

Terms of Use

GRAVITY OPERATIONS LTD is a private limited company registered under the laws of England and Wales with company number 15633657 and address at 55 Riding House Street, London, England, W1W 7EE (hereinafter referred to as “we”, “us”, “Gravity”).

The website located at <https://tranzilai.com/> (the “Website”) is owned and operated by the Gravity.

If you have any questions, you may contact us at: support@tranzilai.com.

1. Purpose

Gravity operates an online platform that enables users to obtain translations (the “Services”).

These Terms of Use (hereinafter the “Terms”) set out the terms on which Gravity operates an online platform that enables users to obtain translations via the Website, as described in Article 4 (the “Services”), and grants certain intellectual property rights as described in Article 16 (the “Intellectual Property”).

These Terms also govern the legal relationship between Gravity and the various parties involved, in particular the customers of the Services (hereinafter referred to as “you”, “your” or “Customer”).

Your use of the Services is also subject to our Privacy Notice and Cookie Notice (collectively the “Privacy Policy”), which are available on the Website and form an integral part of these Terms.

These Terms are available at any time by clicking on the direct link located at the bottom of each Website page. You can also access this at the following address: <https://tranzilai.com/terms-of-use/>.

These Terms set out the legal framework governing your use of the Website and the relationships between you and Gravity. These Terms also define your rights and obligations in connection with the Services.

Gravity reserves the right to change or update these Terms at any time by publishing any change, addition or update on the Website. For material changes to these Terms (including changes to pricing, payment terms, refund policy, or limitation of liability), Gravity will provide at least 30 days’ prior notice to Customers by email or by prominent notice on the Website. Once effective, the amended version of the Terms applies upon publication. By continuing to use the Services after the amended Terms have become effective, you agree to be bound by the updated Terms.

2. Legal Notices

Please read these Terms carefully. By creating an account, submitting a request, or accessing or using the Website or Services, you confirm that you have read and

accepted these Terms and the Privacy Policy. You acknowledge that a clear notice of acceptance is provided at the time of registration or when sending a command with the Registration.

You are responsible for ensuring that the Services provided by Gravity meet your needs. By using the Services, you acknowledge that you have read and understood these Terms and the Privacy Policy.

If you do not meet the conditions set out in these Terms and the Privacy Policy, you must not access or use the Website or the Services. By accessing or using the Website or the Services, you represent and warrant that you comply and will continue to comply with these Terms and the Privacy Policy, and that you have read and accepted them.

Any contrary conditions proposed by the Customer will therefore, unless expressly agreed to otherwise, be unenforceable against Gravity regardless of when they may be brought to its attention.

No failure or delay by Gravity in exercising any right or remedy under these Terms shall operate as a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of such right or remedy.

3. Registering the Account

To use the Services, you must register an account (the "Account") on the Website by completing the registration form.

You must provide the following information to confirm validation of your Account:

- a) your name;
- b) email address;
- c) personal password;
- d) other data as may be marked as obligatory.

Upon registration, an Account is automatically created for you, granting you access to a personal workspace (the "Personal Workspace") through which you may access and use the Services. Gravity determines the format and technical means by which the Services are provided.

You guarantee that all information provided in the registration form is true, accurate, and up to date and is not vague or dishonest under any circumstances. Customers agree to update this information in their personal workspace if any changes occur.

You acknowledge that the information provided when creating or updating your Account constitutes sufficient evidence of your identity. You further agree that such information is accurate and binding upon you once submitted.

We reserve the right acting reasonably and in good faith to suspend, restrict, or terminate your access to the Website or the Services at any time, without prior notice, in the event of a breach of these Terms, including any payment failure.

4. Description of Services

Gravity operates an online platform that enables users to translate content using automated translation tools and to make review of a completed translations by independent human translators available through the platform.

Customers shall have access to our Services in the format Gravity considers most suitable for providing these Services and which are delivered based on the License of the Software mentioned in Article 16 below.

