

Terms and Conditions of Purchase

How you subscribe, what it costs, how it is invoiced, how it renews and how to cancel.

1. Parties and scope

These conditions govern the purchase of Booklift plans through <https://bookliftagent.com>. The provider is MFD T S.L., tax ID B93982668, with registered office at C/ Arturo Soria 316, 28033, Madrid, Madrid. The customer is the company, professional or self-employed individual purchasing the service in the course of its business.

By purchasing, the customer declares that it has sufficient legal capacity and is acting on its own behalf or with sufficient authority from the entity it represents.

2. Purchase process

The purchase is made online in these steps: creating an account with a verified email address, choosing a plan, entering the billing details and the payment method, and confirming the order. Before confirming, the customer may review and correct the information entered.

Once confirmed, Booklift sends an order confirmation by email summarising what has been purchased. The contract is formalised in Spanish and archived electronically; the customer may request a copy at clientes.booklift@gmail.com.

3. Free trial

Booklift may offer a free trial limited in number of conversations, call minutes and duration. The trial does not require a payment method, does not automatically convert into a paid plan, and expires at no cost.

4. Prices, taxes and invoicing

The prices in force are those published at <https://bookliftagent.com> at the time of purchase. They are expressed in euros and exclusive of VAT, which is added at the applicable statutory rate. Customers established in Spain are charged Spanish VAT. Customers who are businesses or professionals established in another EU Member State and who provide a VAT number registered in the VIES system are not charged Spanish VAT, by application of the reverse charge; if the VAT number is not registered, Spanish VAT is charged.

The subscription is purchased on a monthly or annual cycle, at the customer's choice, and is invoiced in advance at the start of each period. The annual cycle is paid in full in advance.

Booklift issues an electronic invoice for each charge and sends it to the customer by email; it is also available for download from the dashboard.

Usage exceeding the limits of the purchased plan is invoiced at the published rates, itemised on the invoice for the corresponding period.

5. Payment

Payment is made by card or by SEPA Direct Debit, at the customer's choice, through the payment gateway of Stripe Payments Europe, Ltd. Booklift never stores the full card number or the IBAN: those details are held by the payment institution, and Booklift retains only an identifier allowing charges to be collected and the last four digits, so that the customer can recognise the payment method in the dashboard.

By saving the payment method, the customer expressly authorises Booklift to collect the recurring charges corresponding to the plan and cycle purchased, until cancellation. For SEPA Direct Debit, the customer signs the corresponding mandate during sign-up; the debit may take several business days to clear, during which the service is provided normally.

If a charge fails, Booklift will notify the customer and will retry it up to three times within the following ten calendar days. Fifteen calendar days after a failed payment remains unresolved, Booklift may suspend the service, and after thirty days it may terminate the contract, without prejudice to claiming the amounts due and the late-payment interest provided for in Spanish Act 3/2004 on combating late payment.

If a SEPA debit is returned or a charge is disputed with the issuing institution, Booklift will issue the corresponding corrective invoice and may suspend the service until the situation is resolved.

6. Term, renewal and cancellation

The contract runs for the purchased cycle, monthly or annual, and renews automatically for equal periods unless cancelled.

The customer may cancel at any time from the dashboard, with effect at the end of the period already invoiced: the service remains active until that date and no further charge is made. No pro-rata refunds are given for the current period, unless cancellation is due to a breach attributable to Booklift.

Booklift may terminate the contract for breach by the customer, or by discontinuing the service on sixty days' notice, refunding the unused pro-rata portion.

7. Plan changes

The customer may change plan from the dashboard. The change, whether an upgrade or a downgrade, takes effect at the start of the next billing period: until then the customer keeps the limits of the plan already paid for. No proration or partial charge is applied mid-period.

8. Right of withdrawal

The service is aimed at businesses and professionals, so the right of withdrawal provided for consumers under the Spanish consolidated Consumers and Users Act does not apply.

If exceptionally the customer qualifies as a consumer, it shall have fourteen calendar days to withdraw without justification, by notifying clientes.booklift@gmail.com. As this is a digital service performed immediately, if the customer expressly requests that performance begin within that period, it must pay the pro-rata amount for the service already provided.

9. Data retrieval and deletion

During the term of the contract the customer may export its data from the dashboard. Once the contract ends, Booklift keeps the data for thirty calendar days to allow recovery and, thereafter, deletes or anonymises it, save for data it must retain by legal obligation.

10. Complaints and dispute resolution

Complaints may be sent to clientes.booklift@gmail.com and will be answered within a maximum of one month. These conditions are governed by Spanish law and the parties submit to the courts of the provider's domicile, unless a different mandatory venue applies.

Last updated: 23 de septiembre de 2026.

This is a translation provided for convenience. The Spanish version of this document is the binding one; in the event of any discrepancy, the Spanish text prevails.