

Cutout Pty Ltd – Terms & Conditions of Promotions

Effective Date: [29/07/26]

These Terms & Conditions of Promotions apply to promotions, discounts, free trials, referral offers, promotional codes, credits, special pricing, and other offers provided by Cutout Pty Ltd ("Cutout", "Inform", "we", "us", or "our").

These terms apply to promotions offered through our apps, website, software, emails, social media, direct sales, partner offers, or other Cutout channels.

By participating in a promotion, you agree to these terms and any additional conditions stated in the relevant offer.

Nothing in these terms excludes, restricts, or modifies any rights you may have under the Australian Consumer Law or any other applicable consumer protection law.

1. Promotion Period

Each promotion will have a stated start date, end date, expiry date, or availability period.

Promotions are only valid during the stated promotional period. Once a promotion expires, it cannot be redeemed unless Cutout expressly agrees otherwise.

Cutout may use different promotional periods for different offers, users, organisations, products, subscriptions, plans, or territories.

2. Eligibility

Promotions are only available to users, customers, organisations, or groups who meet the eligibility criteria stated in the relevant offer.

Eligibility criteria may include, but are not limited to:

- new customers only;
- existing customers only;
- students, schools, clubs, gyms, teams, coaches, or organisations;
- users in a particular country or region;
- users purchasing a specific subscription plan;
- users who redeem the offer through a specific platform, such as the Cutout website or Apple App Store;
- users who receive the offer directly from Cutout.

Unless expressly stated otherwise, promotions:

- are not transferable;

- cannot be exchanged for cash;
 - cannot be resold;
 - cannot be combined with other promotions, discounts, credits, or offers;
 - are limited to one use per user, account, organisation, payment method, or household, where applicable.
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3. Redemption

To redeem a promotion, you must follow the instructions provided with the offer.

This may include:

- entering a promotional code at checkout;
- using a specific link;
- signing up through a particular page;
- purchasing a specific subscription plan;
- accepting an offer within the app;
- contacting Cutout directly;
- completing the required steps before the promotion expires.

If a promotional code, link, or offer is not applied before purchase, the promotion may not be applied retrospectively unless Cutout chooses to do so or applicable law requires it.

You are responsible for ensuring that the promotion has been correctly applied before completing your purchase.

4. App Store and Third-Party Platform Promotions

Promotions offered through the Apple App Store, in-app purchases, or other third-party platforms may also be subject to the terms, policies, refund rules, and technical limitations of that platform.

Cutout does not control all aspects of third-party platform billing, eligibility, redemption, refund processing, or subscription management.

If a promotion is offered through a third-party platform, you may need to redeem, cancel, manage, or request support for that promotion through the relevant platform.

5. Website, Direct Billing, and Organisation Offers

Promotions offered through the Cutout website, direct billing, invoices, school agreements, club agreements, gym agreements, team agreements, coach arrangements, or enterprise subscriptions may be subject to additional written terms.

Where a separate written agreement, proposal, invoice, or subscription arrangement applies, that document will apply to the extent of any inconsistency with these terms, unless prohibited by law.

6. Free Trials

Cutout may offer free trials from time to time.

Unless otherwise stated:

- free trials are available only once per user, account, organisation, or payment method;
- trial length may vary depending on the offer;
- access may be limited to certain features, apps, plans, or services;
- a valid payment method may be required to start a trial;
- subscriptions may automatically renew at the end of the trial unless cancelled before the renewal date;
- unused trial periods have no cash value;
- Cutout may withdraw, modify, or end a free trial where permitted by law.

If a free trial converts to a paid subscription, the applicable subscription fee will be charged unless the subscription is cancelled before the end of the trial period.

7. Discounts and Promotional Pricing

Discounts and promotional pricing apply only to the products, services, plans, or subscription periods stated in the relevant offer.

Unless otherwise stated, promotional pricing applies only for the initial promotional period. After the promotional period ends, the subscription or service may renew at the then-current standard price.

Cutout will take reasonable steps to ensure that all promotional pricing, savings claims, and discount representations are accurate and not misleading. Australian consumer guidance makes clear that price displays and discount claims must not create a false impression.

8. Referral, Partner, and Ambassador Offers

Cutout may offer referral, partner, ambassador, influencer, school, club, coach, or organisation-based promotions.

Additional terms may apply to these offers, including:

- eligibility requirements;
- referral limits;
- minimum purchase or subscription requirements;
- approval or verification requirements;
- restrictions on self-referrals;
- restrictions on misleading promotion of the offer;
- timing of credits, rewards, or discounts.

Cutout may withhold, cancel, or reverse referral rewards, credits, or discounts where the offer has been misused, manipulated, or obtained through misleading, fraudulent, or unauthorised conduct.

9. Changes and Cancellations

Cutout may modify, suspend, extend, or cancel a promotion where permitted by law.

This may occur where:

- there is a technical issue;
- there is an error in the offer;
- the promotion has been misused;
- eligibility criteria have not been met;
- fraud or abuse is suspected;
- the promotion is no longer commercially or operationally viable;
- required by a third-party platform;
- required by law.

Where reasonable, Cutout will honour valid redemptions completed before a promotion is changed, suspended, or cancelled.

10. Errors

If a promotion contains an error, including a pricing error, typographical error, technical error, eligibility error, or redemption error, Cutout may correct the error where permitted by law.

Where an error affects your purchase, Cutout may contact you to offer an appropriate remedy, which may include correcting the price, cancelling the transaction, providing a refund, or offering an alternative arrangement.

11. Misuse of Promotions

You must not misuse, manipulate, or abuse promotions.

Misuse includes, but is not limited to:

- creating multiple accounts to redeem an offer more than once;
- using false information;
- using unauthorised codes or links;
- reselling, transferring, or publishing private promotional codes;
- attempting to bypass eligibility requirements;
- self-referrals;
- exploiting technical errors;
- using bots, scripts, or automated methods;
- making misleading claims about Cutout or the promotion;
- breaching Cutout's Terms and Conditions.

If Cutout reasonably suspects misuse, we may cancel the promotion, reverse credits, refuse a discount, cancel an order, suspend access, or terminate an account, subject to applicable law.

12. Refunds and Cancellations

Promotional purchases are subject to Cutout's Refund & Dispute Policy and any applicable third-party platform refund rules.

A promotion does not guarantee a refund, credit, extension, or cancellation right unless expressly stated or required by law.

If a refund is approved for a promotional purchase, the refund may be calculated based on the amount actually paid after the promotion was applied.

13. No Cash Value

Promotions, credits, discounts, free trials, and promotional codes have no cash value unless expressly stated.

They cannot be exchanged for money, transferred, resold, or applied to previous purchases unless Cutout expressly agrees or applicable law requires it.

14. Fair Use

Cutout may apply reasonable fair use limits to promotions to ensure they are used as intended.

This may include limits on:

- number of redemptions;
 - number of users;
 - number of organisations;
 - number of athletes or accounts;
 - subscription duration;
 - feature access;
 - geographic availability;
 - payment methods;
 - plan types.
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15. Australian Consumer Law

Nothing in these terms limits your rights under the Australian Consumer Law or any other applicable consumer protection law.

If a promotional offer or discounted service fails to meet a consumer guarantee, you may have rights to a remedy under law.

16. Contact

For questions about promotions, discounts, trials, or offers, contact:

Cutout Pty Ltd

Email: info@tryinform.app

Location: Bondi Beach, NSW, Australia