For the purposes of these Terms, the term “Software” means the web-based application and related services provided by Gravity, including translation-related functionality and any updates or improvements thereto.

The Software includes all related components, including algorithms, source code, documentation, and preparatory materials, together with any modifications, improvements, or new versions, all of which are protected by applicable intellectual property laws.

Gravity provides a web application (the “Application”) through its Website that enables the translation of content into multiple languages. The Services include, without limitation, the detection and processing of content provided by the Customer (the “Content”), the generation of translations via the platform into one or more selected languages from a list of available languages provided on the Website (the “Translation”), temporary processing, storage and display via the Application.

Translations are generated automatically through the use of third-party machine translation services (such as DeepL, Google Translate or similar providers).

Upon your request, translations may also be reviewed by independent translators who are registered on the platform.

Gravity does not act as an agent of any Customer. Gravity engages translators as independent contractors and pays them directly for assignments completed through the Platform, as further described in Article 11.

Gravity acts as the primary merchant and service provider managing the platform's order fulfillment infrastructure. Where human translation or review is requested, Gravity engages independent professional translators as independent subcontractors to perform the work. Gravity oversees the assignment process, facilitates quality control workflows, processes client payments directly, and assumes commercial responsibility for the delivery of the Services to the Customer in accordance with these Terms.

Gravity does not guarantee the availability of any specific features, languages or services and reserves the right to modify, suspend or discontinue any part of the Services at any time.

The Services may include the temporary processing, storage and display of Content and Translations solely for the purpose of operating the platform.

Translations are provided for general informational purposes only and must not be relied upon for legal, financial, medical or other professional decisions.

Gravity shall use commercially reasonable efforts to ensure service quality, but Customers are encouraged to verify critical text.

Gravity may modify, update or discontinue the Services at any time and Gravity reserves the right to offer any other service that it considers appropriate, in a format and according to the features and technical means that it considers most suitable for delivering these services.

5. Service Plans

The Services are available through the Customer's purchase of ready-made plans (each, a "Plan"). Gravity offers multiple Plans based on the Customer's anticipated usage, including (a) the number of documents (or pages, as applicable) that may be processed; and (b) the number of characters that may be processed (together, the "Usage Limits"), each as specified at the time of purchase.

Access to the Services begins when Gravity confirms successful payment for the selected Plan and the Plan is activated for the Customer's account (the "Plan Start Date"). Unless the Plan description states otherwise at the time of purchase, the Plan remains available until the earlier of (i) the Customer's use of all applicable Usage Limits (including all characters included in the Plan) or (ii) Plan expiry period, if any (the "Plan Term").

Usage is measured by Gravity's systems. The Customer is responsible for monitoring usage and remaining Usage Limits. Usage Limits are non-transferable and may not be shared across accounts unless expressly permitted in writing by Gravity. Unless otherwise expressly stated in the applicable Plan, any unused Usage Limits will not roll over beyond the applicable Plan Term.

If the Customer reaches a Usage Limit, the Customer's ability to continue using the Services may be suspended until the Customer purchases an additional Plan or other usage package made available by Gravity.

Plan fees are payable in advance and are non-refundable except as required by applicable law or as expressly stated in these Terms.

6. Level of Service

Gravity aims to ensure the continuous availability of the Website and the Services. For Customers subscribed to paid plans, Gravity targets a service availability level of 99%, measured over a given period.

7. Support

Support services include the following items:

- Technical support via following email address: support@tranzilai.com;
- Gravity will use all of its resources to provide high-quality technical service by email, but this does not guarantee any specific response time.

8. Financial Conditions

Pricing: The pricing for Plans and other Services is clearly stated on the Website. The prices are subject to change at our discretion, and any changes will be communicated in advance. Your continued use of the Services after the new prices have become effective constitutes your acceptance of such changes. If you do not agree to the updated pricing, you must stop using the Services.

The primary operating currency of the Website is Euro (EUR). In addition, the Website may support and display other currencies as made available from time to time.

