

Terms of Service

Lean Do IT · version 1.0 · effective 27 June 2026

Lean Do IT provides a one-time questionnaire, automated estimate, and AI-generated specification and, optionally, a way to order software development. Obtaining a free estimate does not oblige you to place an order. A paid contract arises only under the rules below.

1. Service Provider

The Service Provider is [R-SOFT](#), ul. Kępna 17A/11, 03-730 Warsaw, Poland, tax identification number (NIP) 5221929091, REGON 010852379 ("Provider"). Contact: contact@leandoit.com. The service's trading name is **Lean Do IT**.

2. Definitions and scope

- **User** means a person using the Service. **Client** means a person or entity accepting a paid Offer.
- **Consumer** means a natural person acting for purposes outside their trade, business, craft, or profession. Consumer provisions also apply to a sole trader with consumer rights where required by Polish law.
- **Estimate** means the automatically calculated result together with the specification and notices.
- **Offer** means an email identified with an offer code that states the scope, offered price, and acceptance method.

Electronic services include the email access gate, questionnaire, calculation, AI-generated specification, emailed report, payment page, and payment-status notices. Paid software development is a separate stage governed by the accepted Offer, these Terms, and any individual arrangements.

3. Technical requirements

You need an up-to-date browser supporting JavaScript, local and session storage, and TLS; a working email address; and Internet access. A Stripe-supported payment method is required for paid work. Users bear their ordinary Internet and equipment costs. Bypassing security, automatically overloading the Service, and supplying unlawful content are prohibited.

4. Eligibility and acceptance

A User must be at least 18 years old and legally capable of entering into the relevant contract. A person acting for an organisation confirms that they have authority to represent it. Before the questionnaire starts, these Terms must be made available and accepted through the interface. They may be saved and printed free of charge.

5. Free access and one-time session

1. After entering an email address, the User receives a link that is valid for 24 hours and may be used once.
2. After confirmation, a session valid for up to 48 hours is created. One session permits one questionnaire submission and one Estimate.
3. The project description must contain between 1,000 and 10,000 characters. The User is responsible for the accuracy and completeness of the information supplied.
4. After submission, the result is displayed in the Service and a copy of the report or Offer is sent to the confirmed email address. The session is then invalidated.
5. A further Estimate requires a new link. Free access may be limited where abuse is detected.

6. Nature of the Estimate and use of AI

The algorithm considers questionnaire answers concerning, among other matters, solution type, platforms, features, scale, security, compliance, QA, deployment, localisation, and any revenue-share option. Exchange rates are obtained from external sources. A language model creates the detailed scope from the questionnaire but does not set the price.

The Estimate depends on User input and does not replace a technical, legal, compliance, or security assessment. The "Traditional estimate" is an algorithmic comparison value, not a quote from another supplier. Only an email expressly identified as an Offer may constitute a proposal to enter into a paid contract. The User should review the scope and report discrepancies before making a payment.

7. Offer, price, and formation of a paid contract

1. The document described as an Offer states its code, scope, and offered price. For contract-formation purposes, it is an invitation to submit an order request rather than an undertaking by the Provider to perform every submitted order. Unless it says otherwise, the invitation remains valid for 30 days from dispatch.
2. The offered price covers only the work expressly listed in the Offer. It excludes infrastructure, hosting, licences, app-store fees, maps, AI models, email, SMS, third-party services, devices, Client materials, deployment, and additional work unless the Offer expressly includes them.
3. The Client submits an order request by returning the required acceptance wording and ordering-party details and paying the stated initial fee. Submitting the request and making the payment do not by themselves oblige the Provider to undertake the order.
4. The Provider may refuse to accept an order for implementation without giving a reason. If the Provider refuses the order, all payments received in connection with it will be refunded to the Client promptly and in full, without any deduction. The Provider will initiate the refund without undue delay and no later than seven calendar days after notifying the Client of the refusal, using the original payment method unless the Client expressly agrees otherwise.
5. The paid contract is formed only when the Provider sends the Client an explicit confirmation that the order has been accepted for implementation.
6. The initial fee is currently 30% of the offered price. It is credited against the total price and allocated to the preliminary-analysis stage. The remaining amount becomes payable when the order is ready for final settlement.
7. For a Client who is not a Consumer, the initial fee is non-refundable once preliminary analysis has begun, except where non-performance is attributable to the Provider or the parties agree otherwise. Section 10 prevails for Consumers.
8. Stripe handles payments. Lean Do IT does not store full card details. An invoice is issued after the required billing data and payment are received.
9. Selecting a revenue-share option only affects the automated calculation. It does not transfer company shares or create any right to revenue. A revenue-share model requires a separate agreement covering its base, duration, reporting, audit, settlement, and termination.

8. Performance of the order

The schedule, milestones, cooperation method, acceptance criteria, repository, and environments are stated in the Offer or agreed on a durable medium before production work begins. If the automated report contains no delivery date, it does not constitute a promise of immediate performance.

