

# SkillFusionAI

## Terms and Conditions

Effective Date: May 2026

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### 1. About Us

SkillFusionAI is operated by ElevenCreative, a business based in Queensland, Australia (ABN available on request). Our platform is accessible at [www.skillfusionai.com.au](http://www.skillfusionai.com.au) and provides AI-assisted training content creation tools, voice narration, flipbook building, and related services to educators, trainers, and registered training organisations (RTOs) in Australia and internationally.

By accessing or using our platform you agree to these Terms and Conditions. If you do not agree, please do not use our services.

### 2. Definitions

In these Terms:

- "Platform": means [www.skillfusionai.com.au](http://www.skillfusionai.com.au) and all associated applications, tools, and services.
- "User" or "you": means any person who accesses or uses the Platform.
- "Content": means any text, images, audio, video, documents, or other material created, uploaded, or generated through the Platform.
- "Studio Credits": means the in-platform credit currency used to access certain paid features.
- "Flipbook": means a structured training document created using our builder tool.
- "SkillPlay": means our AI-powered narrated training video feature that converts flipbook content into audio-visual training materials.
- "Pocket Library" and "Pocket Commercial": means storage plans entitling you to save and publish a specified number of flipbooks.

### 3. Account Registration

You must create an account to access most features of the Platform. You are responsible for maintaining the confidentiality of your login credentials. You must provide accurate and current information during registration. You must be at least 18 years of age to create an account. You are responsible for all activity that occurs under your account.

We use Clerk ([clerk.com](https://clerk.com)) for identity and authentication management. Clerk processes your login credentials and session data on our behalf. Clerk privacy policy is available at [clerk.com/privacy](https://clerk.com/privacy).

### 4. Plans, Subscriptions, and Studio Credits

Subscription Plans:

- Free: A\$0. No subscription needed. Includes 120 Studio Credits on sign-up, 3 free Pocket storage slots, and 8 Motion previews per month.
- Starter: A\$19 per month. Includes 500 Studio Credits monthly, My Pocket Lib 5, and 12 Motion previews per month.
- Creator: A\$39 per month. Includes 1550 Studio Credits monthly, My Pocket Commercial 5 plus one free slot, and 25 Motion previews per month. Commercial SkillShare sends included.
- RTO Pro: A\$149 per month. Includes 5000 Studio Credits monthly, My Pocket Commercial 25, and 40 Motion previews per month. Commercial SkillShare sends included. All document uploads free.

Studio Credits: Certain features consume Studio Credits from your account balance. Credits are deducted at the time of use. Credits are non-refundable once consumed. Credits do not expire while your account is active and carry over between billing periods.

Credit costs for common operations:

- Motion MP4 export: 200 credits.

- Session Plan PDF: 10 credits.
- Flipbook PDF: 5 credits.
- SkillShare non-commercial send: 85 credits.
- UK and US voice preview: 10 credits.
- AI Assist document upload: 2 credits per 10 pages.
- RTO Compliance Pack (Unit Matrix plus Gap Review): 95 credits.

Australian Voice Narration: Australian Male and Female voice options are available to all registered users at no credit cost within the standard preview limits.

## 5. Acceptable Use

You agree not to use the Platform to:

- Create, store, or distribute content that is unlawful, defamatory, harassing, discriminatory, or that infringes the intellectual property rights of any third party.
- Attempt to reverse engineer, scrape, or extract data from the Platform or its APIs beyond normal use.
- Share your account credentials with others or allow multiple users to access the Platform under a single account.
- Upload content containing personal information of third parties without appropriate consent.
- Use AI generation features to produce misleading, deceptive, or harmful training content.
- Misrepresent your identity or organisational affiliation during registration or use.

## 6. Intellectual Property

**Your Content:** You retain ownership of all original content you upload to the Platform including images, documents, and scripts. By uploading content you grant SkillFusionAI a limited, non-exclusive licence to store and process that content solely for the purpose of providing the service to you.

**Generated Content:** AI-generated text, voice narration audio, and assembled flipbook outputs produced through the Platform are owned by you subject to your compliance with these Terms and the terms of the underlying AI providers. SkillFusionAI does not claim ownership of your generated outputs.

**Platform and Technology:** All software, design, trademarks, and platform technology remain the intellectual property of SkillFusionAI and ElevenCreative. You may not reproduce, copy, or redistribute any part of the Platform without written permission.