The prices for Plans and Services on our Website may be subject to applicable taxes, duties or fees imposed by governmental authorities. You are solely responsible for any such taxes, duties or fees arising from your use of the Website and Services.

Account Balances: To make purchases on our Website, you must first top-up the funds in your Account. Funds added to your Account constitute pre-purchased Service Credits redeemable solely for Services available on the Platform and do not constitute a deposit, stored value, or e-money balance. The top-up service allows you to add funds using your Account's functionality or through any other channels made available by us from time to time. Upon submitting a top-up request, it will be processed by a third party payment service provider. Transactions will appear on your bank or card statement under the billing descriptor associated with our payment service provider. If you have any questions about a charge, please contact us at support@tranzilai.com before initiating a dispute with your bank.

The use of payment instruments via the top-up service and the processing of transactions by the payment service provider are subject to the terms and conditions of such provider.

You are fully responsible for ensuring that the correct amount is topped up to your Account. Any top-up amounts added to your Account are non-refundable except as expressly stated in the Refunds section of these Terms or as required by applicable law, including the Consumer Rights Act 2015 and Consumer Contracts Regulations 2013.

Payment Terms: We accept credit cards and debit VISA and Mastercard cards, as well other payment methods that may be available at the Website from time to time. You are responsible for providing accurate and valid payment information. By providing payment details, you represent and warrant that you are authorized to use the chosen payment method.

We are not a banking institution in any way and all of the intermediary payment services are performed by our partners, which are qualified and specializes in these services.

Refunds: Prepayments and Plan purchases are refundable under the conditions explicitly specified in these Terms or where mandated by applicable consumer protection laws and card scheme rules (Visa/MasterCard rules).

You qualify for a refund under the following conditions:

- If you encounter technical issues with a purchased Service that prevent you from using or accessing it, please contact our customer support team via support@tranzilai.com. If we cannot resolve the issue within 5 Business Days, we will issue a refund;
- If you spot unauthorized charges on your Account related to purchases, reach out to our customer support team immediately. We will investigate, and if the charges are found to be unauthorized, we will issue a refund;
- If there is a payment error, such as an overcharge or incorrect billing, contact our customer support team via support@tranzilai.com with evidence of the error, and we will promptly address the issue, which may include issuing a refund;
- We may issue a refund if we identify potentially fraudulent transactions or in other situations where a refund is necessary to protect our interests and ensure the integrity of our Website.

Unless another defined in the applicable laws, if you are a consumer, you have the right to withdraw from the agreement for the purchase of Services within 14 days from the date of purchase, unless otherwise provided by applicable law. By requesting immediate performance of the Services, and by expressly consenting to such performance and acknowledging that you will lose your right of withdrawal, you agree that such right will no longer apply once the Services have been fully performed.

Please note that in the following cases we cannot refund to you:

- You are not allowed to apply for a refund for the unpaid order;
- For fully executed services without any technical defects, or requests that violate clear platform safety rules.

To exercise the right of cancelation, you must inform us via support@tranzilai.com.

If you cancel an order, we shall reimburse to you all payments received from you without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from the agreement. Reimbursement will be made using the same means of payment as you used for the initial transaction, unless you have expressly instruct otherwise.

In any event, you will not incur any fees from us as a result of such reimbursement.

Remaining Credit Balance: If your Agreement with us is terminated prematurely and you have a remaining credit balance on your Account, you may request a refund for

the remaining balance by contacting us at support@tranzilai.com. We will refund the remaining balance using the same payment method as the original transaction unless you specifically request otherwise.

9. Personal Data

To provide the Services, Gravity processes personal data in accordance with applicable data protection laws, including the General Data Protection Regulation (GDPR). Details regarding the collection, use, and protection of your personal data, as well as your rights and how to exercise them, are set out in our Privacy Notice, available at: <https://tranzilai.com/privacy-policy/>.

10. Obligations of the Customers

You agree to comply with all obligations set out in these Terms, without prejudice to any other obligations that may apply under applicable law.

