

TERMS OF SERVICE

Last Updated: May 03, 2025

1. AGREEMENT TO TERMS

These Terms of Service ("Terms") constitute a legally binding agreement between Client and Infinite AI Solutions (hereinafter referred to as the "Company") governing Client's access to and use of the IRIS - Interview Readiness & Improvement System application, website, and services (collectively, the "Service").

By accessing or using the Service, the Client agrees to be bound by these Terms. If Client does not agree to these Terms, Client may not access or use the Service.

2. SERVICE DESCRIPTION

IRIS is an AI-powered interview preparation platform that provides resume building, resume analysis, personalized preparation plans, mock interviews, and performance analysis to help users prepare for job interviews.

3. ELIGIBILITY

3.1 Age Requirements

Client must be at least 16 years of age to use the Service. By using the Service, Client represents and warrants that Client is at least 16 years old. If Client is under 18 years old, Client must have obtained the consent of Client's parent or legal guardian to use the Service and agree to these Terms.

3.2 Legal Capacity

Client must have the legal capacity to enter into these Terms. By using the Service, Client represents and warrants that Client is not prohibited from receiving or using the Service under the laws of Client's jurisdiction.

3.3 Restricted Access

The Company reserves the right to refuse access to the Service to any person or entity at any time for any reason. Client may not use the Service if Client has previously been banned from the Service.

4. USER ACCOUNTS

4.1 Account Creation

To access certain features of the Service, Client must register for an account. Client agrees to provide accurate, current, and complete information during the registration process and to update such information to keep it accurate, current, and complete.

4.2 Account Security

Client is responsible for safeguarding Client's password and for all activities that occur under Client's account. Client agrees to notify the Company immediately of any unauthorized use of Client's

account.

4.3 Email Verification

Email verification may be required to access certain features. Client agrees to complete this verification process when requested.

5. SUBSCRIPTION PLANS AND PAYMENTS

5.1 Subscription Options

The Company offers various subscription plans, including a free tier and paid options (Starter Pack, Standard Pack, and Pro Pack) with different feature limitations. Current pricing is displayed on the Company's website.

5.2 Payment

All payments are processed through secure third-party payment processors (e.g., Razorpay). By providing payment information, Client represents that Client is authorized to use the payment method.

5.3 Plan Limitations

Each plan has specific usage limitations (e.g., number of resume analyses, mock interviews, PDF downloads, and AI enhancements). Once Client reaches these limits, Client will need to upgrade Client's plan or purchase add-ons to continue using the respective features.

5.4 Add-ons

Individual feature add-ons are available for purchase. These add-ons increase Client's usage limits for specific features without changing Client's subscription plan.

5.5 Refunds

Refunds may be requested within 5-7 days of purchase. Refund requests will be evaluated on a case-by-case basis, considering factors including but not limited to usage of the Service since purchase. Refunds are provided at the Company's sole discretion.

5.6 Taxes

Prices displayed do not include taxes. Any applicable taxes will be added to the final price at checkout.

6. USER CONTENT

6.1 User Responsibilities

Client retains ownership of any content Client submits to the Service, including resumes, responses during mock interviews, and other information ("User Content"). Client grants the Company a non-exclusive, worldwide, royalty-free license to use, reproduce, modify, and display Client's User Content solely for the purpose of providing the Service to Client.

6.2 Prohibited Content

Client agrees not to submit content that:

- Infringes on intellectual property rights
- Contains viruses or malicious code
- Violates any applicable law or regulation
- Is deceptive, fraudulent, or misleading
- Contains personal information of third parties without authorization

6.3 Content Monitoring

The Company does not actively monitor User Content but reserves the right to review and remove any User Content that violates these Terms.

7. AI-POWERED FEATURES

7.1 Third-Party AI Services

The Service incorporates AI technologies from third-party providers, including but not limited to Anthropic (Claude) and OpenAI. Client's data may be processed through these services to enable features like resume enhancement, mock interviews, and performance analysis.

7.2 External API Availability

The Company relies on external AI APIs for certain Service functionalities. In the event of external API service interruptions or downtime:

- The Company will make reasonable efforts to notify Clients of significant service degradation via email, in-app notifications, or website notices
- Alternative backup systems may be activated when possible to maintain core functionality
- Certain advanced AI features may be temporarily unavailable until external API service is restored
- The Company will not be liable for any service interruptions or data processing delays due to third-party API outages

7.3 Limitations

The Company's AI-powered features, including resume enhancement, analysis, mock interviews, and performance evaluations, are provided on an "as is" basis. While the Company strives for accuracy, the Company does not guarantee that the AI-generated content will be error-free, complete, or tailored perfectly to Client's specific circumstances.

7.4 User Discretion

Client acknowledges that Client should use Client's own judgment when applying AI-generated suggestions and feedback. The Service is designed to assist with interview preparation, not to guarantee employment outcomes.

8. INTELLECTUAL PROPERTY RIGHTS

8.1 Company's Proprietary Rights

The Service and its content, features, and functionality are owned by the Company and are protected by copyright, trademark, and other intellectual property laws. Client may not copy, modify, create derivative works, publicly display, publicly perform, republish, or transmit any material from the Service

without the Company's prior written consent.

8.2 Feedback

If Client provides feedback about the Service, Client grants the Company a non-exclusive, perpetual, irrevocable, royalty-free license to use that feedback for any purpose without compensation to Client.

9. USER RIGHTS

9.1 Access Rights

Client has the right to access and use the Service in accordance with these Terms and Client's selected subscription plan.

