**Terms and Conditions**

**Effective Date:** October 3, 2025

**JIE Mastery AI**  
AI-Powered Educational Tutoring Services

**1. Acceptance of Terms**

By creating an account, subscribing to, or using JIE Mastery AI ("Service," "we," "us," or "our"), you agree to be bound by these Terms and Conditions. If you do not agree, you may not use our Service.

**2. Description of Service**

JIE Mastery AI provides AI-powered voice tutoring in Math, English, Science, and Spanish for students from Kindergarten through College/Adult levels. Our Service includes:

* Real-time voice conversations with AI tutors
* Progress tracking and learning analytics
* Optional document upload for study materials
* Subscription-based access to tutoring minutes

**3. Account Registration**

**3.1 Eligibility**  
You must be at least 18 years old to create an account. If you are under 18, your parent or legal guardian must create the account and agree to these terms on your behalf.

**3.2 Account Information**  
You agree to provide accurate, current, and complete information during registration and to update it as necessary. You are responsible for maintaining the confidentiality of your account credentials.

**3.3 Account Responsibility**  
You are responsible for all activities that occur under your account. Notify us immediately of any unauthorized access.

**4. Subscription Plans and Pricing**

**4.1 Available Plans**

* **Starter Plan:** $19/month - 60 voice minutes
* **Standard Plan:** $59/month - 240 voice minutes
* **Pro Plan:** $99/month - 600 voice minutes

**4.2 Minute Top-ups**  
Additional minutes may be purchased at $19.99 per 60-minute block.

**4.3 Billing**  
Subscriptions are billed monthly in advance. By subscribing, you authorize us to charge your payment method on a recurring basis until you cancel.

**4.4 Price Changes**  
We reserve the right to change our pricing with 30 days' notice to active subscribers. Continued use after the notice period constitutes acceptance of new prices.

**4.5 Usage Tracking**  
Voice minutes are tracked in real-time. Unused minutes do not roll over to the next billing period. Bonus minutes from top-ups do not expire.

**5. Payment and Billing**

**5.1 Payment Processing**  
Payments are processed securely through Stripe. We do not store your payment card information.

**5.2 Failed Payments**  
If payment fails, we will attempt to process it again. Continued payment failure may result in suspension or termination of your account.

**5.3 Taxes**  
You are responsible for any applicable taxes associated with your subscription.

**6. Cancellation and Refunds**

**6.1 Cancellation by User**  
You may cancel your subscription at any time through your account settings or by contacting customer support at [support email]. Cancellation takes effect at the end of your current billing period. You will retain access to your remaining minutes until that date.

**6.2 No Refunds for Partial Months**  
We do not provide refunds for partial subscription periods. If you cancel mid-cycle, you will not be charged for subsequent periods, but no refund will be issued for the current period.

**6.3 Refunds for Technical Issues**  
If you experience technical problems that prevent you from using the Service, contact us within 7 days. We will investigate and may issue a prorated refund or credit at our discretion.

**6.4 Refunds for Unused Top-ups**  
Minute top-ups (60-minute blocks) are non-refundable once purchased, as they do not expire.

**6.5 14-Day Money-Back Guarantee (First Subscription Only)**  
First-time subscribers may request a full refund within 14 days of their initial subscription purchase if they have used less than 15 minutes of tutoring time.

**7. Acceptable Use**

**7.1 Prohibited Conduct**  
You agree NOT to:

* Use the Service for any illegal purpose
* Harass, abuse, or harm others
* Attempt to reverse-engineer, hack, or circumvent our systems
* Share your account with others
* Use automated systems or bots to interact with the Service
* Upload malicious files or content

**7.2 Content Uploaded by Users**  
You retain ownership of any study materials you upload. By uploading content, you grant us a license to process and store it to provide the Service. You represent that you have the right to upload such content.

**7.3 Educational Use Only**  
Our Service is intended for legitimate educational purposes. We do not permit use for cheating on exams, completing assignments dishonestly, or any form of academic dishonesty.

**8. Intellectual Property**

**8.1 Our Content**  
All content provided by JIE Mastery AI, including AI tutor responses, interface design, and software, is our intellectual property and protected by copyright and other laws.

**8.2 Limited License**  
We grant you a limited, non-exclusive, non-transferable license to use the Service for personal, educational purposes only.

**9. Service Availability**

**9.1 Uptime**  
While we strive for continuous availability, we do not guarantee uninterrupted access. We may perform maintenance, updates, or repairs that temporarily affect availability.

**9.2 No Warranty**  
The Service is provided "as is" without warranties of any kind, express or implied. We do not guarantee specific educational outcomes.

**10. Limitation of Liability**

**10.1 Damages**  
To the maximum extent permitted by law, JIE Mastery AI shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including loss of profits, data, or educational opportunities.

**10.2 Maximum Liability**  
Our total liability to you for any claim arising from use of the Service shall not exceed the amount you paid us in the 12 months preceding the claim.

**10.3 Educational Supplement**  
Our Service is a supplemental educational tool and should not replace traditional schooling, qualified teachers, or professional educational assessment.

**11. Privacy and Data Protection**

**11.1 Data Collection**  
We collect personal information as described in our Privacy Policy (below). This includes account information, usage data, and voice conversation transcripts.

**11.2 Data Security**  
We implement reasonable security measures to protect your data, but cannot guarantee absolute security.

**11.3 Third-Party Services**  
We use third-party services (Stripe, ElevenLabs, hosting providers) that may have access to certain data as necessary to provide the Service.