To use our Services, you must be at least 18 years old or have the consent of a parent or guardian.

Access to and use of the Services is restricted in certain jurisdictions and territories due to legal and regulatory requirements.

Such restricted territories include: Afghanistan, Albania, Algeria, Angola, Belarus, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, China, Croatia, Cuba, Democratic Republic of the Congo, Democratic People's Republic of Korea (North Korea), Ethiopia, Gabon, Guatemala, Guinea, Guinea-Bissau, Haiti, Iran, Iraq, Kenya, Kosovo, Laos, Lebanon, Liberia, Libya, Madagascar, Mali, Moldova, Monaco, Montenegro, Mozambique, Myanmar (Burma), Namibia, Nicaragua, Niger, Nigeria, Northern Cyprus, North Macedonia, Philippines, Republic of Congo, Russia, Senegal, Serbia, Sierra Leone, Somalia, South Africa, South Sudan, Sri Lanka, Sudan, Suriname, Syria, Tanzania, Tunisia, Venezuela, Vietnam, Yemen, and Zimbabwe.

The following territories are specifically restricted: Afghanistan, Albania, Algeria, Angola, Belarus, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, China, Croatia, Cuba, Democratic Republic of the Congo, Democratic People's Republic of Korea (North Korea), Ethiopia, Gabon, Guatemala, Guinea, Guinea-Bissau, Haiti, Iran, Iraq, Kenya, Kosovo, Laos, Lebanon, Liberia, Libya, Madagascar, Mali, Moldova, Monaco, Montenegro, Mozambique, Myanmar (Burma), Namibia, Nicaragua, Niger, Nigeria, Northern Cyprus, North Macedonia, Philippines, Republic of Congo, Russia, Senegal, Serbia, Sierra Leone, Somalia, South Africa, South Sudan, Sri Lanka, Sudan, Suriname, Syria, Tanzania, Tunisia, Venezuela, Vietnam, Yemen, Zimbabwe. Restrictions also apply to certain disputed or occupied territories (including, for example, Northern Cyprus, Crimea, Donetsk, Kherson, Luhansk, and Zaporizhzhia territories etc.), as well as any jurisdiction where the provision or use of the Services would be unlawful under applicable laws and regulations. Please note that this list may be updated from time to time to ensure compliance with applicable legal requirements.

Users must not access services where prohibited by applicable law.

You agree to comply with all applicable laws and regulations when accessing and using the Services, including those of England and any jurisdiction in which you access the Services. You shall not use the Services in any manner that violates applicable law, infringes the rights of any third party, or is otherwise unlawful. You are solely responsible for all Content submitted, uploaded, or processed through the Services. To the fullest extent permitted by law, Gravity disclaims any and all liability in respect of such Content.

You are solely responsible for complying with all reporting, regulatory, and legal obligations applicable to your use of the Services.

To this end, you agree:

- not to use the Services to translate any content that is unlawful, harmful, or promotes activities in violation of applicable laws or regulations; and;
- not to use the Services to process or translate any content that infringes the rights of third parties.

You acknowledge that you have read and understood the characteristics and limitations of the Services, including their technical features. You are solely responsible for your use of the Services.

Customers agree to use the Services solely for their own personal. Translators registered on the Platform may use the Services in the course of providing review assignments as permitted under Article 11. Save as aforesaid, you shall not transfer, sublicense, assign, or otherwise make available your rights under these Terms to any third party without our prior written consent.

You are solely responsible for all content of any kind, including editorial, graphic, audiovisual, or other materials (the "Content"), that you submit, upload, or generate through the Services.

You represent and warrant that you have all necessary rights, licenses, and permissions to submit, upload, store, process, and use any Content through the Services.

You represent and warrant that your Content is lawful, does not violate any applicable laws or regulations, and does not infringe the rights of any third party. You further represent and warrant that your Content does not expose Gravity to any legal liability.

