

TERMS OF USE

Effective Date: January 27, 2026

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1. INTRODUCTION AND DEFINITIONS

These Terms of Use ("**Terms**") govern your use of RelyceAI's chatbot services, website, mobile applications, and any associated software or platforms (collectively, "**Services**"). These Terms form a binding agreement between you and RelyceAI (the "**Company**," "**we**," "**us**," or "**our**"), a digital service provider registered in Tamil Nadu, India.

By accessing, registering, or using our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms and our Privacy Policy. If you do not agree to these Terms, you must not use our Services.

Key Definitions: - "**User**" or "**You**": Any individual or legal entity accessing or using our Services - "**Content**": All text, data, information, communications, responses, or any other material generated by you or provided by our chatbot - "**AI-Generated Output**": Responses, suggestions, or information produced by our artificial intelligence system - "**Personal Data**": Any information relating to an identified or identifiable individual, as defined under the Digital Personal Data Protection Act, 2023

2. ELIGIBILITY AND REGISTRATION

2.1 Age and Capacity Requirements

- You must be at least 18 years old or the minimum age required by applicable Indian law to form a binding contract
- If you are between 13-18 years old, you must have explicit written consent from a parent or legal guardian
- You represent and warrant that you are competent to contract under the Indian Contract Act, 1872

2.2 Account Creation

- You agree to provide accurate, complete, and current information during registration
- You are solely responsible for all activities conducted through your account
- You must not share your account credentials with others or allow others to use your account
- You are responsible for maintaining the confidentiality of your login information

- If you create an account on behalf of someone else, you warrant that you have authority to accept these Terms on their behalf

2.3 Account Termination Rights

- We reserve the right to refuse service to, or terminate the accounts of, any person at our sole discretion
 - We may terminate your account if you breach these Terms or our acceptable use policy
 - We may terminate accounts that have been inactive for more than 12 consecutive months
 - You may terminate your account at any time by submitting a request through our support system
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3. SCOPE AND NATURE OF SERVICES

3.1 Service Description

RelyceAI provides an artificial intelligence-powered chatbot designed to: - Answer general informational queries - Assist with educational and professional tasks - Provide explanations and suggestions - Facilitate user engagement and communication

3.2 Limitations and Disclaimers

IMPORTANT: You acknowledge and agree to the following:

1. **AI-Generated Responses:** Our chatbot uses artificial intelligence to generate responses. These responses are probabilistic and not always accurate. The output:
 - May contain errors, inaccuracies, or outdated information
 - Should not be treated as professional advice
 - Should not be relied upon as a sole source of factual information or truth
 - May not be unique; other users may receive similar responses
2. **No Professional Advice:** Our Services do **NOT** provide:
 - Medical, legal, financial, or tax advice
 - Professional counseling or mental health support
 - Licensed services requiring professional credentials
 - Substitute for consultation with qualified professionals
3. **User Verification Responsibility:** You are responsible for independently verifying any information obtained from our Services before acting upon it.
4. **Accuracy and Evaluation:** You must:
 - Evaluate all AI-Generated Output for accuracy and appropriateness
 - Use human review and expert judgment before relying on or sharing output

- Not use output for decisions with legal, financial, educational, medical, or material impact on any person

3.3 Service Availability

- We make reasonable efforts to maintain service continuity but do not guarantee uninterrupted or error-free operation
 - We may modify, suspend, or discontinue Services at any time with reasonable notice
 - We are not liable for any interruptions, delays, or failures in service delivery
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4. DATA HANDLING AND NO MODEL TRAINING COMMITMENT

4.1 Core Data Protection Commitment

This is our most important commitment to you: WE DO NOT STORE OR USE YOUR DATA TO TRAIN OUR CHATBOT MODELS.

