

Pixel Takeaway Limited
1 Canada Sq, 37th
Floor, Canary Wharf,
London, E14 5AA,
United Kingdom

Grandma Knows: Website and Customer Terms and Conditions

Last Updated: 27 March 2026

Please read these terms carefully and make sure you understand them before creating an account or purchasing a subscription for Grandma Knows. If you sign up for or use Grandma Knows (“the Service”), you agree to be legally bound by this contract. You will be asked to agree to these terms before your order is confirmed.

Please note that certain terms are only applicable depending on whether you are a consumer customer (i.e., acting for purposes outside your trade, business, craft, or profession) or a non-consumer. Clause 14 limits our liability – please check you are happy with this before subscribing.

1. Introduction

We are Pixel Takeaway Limited (trading as Grandma Knows), UK-registered company no. 08705786, registered office at 1 Canada Sq, 37th Floor, Canary Wharf, London, E14 5AA, United Kingdom.

We own and operate the grandmaknows.com website. Our contact details are on the website. Please email us at team@grandmaknows.com if you have any questions about these terms.

By using our website or the Service, you agree to be bound by these terms and conditions. Please print or save these terms for future use.

These terms apply to use of our website and subscriptions purchased through it.

2. Changes to the terms and conditions

We may change these terms at any time by posting the revised version on our website. Please check our website from time to time. You will be bound by the revised

agreement if you continue to use our website or the Service following the effective date shown.

3. Our content

We cannot guarantee that any general information we make available on our website is accurate or up to date. You rely on it at your own risk.

4. Privacy

You acknowledge that we may process your personal data in accordance with the terms of our privacy policy. We process personal data in compliance with the UK GDPR and the Data Protection Act 2018. For details on how we collect, use, and safeguard your personal data, please review our privacy and GDPR policies.

5. Functioning of our website

We do not guarantee that our website or the Service will be uninterrupted or error-free. We are entitled, without notice and without liability, to suspend the website or Service for repair, maintenance, improvement, or other technical reason. We may also temporarily suspend access where necessary for security or legal compliance.

6. Third party websites

We may link to third party websites which may be of interest to you. We do not recommend or endorse, nor are we legally responsible for, those sites or the goods or services which they offer. You use such third-party sites at your own risk.

7. Subscriptions and our contract

Subscriptions for the Service can be purchased via our website. Please read and check your order carefully before submitting it.

When you create an account, you start with a free plan. Should you wish to upgrade – your subscription will automatically renew at the price stated in our price list per month (inclusive of VAT where applicable) unless you cancel before the renewal date. Payments are processed monthly in advance via Stripe.

By starting the Service immediately, you agree to immediate supply of the Service and acknowledge that if you are a consumer, you lose your statutory right to cancel under the 14-day cooling-off period once the Service has begun.

After you place an order, you will receive an email confirming it (Order Confirmation). This constitutes our acceptance and the contract between us.

If we cannot provide the Service, we will inform you and not process your order. If you have already paid, we will refund you in full.

8. Consumer rights

This clause only applies to consumer customers.

If you are a consumer, you have statutory rights under the UK Consumer Rights Act 2015 and related legislation. These rights include that digital content and services:

- must be supplied with reasonable care and skill
- must match the description given to you
- must be fit for the purposes for which digital services of that kind are normally supplied, and for any specific purpose you made known to us and we agreed to
- must be of satisfactory quality, taking into account any description, price, and other relevant factors

If the Service is faulty, not as described, or otherwise fails to meet these standards, please contact us. We will use reasonable efforts to repair or correct the issue. If the problem cannot be fixed within a reasonable time and without significant inconvenience, you may be entitled to a price reduction or refund in line with your legal rights.

Nothing in these terms affects your statutory rights.

9. Cancellations and refunds

Cancelling after payment has been taken will stop future billing, and your access will continue until the end of the paid month. We do not provide refunds for partial months unless required by law.

We may cancel your subscription if you breach these terms, misuse the Service, or fail to make payment when due.

10. Price and payment

The subscription price is displayed on our website, billed monthly in advance via Stripe. Prices may change from time to time, but changes will not affect any order you have already placed. We will give you at least 30 days' notice of any increase.

Payment is required to maintain access to the Service. If payment is not received, we may suspend or terminate your account.

11. Distribution of materials

We may provide templates, forms, documents, or other digital materials within the Service. These are for your internal business use only and may not be resold, redistributed, or used to provide services to third parties without our prior written consent.

12. Intellectual property rights

All trademarks, logos, content, software, graphics, images, and other materials used on this site or in the Service are our intellectual property or that of our partners or other users. You may view such material for your own business use only while you have an active subscription.

You may not otherwise use, sublicense, retrieve, display, modify, copy, print, sell, distribute, download, reverse engineer (unless permitted by law) or create derivative works from such material without our specific prior written consent.

You own the data you upload to the Service. You grant us a non-exclusive, royalty-free licence to store, process, and back up that data as needed to provide the Service.

13. Acceptable use

You must not use the Service:

- for any unlawful purpose or in breach of applicable laws and regulations
- to infringe the rights of others or to transmit infringing, defamatory, or offensive content
- to send spam or unsolicited communications
- to attempt to gain unauthorised access to the Service or related systems
- to introduce viruses or harmful code
- to share accounts with multiple unrelated users

We may suspend or terminate your account if we believe you have breached this acceptable use clause.

14. Liability

Nothing in this agreement limits or excludes our liability for death or personal injury caused by negligence, fraud, or anything which may not legally be excluded.

We do not accept responsibility for the accuracy of information entered by you into the Service. All outputs and reports generated by the Service are provided for your use and do not constitute professional advice.

We are not liable for:

- loss of profit, loss of business, loss of contract, business interruption, or loss of business opportunity
- loss or corruption of data (we recommend you keep your own backups)
- any loss or damage not reasonably foreseeable by both parties
- downtime caused by third-party providers or integrations

Except for liabilities we cannot limit or exclude, our total liability under these terms shall not exceed 12 months' subscription fees paid by you.

15. Complaints

If you have any complaints, please contact us via the contact details shown on our website or write to our address shown at the start of these terms.

16. Force majeure

Neither you nor we are liable for failure to perform or delay in performing any obligation (excluding payment) under this agreement if the failure or delay is caused by circumstances beyond your or our reasonable control, including strikes, lockouts, breakdown of systems, flood, fire, epidemics or pandemics, or telecommunications failures.

17. Governing law and jurisdiction

If you are a consumer, these terms are governed by English law. This means our contract and any dispute or claim arising out of or in connection with it will be governed by English law, and you and we both agree that the English courts will have non-exclusive jurisdiction. If you live in Northern Ireland you may also bring proceedings in Northern Ireland, and if you live in Scotland you may also bring proceedings in Scotland.

If you are a non-consumer, our contract and any dispute or claim will be governed by the laws of England and Wales, and the courts of London, England will have exclusive jurisdiction.

18. General

We may send all notices under this agreement by email to the most recent email address you have supplied to us.

Headings are for information only. Any failure to enforce a right is not a waiver of it. If any part of this agreement is ineffective, it will be replaced with a valid provision achieving the same aim, and the rest will continue to apply.

A person who is not a party to this agreement has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement.

These terms constitute the entire agreement between us regarding the Service and supersede any previous communications or agreements.