Terms of Use

Effective date: 3 November 2026.

These terms govern your use of the Jalees app and website. By using Jalees you agree to them; they are read together with the Privacy Policy.

Who we are

Jalees is a product operated by Elementum Company For Technologies, a Saudi limited liability company, Unified National Number 7054945469.

Saudi Arabia

Corporate website: elementum.com.sa. Contact for support or content rights: jalees_support@elementum.com.sa.

"We" means Elementum Company For Technologies as the operator, and "you" means the parent or guardian using Jalees with their children.

What Jalees offers

Illustrated Arabic stories with vowelled text, narration, word meanings and optional questions at the end of each story, for reading with children. The app's interface is in Arabic or English; the stories, their word meanings and their narration are in Arabic.

The website offers story demos without an account, a signed-in family library according to its subscription access, reading, quizzes and favourites. Website favourites are saved to the family account. Website reading and quizzes are practice only: they are not saved as a child’s progress or synced with the app’s reading history and answers.

Which stories open in the app:

- For everyone, with or without a family account: free stories in full, and they stay so.
- With a family account, which is free to create: reading places and finished books follow each child across the family’s devices, and a parent can start the trial or buy a subscription. An account alone adds no extra free stories.
- With a subscription or active family trial: the published subscription library opens, including stories released later.

The free stories come with the app. Stories opened by a trial or subscription download from our servers when first opened on a device and can be read offline within the verified access period. Trial access never extends past its end, even if files remain on the device; subscription access details are in "App-store subscriptions".

The app shows what opens each story. A subscription and its trial open the same released library; additions require no separate purchase. We may add or revise stories, or withdraw one for corrections, rights or legal reasons, with notice of material changes and any remedies required by law. We do not promise a fixed number of additions or a regular publishing schedule.

We review stories before publishing them; if you see something that needs correcting, tell us with "Report a problem".

The family account

- The family account belongs to a parent or guardian with legal capacity to contract under applicable law. Children may not create accounts; they use the app under their family's supervision.
- In the app, you sign in with a code sent by email or on WhatsApp to the phone number linked to the account, with an optional email password, or with an Apple account where the app for iPhone and iPad offers it. You are responsible for that sign-in method, for the parent PIN you choose in the app, and for opening the parent area with a fingerprint or face saved on a device, if you turn that on for it, since any fingerprint or face saved on that device then opens it.
- Website sign-in uses a code sent by email or on WhatsApp to a number linked to the account. You can create an account with a verified email alone; adding WhatsApp is optional. If you start with WhatsApp, add your email after confirming the number, then verify the email now or later in Account details. Use the same verified email or linked number in the app. To add a number to an existing account, sign in to that account first; an unlinked number or different email may create a separate account.
- In the app, an account holds up to 12 children and works on every device of the family that signs in to it.
- You can delete the account at any time from the parent area, as the Privacy Policy explains.

Free stories and the family trial

The same 5 free stories remain available to everyone, with or without an account, on the website and in the app, including after a trial or subscription ends.

An eligible parent can press Start free trial in the family account to open every published story for 14 days from the server-set start time. There is one trial for the family account, shared across the website, Android, iPhone and iPad with that account. No card, payment or automatic renewal is created, and it does not turn into a subscription.

A confirmed email address is required before starting the trial, including for accounts that sign in on WhatsApp. The trial begins only when you choose Start after confirmation. Paying on the website also requires a confirmed email for payment confirmations.

A trial cannot start while a subscription or other access is active, or a payment is unsettled. Existing subscriptions and store trials already in progress keep their terms. Signing in again, reinstalling, or deleting and recreating an account with the same verified email does not grant another trial.

When subscription during the trial is offered on the website, you can review the price, plan and any valid promotion, then choose to pay now with a separate purchase. Your full paid subscription term starts immediately after successful payment and permanently replaces your unused trial days; those days are not added to the subscription or restored after a refund. Reviewing a quote, starting a checkout or an unsuccessful payment does not end the trial. You may keep using the trial without buying. At its end, free stories and saved app reading progress remain; other stories, including downloaded stories, lock with no paid-renewal grace period. You may also subscribe directly without starting a trial. App Store and Google Play purchases keep their store options and terms.

Website subscriptions

Website subscriptions are optional and require a family account. Choose an available monthly or yearly plan. Checkout shows the final price in Saudi riyals and the plan duration before confirmation. When you choose a paid subscription, the first charge is immediate on purchase confirmation and the plan renews automatically until cancelled with the parent’s consent. The family trial is separate, with no card, payment or automatic renewal; it does not become a subscription. When offered on the website, paying during the trial starts the full paid term immediately after successful payment and permanently replaces unused trial days, which are not restored after a refund.

By expressly consenting to renewal at checkout, you authorise Jalees to charge the plan automatically through our payment provider at the end of each period until cancelled. The browser submits the card-entry form directly to the payment provider; the card number and CVC never reach the Jalees server or our stored records. Our server keeps an encrypted payment token from the payment provider to process renewals. The parent dashboard shows subscription status, the renewal date and payment history.

Cancel website renewal in the parent dashboard. Cancellation stops future charges and keeps story access through the paid period; cancellation is not a refund request. For a website payment refund request, contact jalees_support@elementum.com.sa with the payment reference. Requests are considered under your applicable consumer rights. If renewal payment fails, paid access may end after the paid period unless payment succeeds.