Specifically: - Your conversations and Personal Data are **NOT** used to train, develop, improve, or enhance our AI models - Your data is **NOT** used to create new machine learning models - Your Personal Data is **NOT** shared with third parties for AI training purposes - We do not retain conversation history longer than necessary to provide the service

4.2 Limited Data Retention

- Conversation data is retained only for the duration necessary to provide immediate service functionality
- Data may be retained longer only to comply with legal obligations (e.g., court orders, regulatory investigations)
- You have the right to request deletion of your conversation data at any time
- We will delete your data within 30 days of your written request, except where retention is required by law

4.3 Data Minimization

- We collect only the minimum personal data necessary to provide our Services
 - We do not request or store sensitive personal data such as:
 - Passwords for other services
 - Banking or financial account details
 - Biometric information
 - Health records or medical data
 - Identity document numbers
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5. ACCEPTABLE USE POLICY

You agree **NOT** to use our Services to:

5.1 Illegal and Harmful Activities

- Engage in any illegal activity or violate any applicable law
- Transmit content that is obscene, defamatory, hateful, or promotes discrimination
- Create, distribute, or assist in creating deepfakes or misleading AI-generated content designed to deceive
- Engage in harassment, bullying, or threatening behavior toward any person
- Infringe upon anyone's intellectual property, privacy, or other legal rights

5.2 Misrepresentation

- Claim that AI-Generated Output was created by humans when it was not
- Impersonate any person or entity
- Misrepresent your identity or authority
- Use fake identities or create misleading accounts

5.3 Technical Abuse

- Attempt to reverse engineer, decompile, or discover the underlying code, algorithms, or architecture of our Services
- Automatically extract, scrape, or bulk download data from our Services
- Interfere with, disrupt, or circumvent any security measures or rate limits
- Attempt unauthorized access to our systems or networks

5.4 Competitive Misuse

- Use AI-Generated Output to develop competing AI models or services
- Use our Services to generate training data for commercial AI systems
- Train your own models on responses generated by our chatbot

5.5 Commercial and Content Restrictions

- Sell, lease, distribute, or commercially exploit access to our Services
- Use our Services for bulk unsolicited communications, spam, or advertising
- Submit content that violates copyright, trademark, or other intellectual property rights
- Use Services for any gambling, illegal substance, or weapons-related purposes

6. INTELLECTUAL PROPERTY RIGHTS

6.1 Our Ownership

- RelyceAI retains all right, title, and interest in our Services, including:
 - The chatbot platform and underlying technology
 - Our algorithms, models, and systems
 - The design, layout, and interface
 - Any improvements or modifications we make

6.2 Your Ownership and License Grant

- You retain ownership of any Personal Data or content you submit (“**Your Input**”)
- You grant RelyceAI a non-exclusive, royalty-free license to use Your Input solely to:
 - Provide and improve the immediate chatbot functionality
 - Ensure platform security and prevent abuse
 - Comply with legal obligations
 - **NOT** to train or develop new AI models
- You represent and warrant that you have all necessary rights to grant this license

6.3 Output Ownership

- You own the AI-Generated Output generated in response to your queries
- You may use Output for lawful personal, educational, or commercial purposes
- We assign all our right, title, and interest in Output to you
- **Exception:** Output remains subject to our IP rights in the underlying technology and code

6.4 Brand Usage

- You may not use our name, logo, or brand without explicit written permission
 - Any permitted brand usage must comply with our Brand Guidelines, available upon request
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7. LIABILITY LIMITATIONS AND DISCLAIMERS

7.1 Services Provided “AS IS”

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE INDIAN LAW, OUR SERVICES ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS. WE MAKE NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO:

- **MERCHANTABILITY:** Fitness for any particular use or purpose
- **FITNESS FOR A PARTICULAR PURPOSE:** Suitability for your intended use
- **NON-INFRINGEMENT:** That Services do not violate third-party rights
- **ACCURACY:** That information provided is accurate, reliable, or complete
- **CONTINUITY:** That Services will be uninterrupted, error-free, or secure
- **DATA SECURITY:** That your data will not be lost, corrupted, or stolen

7.2 Specific Disclaimers for AI-Generated Content

1. **Accuracy Disclaimer:** You acknowledge and agree that:
 - AI-Generated Output may not be accurate or factually correct
 - You will not rely on Output as your sole source of truth or factual information
 - You will not use Output as a substitute for professional advice in any field
 - You will independently verify any critical information before acting upon it

2. **No Professional Responsibility:** We do not:
 - Provide professional services (legal, medical, financial, psychiatric, etc.)
 - Take responsibility for decisions made based on our Output
 - Warrant that Output is suitable for any specific purpose
 - Accept liability for harm resulting from reliance on Output
3. **Third-Party Content:** Our Services may include:
 - References to third-party products, services, or websites
 - Such references do not constitute endorsement or affiliation
 - We are not responsible for third-party content, terms, or practices