9.2 Data Rights

Client has the right to access, correct, and download Client's personal data as described in the Privacy Policy. Client may request deletion of Client's personal data, subject to the Company's legal obligations and data retention policies.

9.3 Service Modification Notification

Client has the right to receive prior notice of substantial changes to the Service. The Company will provide notification through email, in-app messages, or website announcements before implementing significant changes that may affect Client's use of the Service.

9.4 Service Level Expectations

Client has the right to expect reasonable Service availability and performance as described in Section 10. The Company will make commercially reasonable efforts to maintain Service uptime and functionality.

9.5 Account Portability

Client has the right to export Client's resume data and performance history in standard formats (PDF, CSV) for personal use or transfer to other services.

10. MAINTENANCE AND DOWNTIME

10.1 Scheduled Maintenance

The Company may perform scheduled maintenance, upgrades, or updates to the Service from time to time, which may result in temporary unavailability of the Service or certain features. Whenever possible, the Company will provide advance notice of scheduled maintenance by posting information on the Company's website or notifying Client by email.

10.2 Unscheduled Downtime and Technical Issues

While the Company strives to ensure the Service is available at all times, Client acknowledges that the Service may be unavailable or experience interruptions due to unscheduled maintenance, technical issues, or circumstances beyond the Company's control (such as network failures, hardware malfunctions, or acts of God).

10.3 External API Dependencies

The Service relies on external APIs for certain functionalities. Client acknowledges that the unavailability of these external services may impact the functionality of the Service, and the Company shall not be liable for any service interruptions caused by third-party API downtime.

10.4 Notification of Significant Outages

In the event of significant unscheduled outages, the Company will make reasonable efforts to:

- Notify affected Clients via email, in-app notifications, or notices on the Company's website
- Provide status updates through the Company's official communication channels
- Restore Service functionality as quickly as reasonably possible

10.5 Force Majeure Events

The Company will not be liable for Service unavailability due to circumstances beyond the Company's reasonable control, including but not limited to: natural disasters, acts of government, riots, war, terrorism, fire, flood, telecommunications failures, or internet service provider problems.

11. DISCLAIMERS AND LIMITATIONS OF LIABILITY

11.1 Disclaimer of Warranties

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

11.2 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF PROFITS, DATA, USE, GOODWILL, OR OTHER INTANGIBLE LOSSES, RESULTING FROM CLIENT'S ACCESS TO OR USE OF OR INABILITY TO ACCESS OR USE THE SERVICE.

11.3 Employment Outcomes

The Company does not guarantee employment outcomes. The Service is designed to help Client prepare for interviews, but success in actual interviews depends on many factors beyond the Company's control.

12. INDEMNIFICATION

Client agrees to defend, indemnify, and hold harmless the Company and its officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, and expenses, including without limitation reasonable attorney fees and costs, arising out of or in any way connected with Client's access to or use of the Service, Client's violation of these Terms, or Client's violation of any rights of another.

13. TERMINATION

13.1 Termination by Client

Client may terminate Client's account at any time by following the instructions on the Company's

website. Upon termination, Client's right to use the Service will immediately cease.

13.2 Termination by the Company

The Company may terminate or suspend Client's account and access to the Service immediately, without prior notice or liability, for any reason, including without limitation if Client breaches these Terms.

13.3 Effects of Termination

Upon termination, Client's right to use the Service will immediately cease. All provisions of these Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity, and limitations of liability.

14. DATA RETENTION AND DELETION

14.1 Data Retention Period

Upon account termination, the Company will retain Client's data as outlined in the Privacy Policy:

- Account information: 24 months after termination
- Resume and job description data: 12 months after termination
- Interview recordings: 90 days from recording date
- Transcripts and analysis results: 12 months after termination
- Usage and analytics data: up to 36 months in personally identifiable form
- Payment records: 7 years for compliance with financial regulations

14.2 Data Deletion Requests

Client may request deletion of Client's personal data at any time by contacting the Company using the information provided in Section 17. The Company will process such requests in accordance with applicable data protection laws, subject to the Company's legal obligations to retain certain information.

15. MODIFICATIONS TO THE SERVICE AND TERMS

15.1 Modifications to the Service

The Company reserves the right to modify or discontinue, temporarily or permanently, the Service (or any part thereof) with prior notice.

15.2 Modifications to Terms

The Company may modify these Terms at any time. If the Company makes material changes to these Terms, the Company will notify Client by email or by posting a notice on the Company's website. Client's continued use of the Service after such notification constitutes Client's acceptance of the modified Terms.

16. GOVERNING LAW AND DISPUTE RESOLUTION

16.1 Governing Law

These Terms shall be governed by and construed in accordance with the laws of India, without regard

to its conflict of law provisions.

16.2 Dispute Resolution

Any dispute arising from or relating to the subject matter of these Terms shall be finally settled by arbitration in Chennai, Tamil Nadu, India, using the English language in accordance with the Arbitration and Conciliation Act, 1996.

17. GENERAL PROVISIONS

17.1 Entire Agreement

These Terms constitute the entire agreement between Client and the Company regarding the Service and supersede all prior agreements and understandings.

17.2 Waiver and Severability

The failure of the Company to enforce any right or provision of these Terms will not be deemed a waiver of such right or provision. If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions of these Terms will remain in full force and effect.

17.3 Contact Information

For questions about these Terms, please contact the Company at:

Email: admin@iris-ai.in

Address: 97A Perambur Redhills Road, Kolathur, Chennai

Phone: +919994481257

18. EDUCATIONAL INSTITUTIONS

Special terms may apply for educational institutions using the Service under institutional partnerships. These terms will be outlined in separate agreements with the respective institutions.