11. Freelancers

11.1. General provisions

Gravity engages independent professional translators (Freelancers) as subcontractors to provide manual review, quality enhancement, and customized human translation services to users via the platform infrastructure.

You, as a Freelancer, agree to:

(a) perform all services in a professional manner, with due care, skill and diligence, and to complete all work personally unless otherwise agreed;

(b) communicate with users in a clear, professional and timely manner, and to respond promptly to any queries or requests related to your services;

(c) ensure that you only accept assignments that you are able to complete within the applicable deadlines, and that you have the necessary qualifications, experience and availability to perform;

(d) commence work on accepted assignments without undue delay and use reasonable efforts to complete them in accordance with agreed timelines.

11.2. Request and proposal process

The Platform may display available requests for review or improvement of machine-generated translations based on their selected language pairs and other relevant criteria.

Translators may review such requests and submit proposals for the provision of services. Each proposal may include the translator's proposed fees, estimated time for completion and any other relevant conditions.

A task is officially assigned once approved through the platform workflow.

Submission of a proposal does not create a binding agreement between the translator and the user.

Translators are solely responsible for ensuring that the terms of their proposals, including pricing and estimated timelines, are accurate and reflect their ability to perform the requested services.

11.3. Work completion and payment process

Upon completion of an assignment, the translator shall upload the revised content to the Platform in accordance with the applicable requirements.

The progress of each assignment, including submission, approval and payment status, may be tracked through the Platform.

Following submission, the user may review the work and either accept or reject the deliverables. A translation shall be deemed completed once accepted by the user or Gravity.

Payment for completed assignments shall be processed by Gravity following confirmation of completion and acceptance of the deliverables. Gravity pays translators directly as independent contractors in respect of assignments completed through the Platform. Gravity reserves the right to withhold or adjust payment where work does not meet the agreed requirements or where a translator is found to be in breach of these Terms. Payment timing, currency, and any applicable minimum

thresholds are as set out on the Platform at the time of registration or as otherwise communicated to the translator.

You agree that any amounts earned by you by working on jobs will be made via Gravity payment service provider in Euros. Gravity will not process payments to you without a request from you.

You are an independent contractor. Nothing in this Terms shall in any way be construed to classify you as an agent, employee or representative of Gravity. You are not authorized to bind Gravity to any liability or obligation or to represent that you have such authority. You are solely responsible for reporting any income that you are required to report, and for paying any taxes or duties on such income, such as self-employment taxes.

12. Prohibited Activities

You may not access or use the Services or Website to:

- Post, upload, submit, publish, or transmit any Content that is unlawful, threatening, abusive, defamatory, obscene, vulgar, harassing, discriminatory, or otherwise objectionable;
- Use AI-generated Content or any outputs from the Website to deceive, manipulate, spread false or misleading information, or engage in any unlawful, harmful, or unethical activity, including impersonating any person, fabricating evidence, or otherwise misleading others;
- Engage in any fraudulent, unlawful, or dishonest activity, including money laundering, tax evasion, or violating applicable anti-money laundering (AML) or counter-terrorist financing (CTF) laws and regulations;
- Interfere with, damage, disable, overburden, or disrupt any servers, networks, systems, or security features connected to the Website or Service;
- Attempt to gain unauthorized access to any portion of the Website or Application (including any accounts, systems, networks, data, or services), including through hacking, password mining, or any other unauthorized or unlawful means;
- Use any stolen, fraudulent, or unauthorized payment method;
- Exploit, probe, or abuse bugs, vulnerabilities, or other defects on the Website or Application, or otherwise interfere with or manipulate how the Website or Application operates, including any form of market manipulation (for example, spoofing or wash trading);
- Misrepresent your identity, affiliation, employment, or authority, including falsely claiming to represent any company or other third party;
- Infringe, misappropriate, or otherwise violate our intellectual property rights or any third party's intellectual property rights, including through unauthorized data extraction, copying, or capture;
- Upload, post, transmit, or otherwise distribute viruses, malware, or any other malicious or harmful code or software;
- Collect, attempt to collect, or process personal information about other Customers without their permission, or engage in scraping, spamming, or sending unsolicited communications;

- Use the Website or Application for any unlawful purpose, to violate any applicable law, regulation, or rule, or to encourage, assist, or enable others to do any of the foregoing;
- Use the Website or Application for obscene, immoral, or unethical purposes, or in any way that compromises or threatens the security, integrity, or availability of the Website or Application.

