

Terms and Conditions

Governing the Use of CohrenzAI Platform & Services

CohrenzAI
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Confidential - For Authorized Use Only

1. Introduction

These Terms and Conditions ("Terms") govern your access to and use of the CohrenzAI platform, website, AI chatbot services, APIs, and any related products or services (collectively, the "Services") provided by CohrenzAI ("Company", "we", "us", or "our"), a company registered in Noida, Uttar Pradesh, India.

By accessing or using our Services, you agree to be bound by these Terms. If you do not agree to these Terms, you must not use our Services. These Terms constitute a legally binding agreement between you ("User", "you", or "your") and CohrenzAI.

Last Updated: February 2026

2. Definitions

- "Platform" refers to the CohrenzAI software-as-a-service platform, including APIs, dashboards, analytics tools, and AI chatbot deployment infrastructure.
- "AI Chatbot" refers to the intelligent conversational agent deployed on your website or application using CohrenzAI technology.
- "Business Data" refers to documents, FAQs, product catalogs, and other content uploaded by the User to train and customize their AI Chatbot.
- "Leads" refers to visitor information (name, email, phone, intent data) captured by the AI Chatbot during conversations.
- "Embeddings" refers to the vector representations of your Business Data created using our AI-Ready Knowledge System.
- "Intent Analysis" refers to the AI-driven analysis of user conversations to determine visitor intent, interest levels, and behavioral patterns.

3. Eligibility and Account Registration

3.1 Eligibility

You must be at least 18 years of age and have the legal authority to enter into a binding agreement to use our Services. If you are using the Services on behalf of an organization, you represent that you have the authority to bind that organization to these Terms.

3.2 Account Security

You are responsible for maintaining the confidentiality of your account credentials, API keys, and public keys used for chatbot integration. You must immediately notify CohrenzAI of any unauthorized access to your account. CohrenzAI shall not be liable for any loss arising from unauthorized use of your account.

3.3 Accurate Information

You agree to provide accurate, current, and complete information during registration and to update such information to keep it accurate, current, and complete.

4. Services Description

4.1 AI-Powered Chatbot Platform

CohrenzAI provides an AI-powered chatbot platform that enables businesses to deploy intelligent conversational agents on their websites. These chatbots are trained on your Business Data and use advanced natural language processing to engage with visitors, answer queries, capture leads, and provide personalized assistance 24/7.

4.2 Lead Generation and Capture

Our platform automatically identifies qualified leads through intelligent conversation flow and captures visitor information including names, email addresses, phone numbers, and intent summaries. Leads are stored securely and can be exported to external systems such as Google Sheets or CRM platforms.

4.3 Intent-Driven Analytics

CohrenzAI analyzes visitor conversations to provide actionable insights into customer behavior, demand patterns, and user intent. This includes identification of user interests, segments of interest, actual requirements, and behavioral signals.

4.4 Knowledge Base Management

Our AI-Ready Knowledge System transforms your unstructured documents (PDFs, HTML pages, FAQs) into structured knowledge using vector embeddings and generative AI models for accurate, context-aware responses.

5. User Obligations and Acceptable Use

5.1 Permitted Use

You may use the Services solely for lawful business purposes in accordance with these Terms. You are responsible for all content uploaded to and interactions facilitated through your AI Chatbot.

5.2 Prohibited Activities

You agree NOT to:

- Use the Services for any illegal, fraudulent, or harmful purpose
- Upload malicious content, viruses, or harmful code to the platform
- Attempt to reverse-engineer, decompile, or disassemble any part of the CohrenzAI platform
- Use the chatbot to collect information from minors without appropriate consent
- Violate any applicable data protection or privacy laws through your use of the Services
- Exceed the usage limits of your subscription plan or attempt to circumvent rate limiting
- Resell, sublicense, or redistribute the Services without written consent from CohrenzAI
- Use the platform to send spam, unsolicited messages, or deceptive communications

6. Intellectual Property Rights

6.1 CohrenzAI IP

All intellectual property rights in the CohrenzAI platform, including but not limited to software, algorithms, AI models, user interface designs, logos, trademarks, and documentation, are owned by CohrenzAI. Nothing in these Terms grants you any rights to our intellectual property except the limited license to use the Services as described herein.

6.2 Your Content

You retain all rights to your Business Data and content uploaded to the platform. By uploading content, you grant CohrenzAI a limited, non-exclusive license to process, store, and use your content solely for the purpose of providing the Services to you.

6.3 Generated Content

AI-generated responses produced by your chatbot are derived from your Business Data. While you own the underlying data, CohrenzAI retains rights to the AI models and algorithms used to generate these responses.

7. Payment and Subscription

7.1 Pricing Plans

CohrenzAI offers multiple pricing tiers: a Free plan, a Standard plan (\$300/month), and a Premium plan (\$700/month). Each plan includes different user limits, support durations, and feature access levels. Detailed pricing information is available on our website.

7.2 Payment Terms

Paid subscriptions are billed monthly in advance. All fees are non-refundable except as expressly stated in our Refund Policy. Failure to make timely payments may result in suspension or termination of your account.

7.3 Plan Changes

You may upgrade or downgrade your plan at any time. Upgrades take effect immediately and you will be charged the prorated difference. Downgrades take effect at the start of the next billing cycle.

8. Data Protection and Privacy

Your use of the Services is also governed by our Privacy Policy. CohrenzAI implements end-to-end data security with strict privacy controls. We process personal data in accordance with applicable Indian data protection laws, including the Digital Personal Data Protection Act, and international standards where applicable. For full details, please refer to our Privacy Policy document.

9. Service Availability and SLA

9.1 Uptime Commitment

CohrenzAI strives to maintain 99.9% uptime for our platform. However, we do not guarantee uninterrupted access. Planned maintenance windows will be communicated in advance.

9.2 Force Majeure

CohrenzAI shall not be liable for any failure or delay in performing its obligations due to circumstances beyond its reasonable control, including but not limited to natural disasters, acts of government, internet outages, or third-party service failures.

10. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, COHRENZAI SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, DATA, BUSINESS OPPORTUNITIES, OR GOODWILL, ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF THE SERVICES.

CohrenzAI's total aggregate liability for all claims arising out of or relating to these Terms or the Services shall not exceed the amount paid by you to CohrenzAI in the twelve (12) months preceding the event giving rise to the liability.

11. Termination

11.1 Termination by User

You may terminate your account at any time by providing written notice to info@cohrenzai.com. Upon termination, your access to the Services will cease, and your data will be retained for 30 days before permanent deletion.

11.2 Termination by CohrenzAI

CohrenzAI reserves the right to suspend or terminate your account if you violate these Terms, fail to make required payments, or engage in activities that harm our platform, other users, or third parties.

12. Dispute Resolution and Governing Law

These Terms shall be governed by and construed in accordance with the laws of India. Any disputes arising out of or in connection with these Terms shall first be attempted to be resolved through good-faith negotiation. If negotiation fails, disputes shall be submitted to binding arbitration in Noida, Uttar Pradesh, India, in accordance with the Arbitration and Conciliation Act, 1996.

13. Modifications to Terms

CohrenzAI reserves the right to modify these Terms at any time. We will notify you of material changes via email or through the platform. Your continued use of the Services after such notification constitutes acceptance of the modified Terms. If you do not agree with the modified Terms, you must stop using the Services and terminate your account.

14. Contact Information

For any questions or concerns regarding these Terms, please contact us at:

- Email: info@cohrenzai.com
- Phone: +91 8273597975 / +91 8770278713
- Address: Noida, Uttar Pradesh, India