

Terms of Service

Last updated: July 29, 2025

1. General Provisions

1.1. About this document

These Terms of Service govern access to and use of the online course platform operated by Kano Study Tech Limited.

1.2. Agreement to terms

By using our platform, you confirm that you:

- Have read and understood these Terms
- Agree to comply with all provisions
- Have the right to enter into this agreement

1.3. Company information

- Name: Kano Study Tech Limited
- Registration: Hong Kong, number 78408018
- Address: Room 5003, 5/F, Yau Lee Centre, 45 Hoi Yuen Road, Kwun Tong, Hong Kong
- Email: support@kano.study

2. Service Description

2.1. The platform provides:

- Access to online courses in various fields
- Ability to purchase and complete courses
- Communication system between students and course authors
- Learning tools and progress tracking
- Technical user support

2.2. Types of courses:

- Language courses
- IT and technology
- Marketing and business
- Professional skills
- Hobbies and personal development
- Other educational programs

3. Registration and Accounts

3.1. Registration requirements:

- Providing accurate information
- Using a valid email address
- Agreement to Terms of Service and Privacy Policy

3.2. User types:

- Students: purchase and complete courses
- Course authors: create and sell educational content

3.3. Account responsibility:

- Maintaining confidentiality of access credentials
- Immediate notification of account compromise
- Responsibility for all actions performed through your account

3.4. Minors:

- Users aged 13-17 may use the platform with parental consent
- Parents bear full responsibility for minors' actions

- Access for children under 13 is prohibited

4. Course Purchases and Payment

4.1. Purchase process:

- Course selection and description review
- Adding to cart and checkout
- Payment through secure payment systems
- Course access after payment confirmation

4.2. Prices and commissions:

- Prices are set by course authors
- Platform charges commission on each sale
- All prices include applicable taxes
- Prices may change without prior notice

4.3. Payment methods:

- Bank cards (Visa, MasterCard)
- Electronic wallets
- Other local payment methods

4.4. Currency:

Payment is accepted in currencies supported by payment providers.

5. Course Access and Content Use

5.1. Usage license:

- Course purchase provides personal non-exclusive license
- Access is provided only to the purchaser
- Transfer of access to third parties is prohibited

5.2. Usage restrictions:

- Prohibited: copying, distribution, resale of content
- Prohibited: reverse engineering, decompilation of materials
- Prohibited: commercial use without permission

5.3. Access duration:

- Lifetime access to purchased courses (unless otherwise specified)
- Access may be limited for Terms violations
- Technical maintenance may temporarily restrict access

6. Course Authors

6.1. Author requirements:

- Providing quality educational content
- Compliance with copyright and intellectual property
- Absence of prohibited or harmful content

6.2. Rights and obligations:

- Setting prices for their courses
- Interacting with students through the platform
- Maintaining content quality standards

6.3. Author payouts:

- Payouts according to platform schedule
- Platform commission automatically deducted
- Authors provide tax information when required

7. Refund Policy

7.1. Basic principles:

- All sales are final
- No monetary refunds after gaining access to the course
- By purchasing, the buyer confirms familiarity with the course description and agreement to the "no refund" policy

7.2. Exceptional refund cases:

Refunds are possible ONLY in the following cases:

7.2.1. Technical problems:

- Technical inability to access the course due to platform fault
- Serious content defects making learning impossible
- Complete mismatch with declared course format

7.2.2. Substantial non-compliance:

- Course fundamentally doesn't match description
- Declared materials are missing or unavailable
- Fraudulent actions by course author

7.2.3. Administrative decision:

- Exceptional cases at platform administration discretion
- Course author violation of obligations
- Force majeure circumstances

7.3. Alternatives to monetary refund:

7.3.1. Platform credits:

- Platform credits provided instead of money refund for purchase amount
- Credits can be used to purchase other courses
- Credits are non-cashable
- Credit validity: 12 months

7.3.2. Course replacement:

- Ability to exchange course for another of equal or lesser value
- Additional payment required for more expensive course selection
- Price difference not refunded for cheaper course selection

7.3.3. Additional materials:

- Provision of bonus materials or courses
- Extended course access
- Personal consultation with author (when possible)

7.4. Application conditions:

- Application period: 48 hours from purchase
- Contact method: only via support@kano.study
- Application review: up to 5 business days
- Required documents: detailed problem description, screenshots (if necessary)

7.5. Buyer consent:

When purchasing a course, the buyer must confirm:

- Familiarity with complete course description
- Understanding of "no refund" policy
- Agreement to receive digital goods
- Waiver of refund rights under consumer protection legislation (where applicable)

8. Intellectual Property

8.1. Platform rights:

- Trademarks, logos, design belong to Kano Study Tech Limited
- Platform technology is copyright protected
- Interface elements copying is prohibited

8.2. Course author rights:

- Authors retain rights to their content
- Platform receives license to host and distribute
- Authors guarantee no third-party rights violations

8.3. User content:

- Reviews and comments may be used by platform
- Users guarantee content originality
- Offensive or illegal content is prohibited

9. Prohibited Behavior

9.1. Prohibited activities:

- Copyright and intellectual property violations
- Distribution of malware or spam
- Unauthorized access attempts to platform systems
- Creating fake accounts or reviews
- Using platform for illegal activities

9.2. Violation consequences:

- User warning
- Temporary account suspension
- Permanent blocking without refund
- Legal action for serious violations

10. Liability and Limitations

10.1. Platform liability limitations:

- Platform provides services "as is"
- No guarantee of specific learning outcomes
- Liability limited to amount paid for course

10.2. User responsibility:

- Users responsible for their actions
- Obligation to comply with applicable law
- Compensation for damages from Terms violations

10.3. Force majeure:

Platform not liable for service inability due to circumstances beyond our control.

11. Privacy

Personal data processing is governed by our Privacy Policy, which is an integral part of these Terms.

12. Terms Changes

12.1. Right to change:

- We may change Terms at any time
- 30-day notice for significant changes
- Continued use means agreement to new terms

12.2. Notifications:

- Email to registered users
- Website notice posting

- Last modified date update

13. Dispute Resolution

13.1. Governing law:

These Terms are governed by Hong Kong law.

13.2. Jurisdiction:

All disputes subject to Hong Kong courts.

13.3. Pre-litigation settlement:

- Mandatory support contact
- 30-day peaceful resolution attempt
- Mutual agreement mediation possibility

14. Termination

14.1. User-initiated termination:

- Account deletion at any time
- Continued access to purchased courses
- Data export possibility before deletion

14.2. Platform-initiated termination:

- For Terms of Service violations
- Regulatory authority requirements
- Platform business cessation

15. Contact Information

For Terms of Service inquiries:

- Support Email: support@kano.study
- Legal Email: legal@kano.study
- Postal Address: Room 5003, 5/F, Yau Lee Centre, 45 Hoi Yuen Road, Kwun Tong, Hong Kong

Данные Условия использования составлены в соответствии с законодательством Гонконга и требованиями международных платежных систем.
/ These Terms of Service are drafted in compliance with Hong Kong law and international payment system requirements.