Public Offer for Online LangiaFlow Services

Revision of 09 November 2026 · Draft subject to legal review before accepting payments

1. Provider and status of this document

1.1. The provider is Maksim Sergeevich Agafonov (Агафонов Максим Сергеевич), an individual applying the Russian professional income tax (NPD) regime, taxpayer ID (INN) 667805799009. LangiaFlow is a project name, not a separate legal entity.

1.2. Contact details: maxim700a@gmail.com, Telegram @waffee. The postal address previously disclosed in the privacy policy is 3A Krasnaya Sosna Street, Moscow, Russian Federation. The current address and the provider's ownership of the supplied identification details must be verified before paid services launch.

1.3. This document sets general terms. The language, teacher or actual service provider, learning goals, lesson duration, number of lessons, timetable and price must be individually confirmed in writing before payment and form part of the agreed contract.

1.4. Until the teaching model, license requirements, tax status and mandatory identifying details have been checked, this document is a draft and does not represent an assertion that an educational license exists.

2. Scope of services

2.1. The project offers agreed remote language lessons and consultations, including Slovak, German, English and other languages.

2.2. Lessons may be individual or in another format agreed in advance. The actual legal provider of paid instruction and the teacher must be disclosed before the customer pays.

2.3. Any learning materials and homework are supplied according to the individual arrangement. No particular exam score, language level, admission decision or employment outcome is guaranteed.

2.4. Where lessons are intended for a minor, the customer must be the parent or legal representative; the public enquiry form does not require children's personal information.

3. Enquiries and acceptance

3.1. Sending an enquiry through the website does not commit the visitor to purchase a service.

3.2. Before payment, the provider communicates the relevant price, scope, duration, schedule, teacher or legal service provider, and payment and cancellation arrangements.

3.3. Unless otherwise agreed in writing, payment for a specifically confirmed order constitutes acceptance of the individual terms read together with this document. No contract is concluded if essential terms have not been agreed.

3.4. Mandatory consumer and educational-service rules prevail over any conflicting part of this document.

4. Lessons, scheduling and cancellations

4.1. Time, duration, online communication platform and materials must be agreed before each lesson or package.

4.2. The customer provides suitable equipment and connectivity. Technical disruptions are assessed according to the circumstances.

4.3. Rescheduling is agreed through the available contact channels. No blanket non-refundable penalties are imposed for missing or cancelling a lesson contrary to mandatory consumer law.

4.4. If the provider cancels a lesson and no replacement is agreed, the customer may seek a refund for the undelivered lesson.

5. Prices, payments and receipts

5.1. The specific price, currency, number of lessons, payment timing and any discounts are disclosed and confirmed before payment. The website does not imply acceptance of unpublished fees.

5.2. Payment details or payment links are sent only after the order terms have been agreed.

5.3. If the recipient is registered under the NPD regime, they issue a receipt using the applicable Russian professional income tax system. If a different legal provider accepts payment, that provider's details and payment documents must be disclosed separately.

6. Cancellation rights and refunds

6.1. A consumer may withdraw from the agreement at any time under Article 32 of the Russian Consumer Protection Law and Article 782 of the Russian Civil Code.

6.2. The amount for undelivered services is refunded, subject only to the value of services actually performed and demonstrable expenses directly incurred in performing the order, to the extent allowed by law. No automatic non-refundable charges or cancellation fines apply.

6.3. Defective or delayed services are subject to the remedies available under mandatory law, potentially including correction, price reduction or refund.

6.4. Requests should be sent to maxim700a@gmail.com with enough information to identify the order. The provider aims to respond within 10 business days, while monetary claims are resolved within applicable statutory deadlines.

7. Personal data and communications

7.1. Personal data is processed under the separate privacy policy and consent. Enquiry consent does not constitute marketing consent.

7.2. External video-conferencing services may be used following appropriate information and compliance steps.

7.3. Project Telegram channel: https://t.me/+6AAsmbC3LK03YmZi. Merely following the channel does not constitute acceptance of paid services.

8. Final clauses

8.1. Published changes apply prospectively and do not unilaterally amend orders already paid for.

8.2. Applicable Russian law governs to the extent mandatory, without restricting statutory consumer rights.

8.3. Before payment collection begins, the provider must confirm ownership of the disclosed taxpayer details, license status, contractual structure involving teachers and all other required disclosures.