Terms & Conditions

Effective Date: July 26, 2025
Last Updated: July 26, 2025

1. Agreement to Terms

By accessing and using NileByte's website (nilebyte.info) and services, you agree to be bound by these Terms & Conditions ("Terms"). If you do not agree to these Terms, please do not use our services.

2. About NileByte

NileByte is an AI automation agency specializing in AI-powered solutions including voice agents, chatbots, social media automation, smart development, and custom workflow automations. We are located in Cairo, Egypt.

3. Services Description

3.1 AI Voice Agents

Intelligent voice assistants for handling calls, lead qualification, appointment booking, and customer support with natural speech recognition.

3.2 AI Chatbots

Conversational bots for website engagement, customer inquiries, lead capture, and multi-platform support.

3.3 AI Social Media Agents

Automated social media management including DM responses, comment engagement, and brand presence maintenance.

3.4 Smart Development

AI-enhanced websites and applications with adaptive user experiences and intelligent optimization.

3.5 AI-Driven Automations

Custom workflow automation solutions for business operations, data processing, and productivity enhancement.

4. Service Agreement and Implementation

4.1 Project Scope

Each project begins with a consultation to define scope, requirements, and deliverables. A separate service agreement will outline specific project details, timelines, and costs.

4.2 Implementation Timeline

Implementation timelines vary based on project complexity and will be specified in your service agreement. We strive to deliver solutions efficiently while maintaining quality standards.

4.3 Client Responsibilities

You agree to:

- Provide necessary access, information, and resources for implementation
- Respond promptly to requests for feedback and approvals
- Ensure data provided is accurate and legally obtained
- Comply with all applicable laws and regulations

5. Payment Terms

5.1 Pricing

Service pricing is provided in individual quotes and service agreements. All prices are in USD unless otherwise specified.

5.2 Payment Schedule

Payment terms will be specified in your service agreement. Typical arrangements include:

- Initial deposit upon agreement signing
- Milestone payments during development
- Final payment upon project completion

5.3 Late Payments

Late payments may result in service suspension and additional fees as specified in your service agreement.

6. Intellectual Property

6.1 Client Data and Content

You retain ownership of all data, content, and materials provided to us. We obtain a limited license to use such materials solely for providing our services.

6.2 Custom Solutions

Upon full payment, you receive ownership rights to custom AI solutions developed specifically for your business, excluding our proprietary methodologies and frameworks.

6.3 Third-Party Tools

Some solutions may incorporate third-party tools or platforms subject to their respective terms and licenses.

7. Data Protection and Privacy

7.1 Data Handling

We implement appropriate security measures to protect client data. Our data handling practices are detailed in our Privacy Policy.

7.2 Confidentiality

We maintain strict confidentiality regarding your business information and will not disclose proprietary information to third parties without your consent.

8. Service Availability and Support

8.1 System Availability

While we strive for maximum uptime, we cannot guarantee 100% availability of AI systems due to factors including maintenance, updates, and third-party dependencies.

8.2 Support Services

Post-implementation support terms are specified in individual service agreements and may include technical support, monitoring, and maintenance services.

9. Limitations of Liability

9.1 Service Limitations

AI systems are subject to technological limitations and may not perform perfectly in all scenarios. We provide solutions based on current AI capabilities and best practices.

9.2 Liability Cap

Our total liability for any claims related to our services shall not exceed the total amount paid by you for the specific service giving rise to the claim.

9.3 Excluded Damages

We are not liable for indirect, consequential, special, or punitive damages, including but not limited to lost profits or business interruption.

10. Warranties and Disclaimers

10.1 Service Warranty

We warrant that our services will be performed with reasonable care and skill consistent with industry standards.

10.2 Disclaimer

EXCEPT AS EXPRESSLY STATED, OUR SERVICES ARE PROVIDED "AS IS" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED.

11. Termination

11.1 Termination by Either Party

Either party may terminate ongoing services with written notice as specified in the service agreement.

11.2 Effect of Termination

Upon termination, you remain liable for payments due for services rendered, and we will provide deliverables completed to the termination date.

12. Compliance and Legal

12.1 Regulatory Compliance

Our AI solutions are designed to comply with applicable data protection and privacy regulations. Clients are responsible for ensuring their use of our solutions complies with their local laws.

12.2 Prohibited Uses

You agree not to use our services for:

- Illegal activities or purposes
- Harassment, spam, or malicious communications
- Violating third-party rights
- Distributing harmful or malicious content

13. Modifications to Terms

We reserve the right to modify these Terms at any time. Updated Terms will be posted on our website with the effective date. Continued use of our services constitutes acceptance of modified Terms.

14. Governing Law

These Terms are governed by the laws of Egypt. Any disputes will be resolved through arbitration in Cairo, Egypt, or courts of competent jurisdiction.

15. Contact Information

For questions about these Terms, contact us:

Email: support@nilebyte.info
Phone: +20 1022053999
Address: Cairo, Egypt

16. Severability

If any provision of these Terms is found unenforceable, the remaining provisions will continue in full force and effect.

17. Entire Agreement

These Terms, together with your service agreement and our Privacy Policy, constitute the entire agreement between you and NileByte regarding our services.

By using NileByte's services, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions.