

## **Artificial Intelligence Applications World (AIWA) LLC**

### **Terms and Conditions**

#### **1. Contractual relationship**

These conditions govern the assets of individuals in Egypt using the applications, websites, contents, products, and services provided by the Artificial Intelligence Applications World Company (AIWA) LLC, a limited liability company established in the Arab Republic of Egypt and registered with the Commercial Investment Registry under No. 150750 Limited Liability - Public Center

Please read these terms carefully before obtaining or using the Services. Your access to and use of the Services constitutes your agreement to be bound by these Terms, which establishes a contractual relationship between you and AIWA. If you do not agree to these terms, you may not obtain or use the services. These conditions specifically supersede any prior agreements or arrangements entered with you. Provided that you comply with the law, AIWA may terminate these terms or any of the services that concern you immediately or in general, suspend the offer of services or prevent access to them or any part of them at any time for any reason.

Some supplementary conditions may apply to certain services, such as policies related to a specific event, activity, or promotional campaign, and these supplementary terms related to the services provided will be disclosed to you. The supplementary terms are added to the conditions for the purposes of the services provided and are considered part of them. The supplementary terms prevail over these conditions in the event of conflict about the services provided.

AIWA may amend the terms related to the services from time to time. The amendments will take effect when AIWA publishes these updated terms on this website or publishes the revised policies or supplementary terms related to the service provided. Your continued access to or use of the Services after this publication constitutes your agreement to be bound by the terms as amended. We collect and use personal data in relation to the services in accordance with what is stated in the AIWA Privacy Policy, which can be found at the following link: <https://www.aiwagroup.org>.

You confirm According to these terms and conditions, you have read and accepted the AIWA Privacy Policy and expressly agree that AIWA provide the necessary information (including your contact information) to the claims settlement companies or insurance companies in the event of a complaint, dispute or disagreement which may include an incident that occurs Between you and the service provider where this information or data is necessary for the settlement of the complaint, dispute, or dispute.

#### **2. Services:**

The services constitute a technical platform that enables users of AIWA mobile applications or websites that are available as part of the services (each of which is referred to as "the application) to arrange and schedule services with independent third parties providing these services. Services are provided for your personal use only if AIWA agrees to Otherwise, in a separate written

agreement with you, you acknowledge that AIWA does not provide services or acts as a service company and that all services are provided by independent external service providers who do not work for AIWA.

**3. license:**

AIWA Corporation grants you, provided you comply with these terms, a limited, non-exclusive license that cannot be sublicensed and cannot be transferred to another person and is revocable, for:

First: - Accessing and using applications on your personal device in connection with your use of the services only.

Secondly: - Accessing any of the content, information and related materials that may be provided through the services and their use, and in all these cases the use is personal and non-commercial.

AIWA Corporation and its licensors reserve any rights not expressly granted in these Terms.

**4. Restrictions:**

You are not entitled to: -

First: - Remove any of the copyright, trademarks, or other proprietary notices from any part of the services; or)

Second: - Reproduction of services, modification, preparation, distribution, licensing, leasing, sale, resale, transfer of ownership, public display, public performance, broadcasting, circulation, publication, or exploitation of works derived from them, except as explicitly permitted by AIWA.

Or third: - tampering with, reverse engineering, or dismantling their codes, except as permitted by applicable laws.

Or Fourth: - Establishing a link to any part of the services, preparing identical copies of them, or framing them.

Or Fifth: - Creating or causing the creation of any programs or scripts for the purpose of disposing, indexing, deleting, or otherwise exploiting any part of the services, or unduly burdening or hindering the work and / or function of any aspect of the services.

Or Sixth: - Attempting to enter unauthorized access to the services or to destroy any of its aspects or any of the systems and networks related to it.

**5. Provide services: -**

We acknowledge that parts of the services may be made available under the different brands of AIWA or the ordering options associated with any of the services, including without limitation the types of services currently referred to and available on the AIWA app.

**6. Third-party services and content:**

Services may be provided or accessed in conjunction with third-party services and content (including advertising) that are not controlled by AIWA. You acknowledge that different terms of use and privacy policies may apply to your use of third-party services and content. AIWA does not endorse the third-party services and content. Under no circumstances shall you be liable for any of the products or services of external service providers. In addition, Apple, Google, Microsoft Corporation, BlackBerry Limited and / or their respective subsidiaries and international subsidiaries are external beneficiaries of this contract if you access Services using applications specially designed for Apple iOS, Android, Microsoft Windows, or Blackberry mobile devices, respectively. External beneficiaries are parties to this contract and are not responsible for providing services or supporting them in any way. Your access to services using these devices is subject to the conditions stipulated in the applicable terms of service for the external beneficiary.

**7. Ownership: -**

The services and all rights related to it remain the property of AIWA or its licensing neighborhood. Neither these conditions nor your use of the services grants you any of these rights: First: - In or in connection with the services, other than the limited license granted above; Or secondly: - to use or refer in any way to company names, logos, product and service names, trademarks, or service marks of AIWA Corporation or those of its licensors.

**8. User accounts:**

To use most aspects of the services, you must register in order to obtain and maintain an effective personal account for user services, and you must be at least 16 years old or be of legal majority in your jurisdiction (if different from 16) in order for you to Obtain an account. Account registration requires you to submit certain personal information to AIWA such as your name, address, mobile phone number and your age, in addition to at least one correct payment method (either a credit card or an acceptable payment partner). You agree on your part to record

accurate, complete, and up-to-date information in your account and maintain Your failure to maintain accurate, complete, and up-to-date information in your account, including setting an invalid or expired payment method, may result in your inability to access the services or your use of them or terminate AIWA these terms with you. You bear responsibility for all activities Which is conducted in the name of your account, and you also agree to always maintain the security and confidentiality of the username and password for your account. You are not entitled to have more than one account unless AIWA allows you in writing otherwise.

**9. User requirements and behavior: -**

Clause of requirements for registering service providers in the case of providing regular services that do not require additional certificates, such as a health certificate, requirements:

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- 1- National ID.
- 2- A commercial register for companies and institutions only
- 3- Criminal Record Certificate (for individuals)
- 4- Health certificate (for related services such as the cook - the worker)
- 5- Any other certificates according to the type of service.

The Service is not available for use by persons under the age of 16. You are not entitled to delegate the use of your account to external parties, and you cannot allow persons under 16 years of age to obtain transportation and logistics services from external service providers unless they are with you. You may not assign your account or transfer its ownership to any other person or entity. You agree on your part to comply with all applicable laws when using the services, and you may only use them for legal purposes (for example, not transferring illegal or dangerous materials). You may not, when using the services, cause harm, inconvenience, harassment, or property damage, either to external service providers or to any other parties. In some cases, you may be required to provide proof of identity to access or use the services, and you agree However, you may be prevented from accessing or using the services if you refuse to provide proof of identity.

**10. Text messages: -**

Once the account is created, you agree that the services may send you some informational text messages as part of the normal business context for your use of the services. You have the right to refuse to receive text messages from AIWA at any time by following the instructions on the following page. <http://www.aiwagroup.org>. You acknowledge that you have refused to receive Text messaging may affect your use of the services.

**11. Promotional codes**

AIWA may, in its absolute discretion, create promotional codes that may be redeemable and added to the account or other benefits or benefits related to services and services of external service providers, subject to any additional conditions that Uber places based on each promotional code ("promotional codes.") You agree. On your part, the promotional codes:

First: - They must be used for the public and the target purpose in a legal manner; and

Secondly: - They may not be copied, sold, or transferred in any way or made available to the public (whether published on a public form or otherwise), unless you allow it

Third: - It may be disabled by AIWA at any time and for any reason without assuming any legal liability.

Fourth: - It can only be used in accordance with the special conditions set by AIWA for each promotional code.

Fifth: - It is not suitable for cash payment; Sixth: - It can be terminated before you use it. AIWA reserves the right to withdraw or deduct added credits or other benefits or benefits obtained with promotional codes by you or by any other user if AIWA determines or believes that the use or refund Icons The promotional code was wrong, fraudulent, or illegal, or it violated the terms of the applicable promotional codes or these terms.

## **12. User provided content.**

AIWA Corporation has the right, in its absolute discretion, to allow you from time to time to submit, upload, post, or otherwise provide textual, audio, and / or visual content and information to AIWA through the services, including comments and feedback related to the services, and to create support requests and providing inputs for competitions and promotions “(User Content.)” Any user-generated content that you provide remains your property. However, once you submit user-generated content to AIWA, you grant it a global, permanent, and irrevocable license. Transferring its ownership and devoid of privileges, besides the right to sub-license the user’s content, use it, copy it, modify it, create derivative works from it, distribute it, display it publicly, perform it publicly and exploit it in any other way in all forms and distribution channels that are currently known or that are developed later) including in relation to Of AIWA services and businesses as well as third-party sites and services (without sending you additional notifications or obtaining consent from you and without the need to pay you or any other person or entity. You undertake and warrant that:

(1) you are either the exclusive and sole owner of all user content or that you have all rights and possess all licenses, approvals, and exemptions necessary to grant a license to AIWA using user content as set forth above; and

(2) that user content does not cause Neither your submission, uploading, or publishing of this content or providing it in any other way, nor AIWA's use of user content in violation, misappropriation, or violation of any of the intellectual property rights, private rights, copyright, or privacy of a third party and does not lead to a breach of any applicable laws or regulations Out.

You agree not to submit any defamatory, defamatory, hateful, violent, obscene, pornographic, illegal, or offensive user content in any other way, as determined by AIWA in its absolute discretion, whether this material is protected by law or not. AIWA may review, monitor, or remove

user content at its absolute discretion at any time for any reason without notifying you, but it is not obligated to do so.

**13. Access to the network and devices: -**

It is your responsibility to obtain the necessary network access data to use the services. The rates and charges for data and messages that apply to the mobile network that you subscribe to may apply to you if you access or use the services from a wireless device and you are responsible for these prices and fees. You are responsible for possessing and updating the appropriate equipment or devices that are necessary to access services, applications, and any It does not guarantee that the services, or any part thereof, will operate on any specific equipment or devices. In addition, the services may suffer from disruptions and delays inherent in the use of the Internet and electronic communications.

**14. Payment**

You understand that using the services may result in fees being charged to you in exchange for services or goods that you obtain from an external service provider ("fees.") After you receive the services or goods obtained through your use of the service, you expressly agree under these terms and conditions that AIWA Or its collection agent contracted for this purpose will facilitate the payment of applicable fees on behalf of the external service provider in its capacity as the limited payment collection agent of the external service provider. Payment of fees in this way is as effective as if the payments were made directly by you to the external service provider. The fees will include applicable taxes as provided by law, without prejudice to applicable laws and regulations, all fees you pay are final and non-refundable, unless AIWA specifies otherwise. You reserve the right to request a fee reduction from an external service provider in exchange for the services and goods you received from them at the time you received Accordingly, AIWA will respond to any request from any external service provider to amend fees for a specific service or good.

All fees are due with immediate effect and the payment process is facilitated through AIWA using your preferred payment method specified in your account, after which AIWA or its agent with the collection contracted for this purpose will send you a receipt via email. If the primary payment method that you set in your account is expired, invalid, or cannot be paid through, you agree that AIWA company or its contracted collection agent for this purpose, as a limited payment collection agent for the external service provider, may use the secondary payment method. In your account, if any. As agreed, between you and AIWA, and without prejudice to applicable laws and regulations, AIWA reserves the right to create, cancel and / or review fees for any or all of the services or goods obtained through the use of the services at any time at AIWA's discretion. The absolute. Further, you acknowledge and accept that the fees applicable in certain geographical areas may be greatly increased during times of high demand. AIWA will make reasonable efforts to notify you of the fees that may apply to you provide that you are responsible for the fees incurred in your account, regardless of your knowledge of them or the amounts related to that account. AIWA may from time to time provide some users with promotional offers and discounts that may result in varying amounts to be paid for the same services or goods or for similar services

and goods while using the services and you agree on your part not to have these promotional offers and discounts - unless You also have access to - a relationship with your use of services or fees charged to you. You may choose to cancel your request for services or goods provided by an external service provider at any time prior to the arrival of the external service provider, since in the event of his arrival you may be required to pay a cancellation fee.

This payment structure aims to fully compensate the external service provider for services and goods provided. Except for the taxi services requested through the app, AIWA does not allocate any portion of your gratuity or tip payments to the outside service provider. Any statement that AIWA makes (on its website, app, or marketing materials for AIWA) that tips are "voluntary" and / or "not required" and / or "included" in payments it makes for services or goods provided is not intended to imply. Until AIWA provides any additional payments to the external service provider other than the amounts indicated above. You understand and agree that while you are free to make additional payments as a tip to any external service provider who provides you with services and goods through the service, you are not obligated to do so. Tips are paid voluntarily. After you have obtained services and goods through the service, you will have the opportunity to evaluate your experience and provide additional feedback about the external service provider. Our fees 10% per transaction and subject to be change as per AIWA policy.

#### **15. Contract Fees**

AIWA has determined the value of the contract for using its platform to conduct commercial operations and provide services at a fee of 10% of each transaction, and also the AIWA has the right to review the contracting fees from one period to another and change them as appropriate, and according to the acceptance of the other party to register in the electronic application, he agreed to all Terms and conditions and contractual fees.

#### **16. Disclaimer; Liability limits; Compensation:**

##### **1. Disclaimers:**

Services are provided "as is" and "as available". AIWA disclaims all liability for all express, implied, or legislative representations and undertakings that are not expressly stated in these terms, including implied representations of merchantability, fitness for a particular purpose, and non-violation. In addition, AIWA does not make any representations, pledges, or guarantees regarding the reliability, timeliness, quality, suitability, or availability of services or any of them or the goods required during the use of these services or regarding the uninterrupted or error-free services. AIWA does not guarantee the quality, suitability, safety, or ability of service providers. You agree that the entire risks arising from your use of the services, or any services or goods requested in connection with this use remain solely for you to the maximum extent permitted under applicable law.

##### **2. Limitation of Liability:**

AIWA will not be liable for indirect, incidental, special, warning, punitive, or consequential damages, including loss of profits, loss of data, personal injury, or property damage associated with or in any way arising from the use of the services, even if AIWA is informed of the possibility of such damages. AIWA will not be liable for any damages, liabilities or losses arising from

(1): your use of the services, your reliance on them, or your inability to access or use the services;  
Or

(2) any commercial transaction or relationship between you and any outside service provider, even if AIWA has been informed of the possibility of such damages. AIWA will not be responsible for delays or breaches of performance arising from causes outside of AIWA's reasonable control. Services who provide these required services through some types of services may provide peer-to-peer sharing services, and they may not be professionally licensed or authorized. You may not in any way override AIWA College's liability to you in relation to the services for all the damages, losses, and the cause of the lawsuit, five hundred pounds (500 pounds).

You may use AIWA services to request and schedule services by external service providers, but you agree not to assume AIWA responsibility or liability towards you regarding any of the services provided to you by external service providers except as explicitly stated in these terms. The limitation of liability and disclaimer provisions in Section 5 do not understand the limitation of liability or the substitution of your rights as a customer which cannot be excluded under applicable law.

3. Compensation:

You agree to indemnify and hold AIWA, its officials, directors, employees, and agents of liability for all claims, demands, losses, liabilities, and expenses (including attorneys' fees) that arise out of or in connection with the following:

(1) Your use of services, services or goods obtained through the use of the services, Or

(2) your breach or violation of any of these terms.

(3) AIWA use of your user content; or

(4) your violation of the rights of any third party, including third party service provider.

