

Terms and Conditions

Conditions Générales de Vente

Effective date: August 6, 2026

Last updated: August 6, 2026

Applicable to: All services ordered through vincentchopin.co

Article 1 — Definitions

"Service Provider": Vincent Chopin, operating as a sole proprietor (micro-entrepreneur) registered in France under SIRET COMING, with registered address at 107 Cours Richard Vitton, 69003 Lyon, France. Contact: contact@vincentchopin.co.

"Client": Any legal entity or professional who orders a Service through the Website or by email.

"Service": The PRD (Product Requirements Document) audit and related deliverables as described on the Website and in the applicable order confirmation.

"Website": vincentchopin.co

"Deliverable": The written audit report delivered to the Client in PDF format.

"AI-Augmented Analysis": The use of artificial intelligence tools (large language models) as part of the Service Provider's methodology, under human oversight and control.

Article 2 — Scope and Acceptance

These Terms and Conditions govern all Services ordered through the Website. By placing an order, the Client acknowledges having read and accepted these Terms in their entirety.

These Terms apply exclusively to professional (B2B) engagements. The Services are not intended for consumers acting outside of their trade, business, or profession.

Article 3 — Services Offered

PRD Review (current offering): An independent audit of the Client's Product Requirements Document, evaluated against 5 dimensions (Clarity, Completeness, Prioritization, Feasibility, Strategic Alignment) using a proprietary framework of 22 sub-criteria. The Deliverable is a structured PDF report (7-10 pages) including an overall score, strengths and weaknesses analysis, severity classification, and prioritized recommendations.

Additional tiers (Assessment, Full Audit) may be offered in the future and will be governed by these same Terms, updated as necessary.

Article 4 — AI Transparency — EU AI Act Compliance

In compliance with Article 50 of the EU Artificial Intelligence Act (Regulation EU 2024/1689), the Client is hereby informed that:

4.1 The Service uses AI-augmented analysis as an integral part of the audit methodology. Specifically, large language models (LLMs) are used to process and analyze the Client's PRD against the scoring framework.

4.2 AI is used as a tool within a human-led methodology. The scoring framework design, sector-specific calibrations, regulatory modules, and final recommendations are designed, reviewed, and validated by the Service Provider (a senior product management professional).

4.3 The AI system used is classified as "limited risk" under the EU AI Act, subject to transparency obligations. It is not classified as high-risk, as it does not make autonomous decisions affecting the Client's legal rights or vital interests.

4.4 The AI sub-processor is Anthropic PBC (Claude), operating under a signed Data Processing Agreement with appropriate safeguards for data transfers (Standard Contractual Clauses). Details are available in the Privacy Policy.

4.5 The Client acknowledges and accepts the use of AI-augmented analysis as described above. If the Client objects to AI processing, they should contact the Service Provider before placing an order.

Article 5 — Ordering Process

5.1 The Client places an order by completing payment through the Stripe Checkout link on the Website.

5.2 Following payment, the Client is redirected to a submission form where they provide their contact information, industry sector, and upload their PRD document.

5.3 The order is confirmed upon receipt of both payment and the completed submission form. The Service Provider sends a confirmation email within 24 hours.

5.4 If the submitted PRD is incomplete, illegible, or requires clarification, the Service Provider will notify the Client within 24 hours. The delivery timeline resets upon receipt of the Client's response.

Article 6 — Pricing and Payment

6.1 Prices are displayed on the Website in Euros (€), exclusive of taxes (HT). As a micro-entrepreneur under Article 293 B of the French General Tax Code, the Service Provider is exempt from VAT ("TVA non applicable, article 293 B du CGI").

6.2 Payment is due in full at the time of ordering, via the payment methods accepted on the Website (credit/debit card via Stripe).

6.3 The Service Provider reserves the right to modify prices at any time. The applicable price is the one displayed on the Website at the time of the order.

6.4 Introductory or promotional pricing, when offered, is valid for the number of orders or time period specified on the Website.

Article 7 — Delivery

7.1 The Deliverable is sent to the Client by email (PDF attachment or secure link) within 48 to 72 hours of receipt of the completed submission form, unless the Client has been notified of a delay due to clarification needs (Article 5.4).

7.2 Delivery is deemed completed upon sending the email containing the Deliverable to the email address provided by the Client.

7.3 In the event of force majeure or circumstances beyond the Service Provider's reasonable control, delivery times may be extended. The Client will be notified promptly.

Article 8 — Right of Withdrawal and Cancellation

8.1 As the Services are provided to professionals (B2B), the statutory consumer right of withdrawal (14 days) does not apply.

8.2 The Client may cancel an order by email to contact@vincentchopin.co within 24 hours of placing the order, provided that the Service Provider has not yet begun work on the audit. In this case, a full refund will be issued via the original payment method.

8.3 Once work has begun (i.e., the PRD has been processed), no cancellation or refund is possible.

8.4 If the Client fails to submit their PRD within 14 days of payment, the order is considered abandoned. The Service Provider will attempt to contact the Client before cancelling. A refund minus a €30 administrative fee will be issued.

Article 9 — Intellectual Property

9.1 The Deliverable (audit report) is provided to the Client under a non-exclusive, perpetual license for internal use. The Client may use, copy, and distribute the Deliverable within their organization without restriction.

9.2 The Service Provider retains ownership of the methodology, scoring framework, sector modules, and all proprietary tools used to produce the Deliverable.

9.3 The Service Provider may use anonymized and aggregated data from completed audits for the purpose of improving the methodology, producing anonymized case studies, or creating marketing materials. No Client-identifiable information will be disclosed without prior written consent.

9.4 The Client retains full ownership of their PRD and all data submitted. The Service Provider acquires no rights over the Client's intellectual property.

Article 10 — Confidentiality

10.1 The Service Provider undertakes to treat all information received from the Client as strictly confidential.

10.2 The Client's PRD and all associated data will not be disclosed to any third party, except as required for the performance of the Service (see Article 4 — AI sub-processor) or as required by law.

10.3 Confidentiality obligations survive the termination of the engagement for a period of two (2) years.

Article 11 — Data Protection

11.1 The Service Provider processes personal data in accordance with the General Data Protection Regulation (EU 2016/679) and the French Data Protection Act (Loi Informatique et Libertés).

11.2 For the purpose of performing the Service, the Service Provider acts as a data processor on behalf of the Client (data controller) with respect to any personal data contained in the Client's PRD.

11.3 A Data Processing Agreement (DPA) is available upon request and will be signed for any engagement involving personal data. The Client is encouraged to anonymize personal data in their PRD prior to submission.

11.4 All Client data is permanently deleted within 30 days of Deliverable delivery. A certificate of destruction is available upon request.

11.5 Full details of data processing practices are available in the Privacy Policy at vincentchopin.co.

Article 12 — Limitation of Liability

12.1 The Service constitutes an obligation of means (obligation de moyens), not an obligation of result. The Service Provider commits to applying professional diligence and expertise but does not guarantee specific outcomes from the Client's use of the recommendations.

12.2 The Deliverable is an independent analysis provided for informational and decision-support purposes. It does not constitute legal, financial, or technical advice. The Client remains solely responsible for their product decisions.

12.3 The Service Provider's total cumulative liability for any claim arising from or related to a Service engagement shall not exceed the amount paid by the Client for that specific engagement.

12.4 The Service Provider shall not be liable for any indirect, consequential, or incidental damages, including but not limited to loss of revenue, loss of data, or business interruption.

Article 13 — Complaints and Disputes

13.1 Any complaint regarding the Deliverable must be submitted in writing to contact@vincentchopin.co within 14 days of delivery.

13.2 The Service Provider will acknowledge the complaint within 48 hours and propose a resolution (clarification, partial revision, or partial refund) within 10 business days.

13.3 In the event of a dispute that cannot be resolved amicably, the parties agree to attempt mediation before initiating legal proceedings.

13.4 These Terms are governed by French law. Any dispute arising from or related to these Terms shall be subject to the exclusive jurisdiction of the courts of Lyon, France.

Article 14 — Miscellaneous

14.1 If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

14.2 The Service Provider reserves the right to update these Terms at any time. The applicable version is the one published on the Website at the time of the Client's order.

14.3 The failure of the Service Provider to exercise any right under these Terms shall not constitute a waiver of that right.