**12. Children's Privacy**

**12.1 COPPA Compliance**  
While our Service may be used by children under 13, accounts must be created and managed by a parent or guardian. We do not knowingly collect personal information directly from children under 13.

**12.2 Parental Consent**  
By creating an account for a child, you represent that you are the parent or legal guardian and consent to the child's use of the Service.

**13. Termination**

**13.1 By Us**  
We may suspend or terminate your account for violation of these Terms, fraudulent activity, or if required by law, with or without notice.

**13.2 Effect of Termination**  
Upon termination, your right to use the Service ceases immediately. We may delete your account data after termination, though we may retain certain information as required by law.

**14. Modifications to Terms**

We may modify these Terms at any time. We will notify you of material changes via email or through the Service. Continued use after changes constitutes acceptance. If you disagree with changes, you must cancel your subscription.

**15. Governing Law and Disputes**

**15.1 Governing Law**  
These Terms are governed by the laws of [Your State/Country], without regard to conflict of law principles.

**15.2 Dispute Resolution**  
Any disputes shall first be attempted to be resolved through good-faith negotiation. If unresolved, disputes shall be settled through binding arbitration in accordance with the American Arbitration Association rules.

**15.3 Class Action Waiver**  
You agree to resolve disputes individually and waive any right to participate in class actions.

**16. Miscellaneous**

**16.1 Entire Agreement**  
These Terms constitute the entire agreement between you and JIE Mastery AI regarding the Service.

**16.2 Severability**  
If any provision is found unenforceable, the remaining provisions remain in effect.

**16.3 Assignment**  
You may not assign these Terms. We may assign our rights and obligations without restriction.

**16.4 Contact Information**  
For questions about these Terms, contact us at:  
**Email:** [support@jiemastery.ai]  
**Address:** [Your Business Address]

**Privacy Policy**

**Effective Date:** [Current Date]

**1. Information We Collect**

**1.1 Account Information**

* Parent name and email
* Student name, age, and grade level
* Payment information (processed by Stripe)
* Marketing communication preferences

**1.2 Usage Information**

* Voice conversation transcripts
* Session duration and frequency
* Minutes used and remaining
* Subject areas and grade levels accessed

**1.3 Uploaded Content**

* Study materials (PDFs, documents) you choose to upload
* Document metadata (title, subject, upload date)

**1.4 Technical Information**

* IP address, browser type, device information
* Cookies and similar tracking technologies

**2. How We Use Your Information**

We use collected information to:

* Provide and improve the tutoring Service
* Process payments and manage subscriptions
* Track usage and enforce plan limits
* Send transactional emails (receipts, confirmations)
* Send marketing communications (if you've opted in)
* Analyze usage patterns to improve AI tutor quality
* Comply with legal obligations

**3. Information Sharing**

**3.1 Service Providers** We share information with:

* **Stripe:** Payment processing
* **ElevenLabs:** Voice AI technology
* **Email service:** Transactional and marketing emails
* **Hosting provider:** Data storage and infrastructure

**3.2 Legal Requirements** We may disclose information if required by law, court order, or to protect our rights or others' safety.

**3.3 Business Transfers** If we are acquired or merge with another company, your information may be transferred as part of that transaction.

**3.4 No Sale of Personal Data** We do not sell your personal information to third parties.

**4. Data Retention**

* Account data: Retained while your account is active
* Voice transcripts: Retained for 12 months for quality improvement
* Usage logs: Retained for 24 months for billing disputes
* Deleted account data: Retained for 30 days, then permanently deleted (except as required by law)

**5. Your Rights**

**5.1 Access and Correction**  
You may access and update your account information at any time through your account settings.

**5.2 Data Deletion**  
You may request deletion of your account and associated data by contacting us. We will comply within 30 days, except for data we must retain legally.

**5.3 Marketing Opt-Out**  
You may opt out of marketing emails at any time via the unsubscribe link or account settings. Transactional emails cannot be opted out of while you have an active account.

**5.4 Data Portability**  
You may request a copy of your data in a portable format.

**6. Children's Privacy (COPPA)**

**6.1 Parental Consent**  
We require parental consent for users under 13. Parents create and control the account.

**6.2 Limited Collection**  
We only collect information necessary to provide the Service: student name, age, grade level, and usage data.

**6.3 Parental Rights**  
Parents may review, modify, or delete their child's information at any time.

**6.4 No Third-Party Advertising**  
We do not display third-party advertising or share children's information for marketing purposes.

**7. Data Security**

We implement industry-standard security measures including:

* Encryption of data in transit (TLS/SSL)
* Encrypted storage of sensitive data
* Secure authentication and session management
* Regular security audits

However, no system is completely secure. You are responsible for maintaining the confidentiality of your password.

**8. Cookies and Tracking**

We use cookies and similar technologies for:

* Authentication and session management
* Remembering your preferences
* Analytics to improve the Service

You may disable cookies in your browser, but this may affect Service functionality.

**9. International Users**

Our Service is operated in [Your Country]. By using the Service, you consent to the transfer of your information to [Your Country] and agree to the privacy laws of that jurisdiction.

**10. Changes to Privacy Policy**

We may update this Privacy Policy. We will notify you of material changes via email or through the Service. Your continued use constitutes acceptance of changes.

**11. Contact Us**

For privacy questions or to exercise your rights:  
**Email:** info@jiemastery.ai

**Last Updated:** October 3, 2025