**17. Governing law; Arbitration:**

1. Law Governing Conditions. Except as stipulated in these terms, these conditions are subject to the laws of the Arab Republic of Egypt alone and shall be construed in accordance with them. The Vienna Convention on Contracts for the International Sale of Goods of 1980 (CISG) does not apply to these conditions and is subject to the provisions of the Egyptian Civil Law, Trade Law, and Intellectual Property Protection Law No. 82 of 2002 and is interpreted in accordance with it.

2. Arbitration Agreement. Except as stipulated in this arbitration agreement, this agreement shall be subject to the laws of the Arab Republic of Egypt alone and shall be interpreted in accordance with it, with exception of its conflict of laws rules. The Vienna Convention on Contracts for the International Sale of Goods 1980 (CISG) does not apply to these terms. Any disputes, disputes, claims, or discounts arising from or related to these services or these terms, including those related to their validity, interpretation, and enforcement (i.e., "dispute") must initially be resolved compulsorily through the settlement procedures under the rules of the Cairo Regional Center. For International Commercial Arbitration "(the rules of



the Cairo Regional Center for International Commercial Arbitration”). If the dispute is not settled within sixty (60) days of submitting a request to settle the dispute under the Cairo Regional Center for International Commercial Arbitration rules, then this dispute must be referred to arbitration and resolved Finally and exclusively under the rules of the Cairo Regional Center for International Commercial Arbitration. The dispute must be resolved by appointing one arbitrator (1) in accordance with the rules of the Cairo Regional Center for International Commercial Arbitration. The seat of both mediation and arbitration is Cairo, Egypt. The English language is the language of mediation and / Or arbitration, unless you are not a native English speaker, and in such a case the mediation and / or arbitration will be conducted in the English language and your native language. The fact of the existence and content of the mediation and arbitration procedures, including the documents and since The case balls submitted by the two parties, the correspondence to and from the Cairo Regional Center for International Commercial Arbitration, the correspondence from the mediator, the correspondence, orders and decisions issued by the sole arbitrator are strictly confidential and shall not be disclosed to any external party without the express written consent of the other party unless:

- (1) Disclosure to the outside party is reasonably required while carrying out mediation or arbitration proceedings.
- (2) The external party agrees in writing unconditionally to abide by the confidentiality obligations stipulated in these conditions.

#### **18. Other provisions:**

1. Claims of infringement of property rights:  
Claims of copyright infringement should be sent to the designated AIWA Agent. Please visit the AIWA website <https://www.aiwagroup.org>. for the exact address and additional information.
2. Notifications:  
AIWA may send notifications by sending a general notice about the services, by sending an email to your email address registered on your account, or by sending a written letter by regular mail to your address registered with your account. You may send notifications to AIWA Corporation about Via written correspondence via e-mail: [Info@aiwagroup.org](mailto:Info@aiwagroup.org)
3. General provisions You may not assign or transfer ownership of any of these Terms, in whole or in part, without AIWA’s prior approval. But you agree to give your consent to AIWA Corporation in order to enable it to assign or transfer ownership of these Terms in whole or in part, including to:
  - (1): any subsidiary or affiliated company; Or
  - (2) one of the acquirers of AIWA’s shares, businesses, or assets, or
  - (3) the company that succeeds it in the event of a merger. No joint venture, partnership, employment, or agency relationship between you or AIWA or any other external service

provider will arise as a result of the contract between you and AIWA or as a result of using the services.

In the event that any provision in these terms is ruled unlawful, invalid, or unenforceable in whole or in part and under any law, then this provision or part of the judgment is considered not part of these conditions without any influence on the legality of the rest of the provisions of these conditions, their validity, or their ability to be enforced. Y. In this case, the parties shall replace the judgment / part of the unlawful, invalid, or unenforceable judgment with a judgment / part of a legal, valid, and enforceable judgment provide that it has a similar effect, to the maximum extent possible, to the judgment / part of the unlawful or invalid judgment or Not enforceable subject to the content and purpose of these Terms.

These conditions constitute the entirety of what has been agreed and understood between the two parties with respect to its subject matter, and it supersedes and copies all previous and contemporary agreements and undertakings on the subject. In these terms, the words “including” and “are intended” include but are not limited to.