Terms of use

Version 2.23 · Effective 24 October 2026 · Metarock Pty Ltd trading as DeStore Network · Byron Bay, NSW, Australia

> **In short:** DeStore makes QR codes and the pages they open, and keeps them in one place. Free codes need no account. Tracked codes and pages run on prepaid credit. Your content stays yours. If you sell through DeStore, the sale is between you and your buyer. These terms do not take away any rights you have under the Australian Consumer Law or the consumer laws where you live.

1. Who we are and what these terms cover

DeStore is run by Metarock Pty Ltd, trading as DeStore Network, of Byron Bay, New South Wales, Australia ("DeStore", "we", "us"). These terms are an agreement between you and us. They cover:

- the app at app.destore.network;
- the pages, QR codes, wallet passes and checkouts it hosts, on destore.network and its subdomains;
- DeStore's apps inside other products: **DeStore – Free QR** and **DeStore Link QR** in Canva, and DeStore Events in ChatGPT.

Together these are "the service". By using the service you agree to these terms and to our Privacy policy (destore.network/privacy). If you use the service for a business, you agree for that business, and you confirm you are allowed to.

2. Who can use DeStore

- You must be 18 or older to open an account. Anyone may scan a code or view a page.
- You may not use the service if the law where you are prohibits it, or if you are named on a sanctions list that applies to us.

3. Free codes, without an account

Without signing in, Free QR turns a link into a QR code that holds the link itself. DeStore does not store it and is not in the path when it is scanned, so it never expires and keeps working whatever happens to DeStore. It also cannot be changed or tracked after it is printed. You are responsible for where it points.

4. Your account

- Signing in creates a DeStore account for your business, with an account number and a web address (yourbrand.destore.network). Once set, the web address is locked; if you change it, the old one forwards to the new one and is never given to anyone else.
- Keep your sign-in secure. You are responsible for what is done in your account by you, your team and the apps and keys you connect to it. Tell us straight away if you think someone else has access.
- Give us accurate details and keep them up to date.

5. Tracked codes and pages

A code made while signed in points to a DeStore address, so you can change where it goes and see its scans. Tracked codes and published pages keep working while your account is open, including when your credit runs out. Unpublished previews expire after 7 days. A preview never shows or links to its destination until it is published, so DeStore cannot be used to host an unchecked link.

6. Credit, prices and refunds

- DeStore runs on prepaid credit in Australian dollars, GST included. Prices for publishing a code, keeping a page live, scans past the monthly free allowance, and AI use are shown in the app (Usage & Credits) and at destore.network/pricing.
- **Welcome credit** (A$10 for new accounts) is free, has no cash value and does not expire. A plan's **monthly allowance** resets on the 1st of each month and is not carried over. **Paid credit** (top-ups) does not expire.
- Free credit is used before paid credit. When your balance reaches zero, new work (such as publishing another code or an AI build) stops until you top up; live pages stay live and their ongoing charges may take the balance below zero.
- If you turn on automatic top-up, you authorise us to charge your saved card the amount you chose whenever your balance falls below your threshold. You can turn it off at any time in Usage & Credits.
- Plans renew monthly until cancelled. You can cancel at any time by emailing us; the plan runs to the end of the month already paid.
- **Refunds.** We refund unused paid credit if we close your account without cause, stop the service, or make a change that materially harms you and you close your account within 30 days of our notice. Paid credit is not otherwise refundable, except where the law requires it. Nothing in these terms limits a refund or remedy you are entitled to under the Australian Consumer Law or other consumer law that applies to you.
- **Colouring-in cartoons** preloaded on a QR code are bought from your credit when the code is made. Cartoons that are not used are not refunded or turned back into credit, except where the law requires it; a cartoon that is refused or fails is given back to the code. If you let families

buy more cartoons on the code's page, each one bought is charged to your credit at the usual cartoon price, even if that takes your balance below zero.

- We will give you at least 30 days' notice before a price goes up. A price rise does not apply to credit you have already bought.

