



Terms of Service

Last updated: 27 March 2026

Key points: Word Labs is a subscription service for Australian educators. Individual teachers can subscribe directly; schools can request a custom quote. You have a 30-day money-back guarantee under Australian Consumer Law. Students are added by teachers — children do not create their own accounts.

1. About These Terms

These Terms of Service ("Terms") govern your use of the Word Labs service, including the website at wordlabs.app and all associated applications and features ("Service").

Word Labs is operated by Nicholas Deeney, an Australian primary school teacher and sole trader ("we", "us", "our"). By creating an account or using the Service, you agree to these Terms.

These Terms are governed by the laws of Queensland, Australia. Any disputes will be resolved in the courts of Queensland.

2. The Service

Word Labs is a browser-based educational platform providing morphology, phonics, and vocabulary games for primary school students (approximately ages 9–12). The Service includes:

- 13 student-facing word games and activities, plus a Spelling Check-In assessment tool
- A teacher dashboard with per-student progress heatmaps, intervention flags, and spelling check-in sets
- A class management system for creating classes, managing enrolments, and custom word lists with AI analysis
- A student reward system (quarks, XP, badges, scientist character customisation)
- Differentiation features including Extension Mode, EALD support (48 languages), and Low-stim mode

- Printable worksheet generators and teaching slide decks
- A custom shop item creator with optional AI-assisted image generation

We may update, modify, or add features to the Service at any time. We will not materially reduce core functionality during a paid subscription period without notice and a pro-rated refund option.

3. Accounts and Eligibility

3.1 Teacher accounts

To use the Service as a teacher or school administrator, you must create an account with a valid email address. You must be 18 years of age or older and have the authority to enter into contracts on behalf of your school.

You are responsible for maintaining the security of your account and password. Notify us immediately at nick@wordlabs.app if you suspect unauthorised access.

3.2 Student access

Students do not create their own accounts. They are added to the platform by their teacher using only a first name. Students access the Service via a randomly generated 4-character code provided by their teacher.

Teachers are responsible for ensuring they have appropriate authority (including any required parental consent) to add students to the platform in accordance with their school's policies.

4. Subscriptions and Pricing

4.1 Free trial

New accounts receive free access to all features for 12 months during the early access period. No credit card is required.

After the early access period ends, continued access may require a paid subscription. Existing student data is not deleted at expiry.

4.2 Teacher subscription

The Teacher plan is billed annually and provides full access to all features for one teacher account. Pricing is listed on our [pricing page](#).

Subscriptions are billed annually in advance. Your subscription automatically renews at the end of each year unless cancelled.

4.2a School plan

Schools requiring a whole-school licence covering multiple teachers and classes can request a custom quote by contacting nick@wordlabs.app or via the quote request form on our [pricing page](#). School plans cover all teachers and all classes at the subscribing school.

4.3 Payment methods

We accept credit and debit cards via Stripe. We also accept payment by purchase order (invoice) for schools that require it — contact nick@wordlabs.app with your school name and PO number.

4.4 Price changes

We may change subscription pricing. We will give at least 60 days' notice before a price change takes effect. Price changes do not apply to your current subscription period — only to renewals.

5. Cancellation and Refunds

5.1 Cancellation

You may cancel your subscription at any time by contacting nick@wordlabs.app. Cancellation takes effect at the end of your current billing period. You retain access to the Service until that date.

5.2 Refund policy

Under the **Australian Consumer Law** (Competition and Consumer Act 2010), you are entitled to a remedy if the Service is not fit for purpose, not of acceptable quality, or not as described.

In addition to your statutory rights, we offer a **30-day no-questions-asked money-back guarantee** from the date of your first payment. Contact nick@wordlabs.app for a full refund.

After 30 days, refunds are assessed on a case-by-case basis consistent with our obligations under Australian Consumer Law.

6. Acceptable Use

You agree not to:

- Use the Service for any unlawful purpose or in violation of any applicable law
- Share your teacher account credentials with anyone outside your school
- Attempt to access data belonging to other schools or users
- Reverse-engineer, decompile, or copy any part of the Service

- Upload or generate content that is offensive, abusive, or inappropriate for a primary school setting
- Interfere with the Service's operation or attempt to overload our systems
- Use the Service to collect data about students beyond what is necessary for educational use

7. Intellectual Property

All content, design, code, and materials in the Word Labs Service are the intellectual property of Nicholas Deeney / Word Labs, protected under Australian copyright law.

You may not reproduce, distribute, or create derivative works from any part of the Service without written permission, except as expressly permitted by these Terms.

Teachers retain ownership of custom shop items they create using the item creator tool. By creating items, you grant Word Labs a non-exclusive licence to display those items within the Service to your students.

8. Data and Privacy

Our collection and use of personal information is governed by our [Privacy Policy](#), which is incorporated into these Terms by reference.

By using the Service, you confirm that:

- You have the authority to provide student first names to the platform
- You have complied with any applicable parental notification or consent requirements at your school
- You will notify us and take appropriate action if you become aware of any unauthorised access to student data

9. Availability and Warranties

We aim for high availability but do not guarantee uninterrupted access to the Service. We may perform maintenance that requires temporary downtime — we will give reasonable notice where possible.

To the maximum extent permitted by Australian Consumer Law, the Service is provided "as is". We exclude all implied warranties except those that cannot be excluded by law.

Our liability for any claim arising from use of the Service is limited to the amount you paid for your current subscription period.

10. Changes to These Terms

We may update these Terms. When we make material changes, we will notify you by email and update the "Last updated" date. Your continued use of the Service after notification constitutes acceptance of the updated Terms.

11. Termination

We may suspend or terminate accounts that violate these Terms. In the event of termination for a breach, no refund will be provided. In all other cases of termination by us, we will provide a pro-rated refund for unused subscription time.

12. Contact

For questions about these Terms, contact:

Nicholas Deeney

Word Labs

Email: nick@wordlabs.app