A website subscription is linked to one family account, with access on the website and in the app when signed in to that same account. A subscription bought from an app store is managed and cancelled in that store; the website parent dashboard does not cancel it.

App-store subscriptions

The subscription is optional. The following purchase, trial, renewal, cancellation and refund provisions apply to App Store and Google Play subscriptions; offline reading provisions apply to the app:

- The Jalees subscription is one subscription for the family: it opens the released subscription library for every child in the family account, on every device signed in to the account.
- It needs a family account and is bought in the app behind the parent gate through the App Store or Google Play. A new purchase starts charging when confirmed; new purchases are unavailable during the family trial. The price, currency and period (monthly or yearly) are as the store shows them before confirmation, including applicable taxes such as VAT.
- Store trials started before the family-trial model continue under the store terms you accepted, including conversion to a paid renewing plan unless cancelled by the store’s deadline. The new family trial described in its section creates no subscription and does not renew.
- Automatic renewal: the subscription renews automatically at the end of each period at the price the store then shows, unless it is cancelled before renewal by the time the store sets (on the App Store, at least 24 hours before the end of the period, and the renewal is charged within the 24 hours before it ends).
- Cancelling: in the store's subscription settings, which "Manage subscription" on the subscription page also opens. On iPhone and iPad: Settings, then your name, then Subscriptions. On Google Play: your profile picture, then Payments & subscriptions, then Subscriptions. Cancellation takes effect at the end of the current period, paid or trial, and stories stay open until it ends, as the store reports it to us.
- Deleting the app or your Jalees account does not cancel the subscription with the store.
- Refunds are handled by the store under its policies (for the App Store, by asking Apple). This does not affect the rights that consumer protection law in your country gives you and that cannot be waived.
- Family Sharing: the subscription is not offered through the App Store's Family Sharing; the family shares it through its Jalees account, on every device signed in to it. One subscription is linked to one family account only.
- Price changes: the store tells you before any increase and may ask for your consent under its rules, and a change applies only from a later period.
- Reading offline: downloaded subscription stories read without a connection as long as the app has confirmed with our server within the last 30 days that the subscription is active, without extending the verified period end, as the app last learned it. After that, or if the device's clock is set back, the subscription stories wait for one connection so that the app can check the subscription. The stories anyone reads without an account always stay open.
- When a subscription ends, the children's reading is not deleted: positions, finished stories and answers remain, and the stories the subscription opened are locked again. When our server answers that the subscription has ended, the app removes those downloaded to the device at

once. If the app locked them while offline, they stay on the device, locked, for at least 30 days from when it locked them, and the app removes them the first time it starts after that; if the subscription is confirmed before they are removed, they open again without a new download. If the subscription returns after they are removed, the stories download again when opened.

Permitted use

Jalees is for personal, family, non-commercial use. You may not:

- copy stories, illustrations or narration beyond what the app and applicable law permit, or republish, sell or make them available to others without permission;
- get around what opens, or try to reach another family's data or our servers other than through the app or website;
- send abusive or disruptive reports, or too many of them (the app accepts 10 reports a day for each family).

Intellectual property

Elementum Company For Technologies reserves its rights in original Jalees productions, including story authorship and editing, illustrations and recordings it owns, and product design and software, to the extent those rights arise under applicable law. Licensed materials, fonts and components remain subject to their owners' rights and licences.

We grant you a limited, personal, non-exclusive, non-transferable licence to use Jalees and read the stories made available to you on the website and in the app, including copies the app permits you to download onto your family's devices for reading inside it. A subscription or download grants access, not ownership of the content.

You may not republish, distribute, sell or commercially reuse stories, illustrations or narration without written permission, except as applicable law permits. Local copies created by the app for permitted reading do not breach this clause.

We do not acquire ownership of children's names or family data; the Privacy Policy governs their processing and your rights. For permission requests or rights concerns: jalees_support@elementum.com.sa.

Availability

Website reading, favourites, account management and payment need an internet connection. The website does not save a child’s reading progress or sync quiz answers with the app. Offline reading provisions apply to the app.

We work to keep Jalees available and correct, but we do not promise that it will be free of interruptions or errors. Some features need an internet connection, such as sign-in, sync and the subscription, opening one of the family account's or the subscription's stories for the first time on

each device, which downloads it, and checking the subscription at least once every 30 days so that its stories stay open offline.

Jalees is offered in Saudi Arabia and other countries, and we may add countries or stop offering it in some. You are responsible for using it in line with your country's laws.

These terms do not exclude liability that cannot lawfully be excluded, or reduce mandatory consumer, privacy or compensation rights. Liability is determined under applicable law; using the app does not give us a blanket exemption.

Ending an account

You may stop using Jalees and delete the account at any time. We may suspend or close an account for a serious breach of these terms, after telling you when we can.

Governing law

These terms are governed by Saudi law. You can contact us first to resolve a concern, and retain the right to approach competent authorities and courts under applicable law. If you live in another country, these terms do not reduce the mandatory consumer protections of that country.

If you downloaded the app from the App Store, Apple's standard Licensed Application End User License Agreement, published at www.apple.com/legal/internet-services/itunes/dev/stdeula/, also applies.

Changes to these terms

If we change these terms, we will publish the new version here with its effective date, and tell you in the app or website before any material change.

Contact

Elementum Company For Technologies

Saudi Arabia

For support, permission to reuse content or a rights concern: jalees_support@elementum.com.sa. Corporate website: elementum.com.sa.