10.2 The Customer warrants that they are authorised to use the chosen payment method.

10.3 In the event of a declined or cancelled payment, reasonable suspicion of fraud or an abusive chargeback, NeoSkills Academy may, after informing the Customer, suspend activation or access until the situation is resolved.

10.4 Payment in instalments is available only if offered on the order page, which then states the schedule and total amount. A missed instalment may, after a reminder that remains unanswered, lead to suspension of access until payment is made.

Article 11 — Activation and access period

Article 11.1, access is activated:

- for payment by card (CMI) or PayPal: immediately after the payment is confirmed;
- for payment by bank transfer, Cash Plus, or other payment methods: after receipt of the funds has been verified, within 24h.

11.2 The access period, counted in calendar days, runs from the activation date notified to the Customer, not from the first log-in. Any delay in activation attributable to NeoSkills Academy postpones the end date accordingly.

11.3 On expiry, paid content becomes inaccessible and the review and support features of the Plan end. Unused mock exams and reviews are lost; they are neither refundable nor carried over, unless where use was prevented for reasons attributable to NeoSkills Academy.

Article 12 — No right of withdrawal

12.1 **The Plans are provided online, and performance begins as soon as payment is confirmed. By accepting these Terms of Sale when ordering, the Customer expressly requests immediate activation of their access and acknowledges that performance of the service therefore begins, with their agreement, before the end of the 7-day withdrawal period. Under Article 38 of Law No. 31-08, the Customer can therefore no longer exercise any right of withdrawal once payment is confirmed.**

12.2 Every paid order is firm and final. No refund is given, in particular for non-use, lack of time, change of mind or a DET score considered insufficient.

12.3 A refund is due only:

- where the Customer has been charged twice for the same order;
- where NeoSkills Academy, for reasons attributable to it, is permanently unable to provide the service purchased;
- where a Plan error is attributable to NeoSkills Academy;
- where the law requires it.

12.4 The Customer is invited to take the free diagnostic and check that their equipment is compatible before ordering.

Article 13 — No score guarantee

13.1 NeoSkills Academy is bound by an obligation of means, not of result.

13.2 It does not guarantee any particular score (for example 120, 130 or 140), admission, a visa or a job, or the acceptance of a certificate or application.

13.3 Results depend in particular on the Learner's starting level, their work, their performance on test day and Duolingo's rules; Duolingo alone determines the official score. The Customer is responsible for checking with the relevant organisation that the DET is accepted and what score is required.

Article 14 — Diagnostic, scores and automated assessments

14.1 Mock exams are simulations, not official exams. Results of the diagnostic, exercises and mock exams are learning estimates, not a certification, and do not guarantee an identical score on the DET.

14.2 Automated assessments are produced by a language model and a speech-recognition system operated by NeoSkills Academy on its own infrastructure or that of its technical providers. They may contain errors or variations, in particular depending on pronunciation or audio quality, and may differ from a human or official assessment.

14.3 These assessments have no legal effect on the Learner and must not be the sole basis for an important academic, administrative or professional decision. No human review is provided except in the Premium Plan and within the limits of Article 5.3; the Learner may, however, report a clearly incorrect assessment to customer service.

Article 15 — Customer obligations

15.1 The Customer undertakes to use the Platform fairly, in accordance with these Terms of Sale and the Terms of Use.

15.2 In particular, it is prohibited to:

- share an account or circumvent the limits of one's Plan;
- copy, publish, record, redistribute or resell exercises, answers, videos or content;
- circumvent technical protections, use unauthorised bots or scripts, or test security without written permission;
- use the content to train an artificial intelligence system;
- use the Platform to cheat on the official DET, breach Duolingo's rules or disclose questions from the official test.

Article 16 — Account suspension and termination

16.1 NeoSkills Academy may temporarily suspend an account where there are reasonable indications of account sharing, fraud, a security breach, abusive behaviour towards the team, or a serious breach of these Terms of Sale.

16.2 Except in a security emergency or obvious fraud, the Customer is informed of the reason beforehand and may respond. The measure remains proportionate; an unjustified suspension extends the access period accordingly.

16.3 A serious or repeated breach may lead to permanent termination of the account, notified with the reason. Termination for the Customer's breach does not entitle the Customer to a refund of services already provided, subject to the Consumer's mandatory rights.

Article 17 — Availability and maintenance

17.1 NeoSkills Academy strives to ensure reasonable availability of the Platform. Interruptions may result from maintenance, a security incident, a failure of a hosting provider or network, or force majeure. Major maintenance is announced in advance where possible.

17.2 A short or occasional interruption does not, in itself, give rise to a refund. If an interruption attributable to NeoSkills Academy substantially prevents use of the service for a significant period, NeoSkills Academy offers an extension of access, or an equivalent service.

Article 18 — Changes to content

18.1 NeoSkills Academy may improve or update the content, in particular to keep pace with changes to the DET. Any content replaced is replaced with content of at least equivalent educational value.