7. Selling tickets and products

- If you sell through a DeStore page, the sale is between you and your buyer, and you are the seller. You are responsible for your event or product, its description and price, delivering it, refunds and complaints, and the taxes on your sales.
- Payments are taken by Stripe or Square on your own account, under their terms; the money goes to you, not through DeStore. You must follow Stripe's or Square's terms and the consumer law that applies to your sales.
- DeStore charges a fee on each sale, shown before you start selling (currently 1% of what the buyer pays), taken by Stripe or Square from the payment. Stripe's and Square's own fees are separate.
- Ticket check-in, ticket counts and wallet passes are tools to help you. You decide who gets in.
- Extra colouring-in cartoons sold to families on a code's page are your sale too, at the price you set, with DeStore's fee as above.

8. Your content

- Your pages, files, designs, words and pictures ("your content") stay yours. You give us a worldwide, non-exclusive, royalty-free licence to host, store, copy, show, adapt (for example, resize a picture or fit text to a phone) and send your content, only to run and improve the service for you and as these terms describe. The licence ends when your content is deleted, except for copies we must keep by law or in backups for a limited time.
- Published pages, logos you save to your brand, stamped documents and wallet passes are public: anyone with the link or code can see them.
- You confirm you have the rights to everything you upload, including logos, photos, music and other people's material, and that your content and pages follow the law, including consumer and advertising law.

Kids' colouring cartoons and storybooks: the grown-up's agreement

Before any photo is taken on a colouring code's camera page, a parent, guardian or carer agrees to these words by ticking a box on the page (a short summary is shown, and the full words open under it). The agreement is between them, the brand that handed out the code, and us:

1. They are 18 or over, and they are the parent, guardian or carer of every child under 18 whose drawing they photograph there, or they have that parent's or guardian's permission. They agree for themselves and on behalf of each of those children.
2. Photos are of drawings only. Never photograph a child or anyone else; a photo showing a person is refused.

3. They give the brand and DeStore permission to use each drawing they photograph, the cartoon made from it, the storybook it is part of, and any first name or nickname they type for "Illustrated by" or "Coloured in by": to make the cartoons and storybooks, to show them on DeStore's pages, and to share them publicly online, including on YouTube, social media and websites, and in the brand's and DeStore's promotion. This permission is free, worldwide and has no end date, but they can ask for it to be taken down (point 7).
4. The child keeps the copyright in their drawing. The permission above is a licence; the drawing is not given away.
5. Names are first names or nicknames only, never a full name, school, address or contact details. A name left empty is not shown.
6. Cartoons are made by AI (Grok, by xAI) and may not turn out as expected. The AI refuses a photo of a person or anything unsafe; no person looks at a cartoon before it is shown.
7. To take a drawing, cartoon or name down, email josiah@destore.network with the QR code's address (or a photo of it). We remove it from DeStore's pages within 7 days and ask the brand to remove it from anything they have posted. Copies others have already shared may stay online.
8. Ticking the box is their agreement. We keep the time, the version of these words and the code it was on as the record of the agreement, for 7 years.

If you hand out colouring codes, you share the drawings, cartoons, storybooks and names only as this agreement allows, you take down anything you posted when we pass on a request, and you can see when the terms were agreed for each of your codes from your account.

9. Acceptable use

Do not use the service to:

- phish, run scams, or collect sign-in, card or bank details under false pretences;
- impersonate another person or business, or mislead people about who you are;
- spread malware, or send people to sites that do;
- publish illegal, hateful, violent or sexually explicit content, or content that exploits children;
- infringe anyone's intellectual property, privacy or other rights;
- send spam, or overload, probe, reverse-engineer or get around the limits or security of the service;
- resell the service without our written agreement.

We may remove a page or code, or suspend an account, that breaks these rules or puts people at risk. Where we can do so safely, we will tell you why, and you can ask us to review the decision by emailing us. To report a page or code, see destore.network/support.

10. AI features

Clippy and DeStore's apps use AI services (currently xAI's Grok, Anthropic's Claude and OpenAI) to write pages, read photos and documents you give them, read events from designs, make pictures and speak replies. AI can be wrong or produce something similar to other people's work. Check every page before you publish it: you are responsible for what your published pages say. Do not give the AI anything you are not allowed to share. Pictures made by AI must not be presented as photographs of your real product.

11. Other services and connected apps

- When you use DeStore inside Canva or ChatGPT, their own terms also apply to your use of their products. We are not responsible for them.
- **Canva.** When you sign in from Free QR, DeStore creates a key in your account named "Canva · Free QR". Through it, the app can make and publish codes and screens (which uses your credit), list your collections, save QR styles, and save your brand's colours and logo. It cannot read your sales, your team or your buyers. You can disconnect it at any time under API Keys in the app.
- **Etsy.** When you connect your Etsy shop, DeStore reads its active listings to make the pages you choose, and keeps each page in step with its listing. Each page's Buy button goes to the listing on Etsy: the sale, its payment and its buyer stay with Etsy, under Etsy's terms. Pages are charged as any page you publish. DeStore uses the Etsy API but is not endorsed or certified by Etsy, Inc.
- **YouTube.** When you connect your YouTube channel, you sign in on Google's own page and allow DeStore to upload videos and read your channel's name. DeStore posts only the videos you choose to post, with the title, description and settings you give it; you are responsible for having the right to post them (for children's storybooks, the grown-up's agreement in section 8) and for marking children's videos as made for kids. Until Google has checked DeStore's app, YouTube keeps videos posted through it private. YouTube's Terms of Service apply to your channel and videos. You can disconnect at any time on the Connectors page, or remove DeStore's access in your Google account.
- Payments, wallet passes and sign-in rely on Stripe, Square, Apple, Google and thirdweb. Their terms apply to your use of them.

12. Our service and brand

The service, its software, templates, designs and the DeStore name and logo belong to us or our licensors. We give you a limited, non-transferable right to use the service under these terms. You may use templates for pages you make with DeStore. If you send us ideas or feedback, we may use them without owing you anything.

13. Availability and changes to the service

We work to keep DeStore running, but it may sometimes be unavailable, for example for maintenance or because a provider we rely on is down. We may change the service to improve it, keep it secure or follow the law. If we remove or materially reduce a paid feature you rely on, we will give you at least 30 days' notice, and section 6 explains your refund.

14. Ending your account

- You can close your account at any time by emailing us. Before it closes you can ask for a copy of your pages, codes and scan history.
- We may suspend or close an account that seriously or repeatedly breaks these terms, or where the law requires us to. Except where there is a risk of harm or a legal reason not to, we will give you notice and a chance to fix the problem first.
- When an account closes, its tracked codes stop opening their pages. Free codes made without an account keep working.

15. Consumer law

If you are a consumer or small business, you may have guarantees and rights under the Australian Consumer Law, or the law where you live, that cannot be excluded. Nothing in these terms excludes, restricts or changes them. Where the law lets us limit our liability for a failure to meet a guarantee for services that are not of a kind ordinarily acquired for personal use, our liability is limited to supplying the service again or paying for it to be supplied again.

16. Our liability

Subject to section 15 and to the extent the law allows:

- we are not liable for indirect or consequential loss, or for lost profits, revenue or data;
- our total liability to you in any 12 months is limited to the greater of the amount you paid us in that period and A$100.

These limits do not apply to liability that cannot be limited by law, including for death or personal injury caused by negligence, or for fraud.

17. Your responsibility to us

If someone makes a claim against us because of your content, your sales, or your breach of these terms or the law, you will cover our reasonable losses and costs from that claim, except to the extent we caused them.

18. Events beyond control

Neither of us is responsible for a delay or failure caused by something outside our reasonable control, such as a natural disaster, war, a major outage of the internet or of a provider, or

government action. The affected party will tell the other and do what it reasonably can to limit the effect.

19. Disputes

If you have a problem, email us first; most things can be fixed quickly. If we cannot resolve it within 30 days, either of us may take it further. This does not stop you going to a consumer protection agency, an ombudsman or a court at any time.

20. Changes to these terms

We may update these terms to reflect changes in the service or the law. We will give you at least 30 days' notice by email or in the app before a change that is material to you takes effect. If you do not agree, you can close your account before then and section 6 explains your refund. The date at the top shows the current version.

21. General

- **Notices.** We will send notices to the email address on your account. You can send notices to josiah@destore.network.
- **Transfer.** You may not transfer your account without our agreement. We may transfer these terms to a business that takes over the service, with notice to you; your rights under them do not change.
- **Whole agreement.** These terms, the Privacy policy and the prices shown in the app are the whole agreement between us about the service. If a part is unenforceable, the rest still applies. A delay in enforcing a term is not a waiver.
- **Law.** These terms are governed by the law of New South Wales, Australia, and the courts of New South Wales have jurisdiction. If you are a consumer living elsewhere, you also keep the protection of the mandatory law where you live and can bring proceedings there.