The Client must provide lawful materials, access credentials, decisions, libraries, devices, and test data on time and must have the necessary rights to them. Client delay extends the affected deadlines accordingly. A scope change requires a documented agreement addressing its effect on price and schedule. Peripheral-device integration tests and legal or app-store artefacts remain the Client's responsibility unless the Offer states otherwise.

9. Acceptance and final payment

The Provider will notify the Client when the work is ready for acceptance or final settlement. The Client tests it against the agreed criteria and reports reproducible nonconformities within the period stated in the Offer. The absence of a contractual period does not remove any statutory Consumer rights. Defects are classified and remedied under the contract. A new requirement is not a defect and requires a scope change. Final payment equals the offered price less payments already recorded.

10. Consumer right of withdrawal

1. A Consumer may withdraw from a distance contract without giving a reason within 14 days by sending an unequivocal statement by post to the Provider's address or by email to contact@leandoit.com. It is sufficient to send the statement before the deadline.
2. If the Consumer wants the paid service to begin before the end of the 14-day period, they must make a separate express request. If they then withdraw after performance has started, they pay only an amount proportionate to the service supplied before withdrawal, provided they were properly informed in advance.
3. The right to withdraw from a service contract expires only after full performance where performance began with the Consumer's prior express consent and acknowledgement that the right would be lost after full performance.
4. The description "non-refundable" in an Offer does not limit these rights or any other mandatory Consumer right.
5. Any refund due will be made within 14 days after receipt of an effective withdrawal statement, using the same payment method unless the Consumer agrees otherwise.

Optional model statement: "I hereby withdraw from the contract relating to Offer [code], entered into on [date]. Name, address, date."

11. Complaints

A complaint may be sent by email or post and should include the email address, Offer code, description of the issue, requested remedy, and available evidence. The Provider will acknowledge and respond to the complaint within 14 days. Failure to answer a Consumer complaint has the consequences prescribed by law. These Terms do not restrict statutory rights concerning conformity with the contract.

12. Source code and intellectual property

After full payment and acceptance, the Client receives the code and deliverables listed in the contract. An assignment of economic copyright takes effect only for the fields of exploitation, remuneration, and effective time stated in a separate agreement made in written form or an equivalent electronic form using qualified electronic signatures. An ordinary email reply does not assign copyright.

Open-source libraries, third-party components, tools, and Client materials remain governed by their respective licences and are not assigned by the Provider. Until an effective assignment takes place, the Client may use deliverables only under an express licence or for acceptance testing.

13. User obligations and content

A User must not provide unlawful content, content that infringes another person's rights, privacy, or confidential information, malicious code, authentication credentials, or unnecessary special-category data. The User must hold the necessary rights to materials supplied for the project. The Provider may block content or access where necessary to comply with law, protect security, or protect third parties.

14. Availability and liability

The Provider aims to keep the Service available but may carry out maintenance and does not guarantee uninterrupted operation of third-party email, AI, exchange-rate, or Stripe services. The Provider is not responsible for errors resulting from false or incomplete User input or for business decisions made solely on the basis of an indicative Estimate.

For a Client who is not a Consumer, to the extent permitted by law, the Provider's aggregate contractual liability is limited to the remuneration paid under the affected contract and excludes lost profits and indirect losses. This limitation does not apply to intentional harm or liability that cannot legally be excluded. Consumer rights are not limited.

15. Ending the service

The User may end the free service by closing the page; the session also ends when it expires or is consumed by an Estimate. The User may request data erasure subject to applicable law. The Provider may suspend access in the event of abuse, a security threat, or breach of these Terms. A paid contract ends under its terms and applicable law, and properly completed stages must be settled.

16. Data, confidentiality, and subcontractors

Data processing is described in the [Privacy Policy](#). Questionnaire content is sent to an external AI service, so the Client should provide only information necessary for the Estimate. Information expressly marked confidential will be used only to handle the enquiry and perform the contract, subject to necessary access by suppliers and subcontractors bound by appropriate protection obligations.

17. Changes to these Terms

Changes apply prospectively from their publication date. An existing contract remains governed by the version accepted when it was formed unless a change is required by law, benefits the Client, or is agreed by the parties. Material changes affecting an ongoing service will be supplied on a durable medium with any notice required by law.

18. Governing law and disputes

Polish law applies without depriving a Consumer of mandatory protection under the law of their habitual-residence country. The parties will first attempt to resolve a dispute through the complaint process. A Consumer may seek assistance from a municipal or district consumer ombudsman, the Polish Trade Inspection, or a competent alternative dispute-resolution entity. The Provider's participation in a specific out-of-court procedure requires a legal obligation or the Provider's consent. The European Union ODR platform was discontinued on 20 July 2025. Courts are determined by mandatory law; no Warsaw-only jurisdiction clause applies to Consumers.