

## **TERMS AND CONDITIONS**

These terms and conditions (the "Terms and Conditions") govern the use of **softwaresensei.ai** (the "Site"). This Site is owned and operated by SENSEI.AI LLC. This Site is an ecommerce website.

By using this Site, you indicate that you have read and understand these Terms and Conditions and agree to abide by them at all times.

### **Intellectual Property**

All content published and made available on our Site is the property of SENSEI.AI LLC and the Site's creators. This includes, but is not limited to images, text, logos, documents, downloadable files and anything that contributes to the composition of our Site.

### **Acceptable Use**

As a user of our Site, you agree to use our Site legally, not to use our Site for illegal purposes, and not to:

- Harass or mistreat other users of our Site;
- Violate the rights of other users of our Site;
- Violate the intellectual property rights of the Site owners or any third party to the Site;
- Hack into the account of another user of the Site;
- Act in any way that could be considered fraudulent;
- Post any material that may be deemed inappropriate or offensive; or
- Transmit computer viruses that could affect other users.

If we believe you are using our Site illegally or in a manner that violates these Terms and Conditions, we reserve the right to limit, suspend or terminate your access to our Site. We also reserve the right to take any legal steps necessary to prevent you from accessing our Site.

### **Accounts**

When you create an account on our Site, you agree to the following:

1. You are solely responsible for your account and the security and privacy of your account, including passwords or sensitive information attached to that account; and
2. All personal information you provide to us through your account is up to date, accurate, and truthful and that you will update your personal information if it changes.

We reserve the right to suspend or terminate your account if you are using our Site illegally or if you violate these Terms and Conditions.

### **Sale of Services**

These Terms and Conditions govern the sale of services available on our Site.

The following services are available on our Site:

- AI based software tutoring.

The services will be paid for in full when the services are ordered.

These Terms and Conditions apply to all the services that are displayed on our Site at the time you access it. All information, descriptions, or images that we provide about our services are as accurate as possible. However, we are not legally bound by such information, descriptions, or images as we cannot guarantee the accuracy of all services we provide. You agree to purchase services from our Site at your own risk.

We reserve the right to modify, reject or cancel your order whenever it becomes necessary. If we cancel your order and have already processed your payment, we will give you a refund equal to the amount you paid. You agree that it is your responsibility to monitor your payment instrument to verify receipt of any refund.

### **Subscriptions**

Your subscription automatically renews and you will be automatically billed until we receive notification that you want to cancel the subscription.

To cancel your subscription, please follow these steps: Subscription Cancellation Policy

1. Notice Period

- Customers must provide notice of cancellation at least 24 hours before the end of the current billing cycle to avoid being charged for the next cycle.

2. Refund Policy

- Within the First 30 Days: Customers are eligible for a full refund if they cancel within the first 30 days of their subscription.

- After 30 Days: Cancellations after the first 30 days will not receive a refund for the current billing period. The subscription will remain active until the end of the current billing cycle, at which point it will not renew.

3. Method of Cancellation

- Cancellations can be processed through the user account settings on our website:

- oLog in to your account.

- oNavigate to the "Subscription" section.

- oClick on "Cancel Subscription" and follow the prompts.

- Alternatively, customers can contact our customer support team at [support@softwaresensei.ai](mailto:support@softwaresensei.ai) to request cancellation.

4. Confirmation of Cancellation

- Upon initiating a cancellation, customers will receive a confirmation email. If you do not receive a confirmation email within 24 hours, please contact customer support to ensure your cancellation request was processed.

5. Renewal Terms

- Subscriptions will automatically renew at the end of each billing cycle unless canceled. To avoid being charged for the next billing period, customers must cancel their subscription at least 24 hours before the renewal date.

6. Access Post-Cancellation

- Customers will retain access to the service until the end of the current billing cycle following cancellation. No further charges will be made, and the account will be downgraded to a free tier (if available) or deactivated at the end of the billing period.

7. Changes to Policy

- We reserve the right to modify or update our cancellation policy at any time. Any changes will be communicated to customers via email and will be effective immediately for new subscriptions and upon renewal for existing subscriptions.

**Free Trial**

We offer the following free trial of our services: A 30 day free trial that begins when users register for a new account. The free trial includes unlimited access to all documents available on our site.

At the end of your free trial, the following will occur: At the end of your free trial, your account will require a paid subscription renewal to continue accessing our services. If you do not renew your subscription, your services will be disabled. To avoid any disruption in service, please ensure you renew your subscription before your free trial period ends. This will prevent any interruptions and avoid losing access to our features and services.

For any assistance or further information, please contact our customer support team at [support@softwaresensei.ai](mailto:support@softwaresensei.ai).

To cancel your free trial, please follow these steps: To cancel your subscription, please follow these steps:

1. Log into your account.
2. Go to your account settings.
3. Click on the "Cancel Subscription" button.

### **Payments**

We accept the following payment methods on our Site:

- PayPal.

When you provide us with your payment information, you authorize our use of and access to the payment instrument you have chosen to use. By providing us with your payment information, you authorize us to charge the amount due to this payment instrument.

If we believe your payment has violated any law or these Terms and Conditions, we reserve the right to cancel or reverse your transaction.

### **Consumer Protection Law**

Where any consumer protection legislation in your jurisdiction applies and cannot be excluded, these Terms and Conditions will not limit your legal rights and remedies under that legislation. These Terms and Conditions will be read subject to the mandatory provisions of that legislation. If there is a conflict between these Terms and Conditions and that legislation, the mandatory provisions of the legislation will apply.

### **Limitation of Liability**

SENSEI.AI LLC and our directors, officers, agents, employees, subsidiaries, and affiliates will not be liable for any actions, claims, losses, damages, liabilities and expenses including legal fees from your use of the Site.

### **Indemnity**

Except where prohibited by law, by using this Site you indemnify and hold harmless SENSEI.AI LLC and our directors, officers, agents, employees, subsidiaries, and affiliates from any actions, claims, losses, damages, liabilities and expenses including legal fees arising out of your use of our Site or your violation of these Terms and Conditions.

### **Applicable Law**

These Terms and Conditions are governed by the laws of the State of Michigan.

### **Severability**

If at any time any of the provisions set forth in these Terms and Conditions are found to be inconsistent or invalid under applicable laws, those provisions will be deemed void and will be removed from these Terms and Conditions. All other provisions will not be affected by the removal and the rest of these Terms and Conditions will still be considered valid.

### **Changes**

These Terms and Conditions may be amended from time to time in order to maintain compliance with the law and to reflect any changes to the way we operate our Site and the way we expect users to behave on our Site. We will notify users by email of changes to these Terms and Conditions or post a notice on our Site.

### **Contact Details**

Please contact us if you have any questions or concerns. Our contact details are as follows:

(248) 533-2428

support@softwaresensei.ai

Northville, MI, 48168

You can also contact us through the feedback form available on our Site.

Effective Date: 6th day of August, 2024