

TERMS & CONDITIONS

The Route AI Limited Liability Company ("Route")

1155 Barton Springs Rd, #710, Austin, TX 78704, United States

Last Updated: September 4, 2025

1. OUR SERVICES

The Services comprise AI automation for restaurants and small and medium-sized businesses, including but not limited to AI voice bots, inventory automation, and pricing support. The Services are not intended for distribution or use in any jurisdiction where such distribution or use would be unlawful or would subject us to registration in that jurisdiction. If you choose to access the Services from other locations, you do so on your own initiative and are responsible for compliance with local laws.

The Services are not tailored to comply with industry-specific regulations (e.g., HIPAA, FISMA). If your use would be subject to such laws, you may not use the Services. You may not use the Services in any way that would violate the Gramm-Leach-Bliley Act (GLBA).

2. INTELLECTUAL PROPERTY RIGHTS

We own or license all intellectual property in the Services, including all source code, databases, functionality, software, website designs, audio, video, text, photographs, and graphics (collectively, the "Content") as well as the trademarks, service marks, and logos contained therein (the "Marks"). The Content and Marks are protected by U.S. and international laws.

Subject to your compliance with these Legal Terms, we grant you a non-exclusive, non-transferable, revocable license to access the Services and download/print portions of the Content to which you have lawful access for your personal, non-commercial or internal business use. No other rights are granted. Any use not expressly permitted is prohibited.

If you wish to use any Content or Marks beyond this license, contact us at {company_email}. Any breach of this Section is a material breach of these Legal Terms and will terminate your right to use the Services.

3. USER REPRESENTATIONS

By using the Services, you represent and warrant that: (1) all registration information you submit will be true, accurate, current, and complete; (2) you will maintain the accuracy of such information; (3) you have the legal capacity and agree to these Legal Terms; (4) you are at least 18 years old; (5) you will not access the Services through automated or non-human

means; (6) you will not use the Services for unlawful purposes; and (7) your use will comply with applicable laws and regulations.

4. USER REGISTRATION

You may be required to register to use the Services. You are responsible for maintaining the confidentiality of your credentials and for all activities under your account. We may reclaim or change any username we deem inappropriate or objectionable.

5. PURCHASES AND PAYMENT

We accept Visa, Mastercard, American Express, Discover, and PayPal. You agree to provide current, complete, and accurate billing information and authorize us to charge your payment method for all purchases, including taxes as required. We may correct pricing errors even after requesting or receiving payment and may refuse or limit orders at our discretion, including suspected reseller orders.

6. SUBSCRIPTIONS

Your subscription automatically renews unless canceled. You authorize recurring charges until you cancel. Billing cycles may be monthly or annually. You can cancel any time in your account; the cancellation takes effect at the end of the current paid term. We may change fees with notice consistent with applicable law.

7. PROHIBITED ACTIVITIES

You agree not to: (a) misuse or attempt to misuse the Services; (b) interfere with security features; (c) harass or harm others; (d) upload malware or engage in scraping without permission; (e) reverse engineer the Services except as permitted by law; (f) use the Services for competitive benchmarking or a revenue-generating endeavor without authorization; or (g) otherwise violate these Legal Terms or applicable law.

8. USER GENERATED CONTRIBUTIONS

The Services may allow you to submit content ("Contributions"). Contributions may be visible to others and handled under our Privacy Policy. You represent that you have all necessary rights to your Contributions and that they do not violate the law or rights of others.

9. CONTRIBUTION LICENSE

You grant us a license to use feedback and suggestions you provide, without compensation. You retain ownership of your Contributions. We are not responsible for statements in your Contributions; you are solely responsible.

10. GUIDELINES FOR REVIEWS

If you post reviews or ratings, they must reflect your genuine experience and comply with applicable law. We may accept, reject, or remove reviews in our discretion and are not liable for any review or related claims.

11. THIRD-PARTY WEBSITES AND CONTENT

The Services may link to third-party websites or content. We do not control or endorse third-party content and are not responsible for it. Your interactions with third parties are solely between you and those third parties.

12. SERVICES MANAGEMENT

We may monitor and enforce these Legal Terms, remove or disable content, limit access, or take other actions to protect the Services, our users, and our rights, all in our discretion.

13. PRIVACY POLICY

Please review our Privacy Policy, which is incorporated into these Legal Terms. The Services are hosted in the United States; by using the Services, you consent to processing in the U.S.

14. TERM AND TERMINATION

These Legal Terms remain in effect while you use the Services. We may terminate or suspend access to the Services at any time, with or without notice, including for violations of these Legal Terms.

15. MODIFICATIONS AND INTERRUPTIONS

We may change or discontinue all or any part of the Services at any time without liability. We do not guarantee the Services will be available at all times.