18.2 Such changes do not substantially reduce the essential features of the Plan purchased.

Article 19 — Intellectual property

19.1 The Platform and its components (videos, texts, exercises, methods, logos, software, databases) are protected by intellectual property law. Unless stated otherwise, the rights belong to NeoSkills Academy.

19.2 Purchasing a Plan grants the Learner a personal, non-exclusive and non-transferable right to use the content for personal learning purposes during the access period. No ownership rights are transferred.

Article 20 — Content provided by the Learner

20.1 The Learner retains their rights in the texts, answers, audio recordings and other content they submit.

20.2 The Learner authorises NeoSkills Academy to use such content only to the extent necessary to provide the service, produce feedback, ensure security and comply with its legal obligations, as described in the Privacy Policy. Any other use, in particular for advertising or as a named testimonial, requires separate permission from the Learner or, if the Learner is a minor, from their legal guardian.

Article 21 — Personal data

NeoSkills Academy processes the personal data needed for orders and the service in accordance with Law No. 09-08 and, for Learners located in the European Union or the United Kingdom, the General Data Protection Regulation (GDPR) and its UK equivalent (UK GDPR). The data processed (including voice recordings), the purposes, recipients and retention periods, cookies and individuals' rights are described in the Privacy Policy (https://neoskills.academy/privacy). These rights may be exercised at contact@neoskillsacademy.com.

Article 22 — Liability

22.1 NeoSkills Academy is responsible for the proper performance of its obligations, within the limits set by applicable law. It is not liable where non-performance results from the act of the Customer or the Learner, unsuitable equipment or connection, a third-party service reasonably beyond its control other than those of its own providers, or force majeure.

22.2 NeoSkills Academy is not responsible for Duolingo's decisions and services (price, scheduling, proctoring or cancellation of the official test, validity of scores), nor for the acceptance of the DET by institutions.

22.3 Nothing in these Terms of Sale excludes or limits any liability that cannot lawfully be excluded or limited, or the Consumer's statutory guarantees, including, for Consumers in the European Union, the legal guarantee of conformity for digital content and services.

22.4 For Business Customers only, NeoSkills Academy's liability is limited to the amount paid for the order concerned, except in case of wilful misconduct (dol) or gross negligence.

Article 23 — Force majeure

23.1 Neither party is liable for any delay or failure to perform caused by force majeure within the meaning of Article 269 of the Moroccan Code of Obligations and Contracts (Dahir formant Code des obligations et des contrats), such as a natural disaster, a major cyberattack or a decision by the authorities.

23.2 The affected party informs the other within a reasonable time. If the impediment persists, NeoSkills Academy offers an extension of access, or an equivalent service.

Article 24 — Customer service and complaints

24.1 For any question or complaint, the Customer may contact NeoSkills Academy by email (contact@neoskillsacademy.com), by phone or WhatsApp number displayed on the platform or by post to the registered office stated in Article 1.

24.2 A complaint should preferably state the order number, the problem encountered and any relevant supporting documents. NeoSkills Academy acknowledges receipt of the complaint and replies within a reasonable time. An amicable complaint does not deprive the Customer of any other remedy (Article 28).

Article 25 — Electronic evidence and archiving

25.1 Computer records, order confirmations, emails and proofs of payment kept under reasonable security conditions may be used as evidence, in accordance with Articles 417-1 et seq. of the Moroccan Code of Obligations and Contracts. The Customer may provide evidence to the contrary by any means.

25.2 NeoSkills Academy archives each order together with the version of the Terms of Sale accepted. The Customer may obtain a copy on request.

Article 26 — Changes to the Terms of Sale

26.1 NeoSkills Academy may amend these Terms of Sale, in particular to reflect legal, technical or commercial developments.

26.2 An order remains governed by the Terms of Sale accepted when it was confirmed. A new version applies to an ongoing Plan only if it is more favourable to the Customer or required by law; in the latter case, the Customer is informed on a durable medium before it takes effect.

Article 27 — Severability

If any provision of these Terms of Sale is held void or unenforceable, the remaining provisions remain in force. The provision concerned is replaced, where possible, by a valid provision with a similar effect, without reducing the Consumer's rights.

Article 28 — Governing law and dispute resolution

28.1 These Terms of Sale are governed by Moroccan law. None of their provisions deprives the Consumer of the protection afforded by the public-order provisions of Law No. 31-08.

28.2 A Consumer residing outside Morocco also retains the benefit of the mandatory provisions of the law of their country of residence where these apply, in particular, in the European Union, under Article 6 of Regulation (EC) No 593/2008 ("Rome I").

28.3 In the event of a dispute, the Customer first contacts customer service (Article 24) in order to seek an amicable solution. The Consumer may also contact a consumer protection association or the competent consumer platforms or mediators, where applicable.

28.4 Failing an amicable solution:

- the Consumer may bring proceedings before the courts having jurisdiction under Law No. 31-08, in particular its Article 202 (courts of first instance), or, where the applicable mandatory rules allow, before the courts of their country of residence;
- any dispute with a Business Customer falls within the exclusive jurisdiction of the Commercial Court of Casablanca.