If we determine, in our sole discretion, that you have engaged in any prohibited activity or otherwise violated these Terms or applicable law, we may suspend or terminate your access to the Website, Service or Application (in whole or in part). We may also take any other action we consider appropriate, including cooperating with or reporting suspected unlawful activity to law enforcement authorities or regulators in relation to any suspected unlawful activity.

13. Indemnification

You represent and warrant that you will comply with these Terms.

You agree to defend, indemnify, and hold harmless Gravity, its affiliates, and their respective directors, officers, employees, and agents from and against any and all claims, demands, actions, proceedings, damages, losses, liabilities, fines, penalties, costs, and expenses (including reasonable legal fees) arising out of or in connection with:

- (i) your breach of these Terms;
- (ii) your access to or use of the Services;
- (iii) any Content submitted, uploaded, or processed by you; or
- (iv) any violation of applicable law or third-party rights by you.

14. Liabilities

If Customer fails to comply with these Terms or violate any applicable laws, Gravity reserves the right to take any action it deems appropriate, including:

- suspend or restrict access to the Services for any Customer who fails to comply with these Terms or violates applicable laws; or
- notify the appropriate authorities.

If you breach any material obligation under these Terms, Gravity reserves the right to cancel your access to all or part of the Services with immediate effect, upon written notice (including by email).

The cancellation will result in immediate deletion of the Customer's Account, as well as all of their stored and indexed translated Content, without prejudice to other consequences set forth in these Terms.

15. Responsibilities and Guarantees of Gravity

Gravity will use reasonable efforts to provide the Services in accordance with generally accepted commercial standards. The Services are provided on a best-efforts basis, and Gravity makes no representations or warranties that the Services will be uninterrupted, error-free, or fit for any particular purpose. This is expressly understood and accepted by the Customer.

The operation and involvement are limited to the provision of the Services described in these Terms.

Gravity does not guarantee that the Services will be uninterrupted, error-free, or free from defects or bugs. The Services are standardized and are not designed to meet the specific requirements of each user. Accordingly, Gravity makes no warranties that the Services will meet your particular needs or expectations.

To the fullest extent permitted by applicable law, Gravity shall be liable only for direct damages suffered by you, and its total aggregate liability shall not exceed the total amount paid by you for the Services during the 12 months preceding the event giving rise to the claim.

16. Intellectual Property – License

Gravity owns or holds all intellectual property rights in and to the Website, the Services, the Application, and all associated content and materials, including, without limitation, text, graphics, images, videos, software, and databases.

All such content and materials are protected by applicable intellectual property laws worldwide, including, without limitation, copyright, trademark, patent, and database rights. Any unauthorized use, reproduction, or distribution of such materials is strictly prohibited.

Subject to these Terms, Gravity grants you a limited, non-exclusive, non-transferable, and revocable right to access and use the Website and the Services solely for your personal, non-commercial use.

Any other use is strictly prohibited unless expressly authorized by Gravity.

Any copying, reproduction, extraction, or use of the Website or its content, in whole or in part, is strictly prohibited without the prior written consent of Gravity.

Gravity owns or holds all intellectual property rights in and to the Software, including any part or component thereof.

In consideration for the prices mentioned in Article 8 above, the Customer will be granted a revocable, non-transferable, non-exclusive license of use of the Software that can not be used to sub-license the Software, the purpose of which is to provide the Services within the limits and conditions set forth by these Terms, and for the term of the Plan Term.

Consequently, the Customer agrees not to copy all or part of the Software, for any reason and by any means, or to use the Software in a manner not listed in the license

above. The Customer also agrees to never process to any de-compiling actions on the Software.