22. Holy Brew mugs bought from DeStore

Holy Brew is a mug printed with a name and its own QR code; each morning the code opens one Bible verse (King James Version) for that day. It is sold by DeStore itself, on DeStore's own shop (app.destore.network) and on Etsy. When you buy one, DeStore is the seller and these points apply with the rest of these terms:

- **Made for you.** Each mug is printed to order with the first name you give and its own new QR code, by our print partner (Printify and the printer it uses: in the United States for US addresses, in Australia for Australian addresses). The QR code in our listing photos is an example that anyone may scan; your mug gets its own.
- **Holy Brew stickers.** Holy Brew stickers are sold as a sheet of nine on DeStore's shop, posted to US addresses, and may be given by DeStore; each has its own QR code and no name. A sticker opens its own verse each morning for a year from its first scan, as a mug does (another

year can be bought the same way). After a few mornings its page offers to add the person's first name; giving it is optional, and a sticker's name is set once.

- **Price and delivery.** The price is shown before you pay, with delivery as shown (free delivery where it says so). Delivery times are estimates.
- **A year of verses.** A mug holds 365 verses, one a day, starting the morning it is first scanned. When the year is complete, its page offers another year (the price is shown there; currently A$9.95). Buying another year is optional; without it the page says the year is complete. We keep each mug's page working for the years paid; if we ever stop, we will refund the unused part of a paid year.
- **Returns.** Because each mug is personalised, we do not offer refunds for a change of mind. If your mug arrives damaged, faulty or not as described, email josiah@destore.network within 30 days of delivery with a photo, and we will replace it or refund it. This does not limit your rights under the Australian Consumer Law or other consumer law that applies to you.
- **Etsy orders.** A mug bought on Etsy is paid on Etsy, under Etsy's terms; the name, giver and theme come from Etsy's personalisation box, and we send the tracking back to Etsy.
- **Discount codes.** A code from a creator (section 23) takes its discount off the price before you pay. One code an order; codes have no cash value.

23. Referrals for creators

We invite some creators, such as YouTubers, to share a link or code for products DeStore sells (currently Holy Brew mugs on DeStore's own shop). If you join:

- **What you earn.** A share of what the buyer paid (currently 10%), after any discount and not counting delivery charges, for each paid order placed on DeStore's shop with your link or code. Orders on Etsy or other marketplaces are not counted, because they do not tell us who sent the buyer. Your share and your viewers' discount are shown on your page and can change with 30 days' notice; a change does not affect orders already placed.
- **When you are paid.** 14 days after the order (the refund window), to the Stripe account you set up from your page, through Stripe Connect; Stripe's Connected Account Agreement applies to that account. If an order is refunded, your share of it is cancelled or, if already paid, taken back from your Stripe account.
- **How you promote.** Tell your audience clearly that you earn from the link (as the ACCC, the US FTC and other regulators require), and make no false or misleading claims about the product. No spam, fake accounts, buying traffic in DeStore's name or using your own code for your own orders.
- **Taxes.** You are responsible for the taxes on what you earn.
- **Ending.** Either of us can end your part at any time. We may pause your code if these points are broken. Shares earned on orders before the end are still paid, unless they came from a breach of these points.

24. Memorial pages for partners

- A funeral home, cemetery, stonemason or similar business with a DeStore account (the partner) can make a memorial page for a family, with its own web address and QR code. Each page is charged once to the partner's credit when it is made (currently A$1 for each year it is hosted: 20, 50 or 100 years), and stays online for those years.
- The partner sets its own price to the family, makes or engraves anything printed, and is responsible for its sale to the family. The partner confirms it has the family's agreement to make the page.
- The family fills in the page from a private link, and decides when it is approved. They are responsible for having the right to share the photos, videos, words and recordings they add. Memorial pages are public: anyone with the address or code can view them.
- To have something on a memorial page changed or taken down, the family can change it from their link, or email josiah@destore.network; we may remove anything that breaks section 9.
- When a page's years end, it shows the person's name only.