7.3 Limitation of Liability

EXCEPT TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE INDIAN LAW, NEITHER WE NOR OUR AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, OR LICENSORS SHALL BE LIABLE FOR:

- Any indirect, incidental, special, consequential, or exemplary damages
- Loss of profits, revenue, business opportunities, or goodwill
- Loss of data, business interruption, or other intangible losses
- Damages arising from your reliance on or use of our Services, even if we have been advised of the possibility of such damages

Maximum Liability: Our aggregate liability under these Terms shall not exceed the greater of: - The amount you paid for our Services in the 12 months preceding the claim, or - **₹5,000 (Indian Rupees)** or equivalent in your currency

These limitations apply to all claims, whether based on warranty, contract, tort, negligence, strict liability, or any other legal theory.

7.4 Exceptions to Limitations

These limitations do not apply to: - Claims for death or personal injury - Fraud or willful misconduct - Violations of mandatory consumer protection laws - Infringement of intellectual property rights - Data breaches caused by our negligence

8. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless RelyceAI, our affiliates, officers, directors, employees, agents, and licensors from any and all:

- Claims, demands, and damages (including reasonable attorney fees)
- Liabilities and costs arising from your use of our Services
- Violation of these Terms or applicable law
- Infringement of any third-party intellectual property, privacy, or other rights

- Damage, injury, or liability resulting from content you submit or your use of our Services
- Reliance by any person on AI-Generated Output

This obligation applies regardless of whether we advised you of the possibility of such claims.

9. USER CONDUCT AND CONTENT MODERATION

9.1 Monitoring and Removal

- We may monitor conversations to detect abuse, illegal content, or violations of these Terms
- We reserve the right to refuse, block, or remove any content or access that violates these Terms
- We may take action without notice or liability if we believe content is harmful or unlawful

9.2 Prohibited Content Categories

We will block or remove interactions involving: - Child safety violations or exploitation - Non-consensual intimate content or sexual abuse material - Illegal activity or guidance on illegal acts - Hate speech, incitement to violence, or terrorism - Deceptive deepfakes designed to cause harm - Spam, phishing, or social engineering

9.3 Reporting Violations

- Users may report violations of these Terms or harmful content through our support system
- We will review reports in good faith and take appropriate action
- Please contact: support@relyceai.com

10. TERMINATION AND SUSPENSION

10.1 Grounds for Suspension or Termination

We may suspend or terminate your access to our Services if:

1. You breach these Terms or our Acceptable Use Policy
2. Your account is used for illegal or harmful purposes
3. We must comply with legal obligations or court orders
4. Your use poses security risks to our platform or other users
5. Your account has been inactive for more than 12 months (free accounts)
6. You violate applicable laws or regulations

10.2 Effect of Termination

- Termination ends your right to use our Services immediately
- Your Personal Data will be handled according to our Privacy Policy
- Certain provisions (liability limitations, indemnification) survive termination

10.3 Appeal Process

- If we terminate your account, you may appeal by contacting our support team within 30 days
 - Provide details explaining why the termination was in error
 - We will review your appeal and respond within 15 business days
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11. DISPUTE RESOLUTION AND GOVERNING LAW

11.1 Informal Resolution

- Before initiating any legal proceedings, you agree to attempt informal resolution
- Contact our support team: support@relyceai.com
- Describe your dispute in detail
- We will respond within 15 business days and attempt to resolve the matter

11.2 Applicable Law and Jurisdiction

- These Terms are governed by the laws of India, specifically the laws of Tamil Nadu, without regard to conflicts of law principles
- Disputes arising under these Terms are subject to the exclusive jurisdiction of courts in Chennai, Tamil Nadu

11.3 Dispute Resolution Mechanism

If informal resolution fails:

1. **Mediation** (Optional): Either party may propose mediation through a mutually agreed mediator before filing legal proceedings. Costs are shared equally.
2. **Escalation to Consumer Commissions**: Under the Consumer Protection Act, 2019, you may file a complaint with:
 - District Consumer Commissions (claims up to ₹1 crore)
 - State Consumer Commissions (claims up to ₹10 crore)
 - National Consumer Commission (claims exceeding ₹10 crore)
3. **Civil Court Proceedings**: Legal action may be filed in the competent courts of Chennai, Tamil Nadu.