You retain all intellectual property rights in and to the content you submit, upload, or process through the Services.

You are solely responsible for ensuring that the content you generate using our Services does not infringe upon the intellectual property rights of others. By using our Services, you represent and warrant that you have the necessary rights, licenses, or permissions to use and share the content you create.

When you submit Content to us, while using our Services, you give us permission (a non-exclusive, worldwide, royalty-free license) to use, host, show, and share your Content only as needed to provide and run the Website, Software and its Services.

17. Use of Third-Party Services

In delivering our Services, we may incorporate technologies and functionalities provided by third party service providers, including but not limited to APIs from service providers such as DeepL, Google Translate, among others.

Certain functionalities require that your Content be processed and outputs generated through external systems operated by these third parties. While Gravity takes reasonable steps to safeguard your data, you acknowledge that some user data may be transmitted to and processed by third party providers in accordance with our Privacy Notice.

By creating an Account or using the Services, you expressly acknowledge and consent to the involvement of third-party technologies and the sharing of data with such providers as necessary to deliver Services.

You acknowledge that Content may be accessed and processed by third-party translators and external systems, and that Gravity cannot guarantee absolute confidentiality.

If you do not consent to the processing of your personal data by third party service providers, you must not use, or must cease using, the parts of the Services that rely on such third-party technologies.

18. Disclaimer of Warranties

The Website, Software and Services are provided on an “as is” and “as available” basis. To the fullest extent permitted by applicable law, we disclaim all warranties and representations, express or implied, including any implied warranties of merchantability, fitness for a particular purpose, title, and non-infringement.

We do not warrant that the Website, Software and Services will be not uninterrupted, error-free, secure, or free from viruses or other harmful components. We are not responsible for outages, delays, data loss or corruption, transmission errors, or other

technical failures, whether caused by us, your systems, the internet, or third-party providers.

We do not guarantee the accuracy, completeness, reliability, or usefulness of any content or information made available through the Website or Software, and no oral or written information or advice creates any warranty not expressly stated in these terms.

The Website may include links to third-party websites, platforms, content, or services. we do not endorse or control, and are not responsible for, any third-party resources. Your access to and use of third-party resources is at your own risk and subject to the third party's terms and privacy policies.

To the fullest extent permitted by applicable law, we disclaim all liability for any damages, losses, or claims arising out of or relating to (a) your access to or use of (or inability to access or use) the website, platform, or services, (b) loss, unavailability, or compromise of data or content, (c) unauthorized access to or alteration of accounts, data, or transmissions, (d) acts or omissions of any third party, or (e) events beyond our reasonable control (including force majeure).

You are solely responsible for your use of the Website, Software and Services and for evaluating any content or information you obtain. These disclaimers apply to the maximum extent permitted by law and survive termination of these Terms.

All trademarks, service marks, trade names, product names, and logos appearing on the Website are the property of their respective owners. Any reference to products, services, processes, or other information by trade name, trademark, manufacturer, supplier, or otherwise does not imply endorsement, sponsorship, or recommendation by the Website or vice versa.

19. Governing Law and Jurisdiction

These Terms are governed by, and will be construed in accordance with, the laws of England and Wales, without regard to its conflict of laws of principles.

Any dispute, controversy, or claim arising out of or relating to these Terms, the Software or the Services will be subject to the exclusive jurisdiction of the courts of England and Wales, and each party irrevocably submits to the jurisdiction and venue of those courts.

20. Severability

If any provision of these Terms is deemed invalid or unenforceable, the remaining provisions shall remain in full force and effect.

21. Entire Agreement

These Terms, along with our policies, constitute the entire agreement between you and us regarding your use of our Website, Services and supersede any prior agreements or understandings.

22. Effective Date

These Terms are effective as of 18 May 2026 and were last updated on 18 May 2026.

These Terms, together with the Privacy Policy, govern your access to and use of the Website and the Services for the duration of such access and use.