16. GOVERNING LAW

These Legal Terms are governed by the laws of the State of Delaware, without regard to conflict-of-laws rules.

17. DISPUTE RESOLUTION

Informal Negotiations: Before filing a claim, the parties will attempt to resolve disputes informally for at least 30 days after written notice.

Binding Arbitration: If unresolved, disputes will be resolved by binding arbitration under the Commercial Rules of the American Arbitration Association (and, where applicable, the AAA Consumer Rules). The arbitration may be conducted in person, by documents, phone,

or online. The seat of arbitration will be Delaware, unless otherwise required by applicable law. Class and representative actions are waived to the fullest extent permitted by law. Either party may seek injunctive or IP relief in court.

Time to Bring Claims: Any dispute must be commenced within one (1) year after it accrues, to the fullest extent permitted by law.

18. CORRECTIONS

We may correct errors, inaccuracies, or omissions and update information on the Services at any time without prior notice.

19. DISCLAIMER

THE SERVICES ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS. TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

20. LIMITATIONS OF LIABILITY

TO THE FULLEST EXTENT PERMITTED BY LAW, IN NO EVENT WILL WE OR OUR DIRECTORS, EMPLOYEES, OR AGENTS BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES, OR FOR LOST PROFITS, REVENUE, OR DATA. OUR TOTAL LIABILITY FOR ANY CLAIM WILL NOT EXCEED THE AMOUNTS YOU PAID TO US IN THE SIX (6) MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM OR USD \$1,000, WHICHEVER IS LESS.

21. INDEMNIFICATION

You agree to defend, indemnify, and hold us harmless from claims arising out of your use of the Services, your violation of these Legal Terms, or your violation of another’s rights, including reasonable attorneys’ fees.

22. USER DATA

We maintain certain data for performance of the Services and routine backups, but you are solely responsible for your data. We are not liable for loss or corruption of data.

23. ELECTRONIC COMMUNICATIONS, TRANSACTIONS, AND SIGNATURES

You consent to receive electronic communications from us. You agree electronic signatures and records satisfy legal requirements to the fullest extent permitted by law.

24. SMS TEXT MESSAGING

Opt-Out: Reply STOP to any message to opt out; you may receive a final confirmation message.

Help: Email contact@tellroute.com for assistance.

Message & Data Rates: May apply per your carrier plan.

Consent: By providing a telephone number, you authorize us to send transactional and, where applicable, promotional SMS messages using an automatic telephone dialing system, to the extent permitted by law.

Frequency: Message frequency varies.

Carrier Liability: Carriers are not liable for delayed or undelivered messages.

25. CALIFORNIA USERS AND RESIDENTS

If any complaint with us is not satisfactorily resolved, California residents may contact the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs at 1625 North Market Blvd., Suite N 112, Sacramento, CA 95834 or (800) 952-5210 or (916) 445-1254.

26. MISCELLANEOUS

These Legal Terms, together with any policies posted on the Services, constitute the entire agreement between you and us. If any provision is unenforceable, the remaining provisions remain in effect. We may assign our rights and obligations at any time. No waiver is effective unless in writing. These Legal Terms will not be construed against the drafter.

27. CONTACT US

To resolve a complaint or to request further information, contact us at:

The Route AI Limited Liability Company

1155 Barton Springs Rd, #710, Austin, TX 78704, United States

Email: contact@tellroute.com

28. SECURITY; DATA BREACH NOTIFICATION (NEW)

We use reasonable technical and organizational safeguards to protect Personal Information. However, no system is perfectly secure, and we cannot guarantee absolute security. In the event of a data breach involving personal information, we will provide notices to affected individuals and, where required, regulators, consistent with applicable U.S. state breach-notification laws.

29. CHILDREN'S PRIVACY (NEW)

The Services are intended for users 18 and older and are not directed to children under 13. We do not knowingly collect personal information from children under 13. If you believe a child has provided personal information, contact us so we can delete it.

30. MARKETING COMMUNICATIONS & TCPA (NEW)

By providing a phone number or email, you consent to receive transactional and, where permitted, promotional communications from us, including via automated means, subject to your opt-out rights. You can opt out of marketing emails by using the unsubscribe link and of SMS by replying STOP. Consent is not a condition of purchase. For help, contact contact@tellroute.com.

31. EXPORT CONTROLS & SANCTIONS (NEW)

You represent that you are not located in, under the control of, or a national or resident of any country or entity on a U.S. government embargoed or restricted list, and you will comply with U.S. export control and economic sanctions laws when using the Services.

32. BETA FEATURES (NEW)

We may offer features identified as beta, preview, or experimental. These features are provided “as is,” may be modified or discontinued at any time, and may be subject to additional terms. Your feedback may be used without restriction.