11.4 Class Action Waiver

- You and RelyceAI agree that disputes must be brought individually
- Class actions, consolidated proceedings, or representative actions are not permitted
- Each party waives the right to participate in class-wide proceedings

12. CHANGES TO TERMS AND SERVICES

12.1 Modification of Terms

- We may modify these Terms at any time
- Material changes that adversely affect your rights will be communicated with **at least 30 days' notice** via email or in-product notification
- Non-material changes are effective immediately upon posting to our website

12.2 Continued Use

- If you continue using our Services after notification of changes, you accept the updated Terms
- If you do not accept changes, you must stop using our Services and notify us in writing

12.3 Service Modifications

- We may modify, suspend, or discontinue Services in response to:
 - Legal or regulatory changes
 - Security or safety issues
 - Technical or operational improvements
 - Force majeure events
 - We will provide reasonable notice where feasible, but emergency situations may require immediate action
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13. THIRD-PARTY SERVICES AND INTEGRATIONS

13.1 Third-Party Links and Services

- Our Services may include links to third-party websites, applications, or services
- We are **not responsible** for third-party content, accuracy, or practices
- Your use of third-party services is governed by their terms, not ours
- We do not endorse or warrant third-party services

13.2 Third-Party Processors

- We may use third-party vendors to process or store data
 - These vendors are contractually bound to protect your Personal Data
 - We remain responsible for any processing conducted on our behalf
 - Details of processors are available in our Privacy Policy
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14. COMPLIANCE WITH APPLICABLE LAWS

14.1 Trade Controls and Export Compliance

- You agree to comply with all applicable trade laws, including sanctions and export controls
- Our Services may not be used:
 - In countries under U.S. or Indian sanctions
 - For prohibited end uses (weapons, nuclear proliferation, etc.)
 - By individuals or entities on relevant sanctions lists
 - For any purpose prohibited under applicable Indian law

14.2 Consumer Protection Laws

- Nothing in these Terms waives your rights under the Consumer Protection Act, 2019
- If any provision violates mandatory consumer protection law, that provision is unenforceable to that extent
- You retain all rights granted by applicable Indian law

14.3 Digital Personal Data Protection Act, 2023 Compliance

- Our Services comply with the Digital Personal Data Protection Act, 2023
 - Your data will be handled with the safeguards required by that law
 - See our Privacy Policy for detailed data protection obligations
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15. FEEDBACK AND SUGGESTIONS

- We welcome your feedback on our Services
 - You agree that any feedback, suggestions, or ideas you provide may be used by us without restriction or compensation
 - We may implement your feedback and improvements without attribution or obligation
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16. GENERAL PROVISIONS

16.1 Entire Agreement

- These Terms, together with our Privacy Policy and any service-specific terms, constitute the entire agreement between you and RelyceAI
- They supersede any prior negotiations, agreements, or understandings
- No other documents, statements, or promises are binding

16.2 Severability

- If any provision is found invalid, illegal, or unenforceable, that provision is severed
- The remaining provisions continue in full force

- If severance materially affects the agreement, we may modify terms to achieve the original intent

16.3 Waiver

- Our failure to enforce any provision is not a waiver of that right
- Any waiver must be in writing and signed by authorized representatives
- Waiving one provision does not waive any other provision

16.4 Assignment

- You may not assign or transfer these Terms or your rights under them
- Any attempted assignment is void
- We may assign these Terms to affiliates, successors, or in connection with a merger or acquisition

16.5 Survival

The following provisions survive termination: - Intellectual Property Rights (Sections 6, 7) - Limitation of Liability (Section 7) - Indemnification (Section 8) - Governing Law (Section 11) - Any payment obligations

17. CONTACT INFORMATION

For questions or concerns regarding these Terms:

RelyceAI Support

Email: support@relyceai.com

Website: <https://relyceai.com/>

Address: Chennai, Tamil Nadu, India

Response Time: 15 business days

End of Terms of Use