**T4IMAGE Library:** Images sourced from our T4IMAGE library are licensed for use within Platform-generated content only. These images may not be extracted, downloaded individually, or used outside the Platform without separate written agreement.

## 7. AI-Generated Content Disclaimer

The Platform uses artificial intelligence tools including Anthropic Claude for text generation and ElevenLabs for voice synthesis. AI-generated content may contain inaccuracies, omissions, or errors. You are responsible for reviewing all AI-generated content before using it for training delivery, publishing it commercially, or distributing it to learners.

SkillFusionAI does not warrant that AI-generated content is accurate, complete, current, or suitable for any particular training purpose including compliance with ASQA standards, RTO requirements, or workplace health and safety obligations. You must apply your own professional judgement before deploying any AI-generated training material.

## 8. Shared Flipbook Links

When you publish a flipbook with a commercial Pocket plan, the Platform generates a unique share link. Anyone who has access to this link views the published flipbook without logging in. You are responsible for managing who you share this link with. SkillFusionAI is not responsible for unauthorised access to shared content that results from you disclosing the link to unintended recipients.

If you need to revoke access to a published flipbook, you must delete or unpublish it from your storage dashboard.

## 9. Payments and Refunds

Payments are processed by Stripe, Inc. SkillFusionAI does not store your card details. All prices are displayed in Australian dollars (AUD) and include GST where applicable.

Subscription fees are charged monthly. Studio Credits purchased separately are non-refundable once added to your account. If you believe a charge was made in error, contact us at [info@skillfusionai.com.au](mailto:info@skillfusionai.com.au) within 14 days of the transaction.

We do not offer pro-rata refunds for unused portions of a subscription period unless required by Australian Consumer Law.

## 10. Australian Consumer Law

Nothing in these Terms excludes, restricts, or modifies any right or remedy you have under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)). Our services come with guarantees that cannot be excluded under Australian Consumer Law. Where a failure is minor, we may choose to repair or replace the service rather than provide a refund.

## 11. Limitation of Liability

To the maximum extent permitted by law, SkillFusionAI total liability to you for any claim arising out of or in connection with these Terms or your use of the Platform is limited to the total amount you paid to us in the 12 months preceding the claim.

SkillFusionAI is not liable for any indirect, incidental, special, or consequential loss or damage including loss of data, loss of revenue, or loss of business opportunity, even if we have been advised of the possibility of such loss.

SkillFusionAI is not liable for service interruptions, data loss, or security incidents caused by third-party service providers including Supabase, Anthropic, ElevenLabs, Azure, Stripe, or Clerk. Each of these providers operates under their own terms of service and bears independent responsibility for their platform security. We will notify affected users as required under Australian law.

## 12. Termination

You may close your account at any time by contacting [info@skillfusionai.com.au](mailto:info@skillfusionai.com.au). We may suspend or terminate your account if you breach these Terms, fail to pay amounts owing, or use the Platform in a manner that poses a risk to other users or to our platform.

On termination, your saved flipbooks and data will be retained for 30 days before deletion unless you request earlier deletion. Purchased Studio Credits are not transferable and will not be refunded on voluntary account closure.

## 13. Subscription Lapse and Non-Renewal

If your monthly subscription lapses and is not renewed, your storage slots become inactive. You will no longer save new flipbooks or edit existing saved flipbooks until you renew or purchase a new plan. Your saved flipbook data is retained for 30 days from the date of lapse before permanent deletion. We recommend downloading PDF copies of any flipbooks you wish to keep before your subscription lapses. Published commercial flipbook share links remain accessible for the duration of your active subscription. On lapse, published share links become inactive. If you renew, previously published flipbooks are republished from your storage dashboard.

Studio Credits do not expire while your account is active and carry over between billing periods.

## 14. Changes to These Terms

We may update these Terms from time to time. We will notify registered users by email at least 14 days before material changes take effect. Continued use of the Platform after the effective date of updated Terms constitutes your acceptance of the new Terms.

## **15. Governing Law**

These Terms are governed by the laws of Queensland, Australia. Any dispute arising under these Terms will be subject to the exclusive jurisdiction of the courts of Queensland.

## **16. Contact**

SkillFusionAI / ElevenCreative

Queensland, Australia

Email: [info@skillfusionai.com.au](mailto:info@skillfusionai.com.au)

Website: [www.skillfusionai.com.au](http://www.skillfusionai.com.au)