

WEBSITE TERMS OF SERVICE

Effective Date: April 27, 2025

1. INTRODUCTION

These Terms of Service ("Terms") constitute a legally binding agreement between RevoPro AI Artificial Intelligence Developing Services ("RevoPro AI," "Company," "we," "us," or "our") and any person or entity ("User," "you," or "your") who accesses, browses, interacts with, or otherwise uses the website located at www.revopro.ai (the "Website").

By accessing or using the Website in any manner—whether by visiting, browsing, submitting information through forms, registering for communications, or utilizing any content, tools, or services offered on or through the Website—you expressly acknowledge, understand, and agree to be bound by these Terms.

These Terms incorporate by reference, and you further agree to be legally bound by, the following policies, which form an integral part of this Agreement:

- **Our Privacy Policy**, which governs the collection, use, retention, and disclosure of Personal Data, including usage tracking related to AI agent interactions (e.g., token consumption, conversation metadata), in compliance with applicable laws including UAE Federal Decree-Law No. 45 of 2021 and Regulation (EU) 2016/679 (GDPR);
- **Our Cookie Policy**, which governs the use of cookies, analytics scripts, and similar tracking technologies on the Website.

You also acknowledge and agree that:

- **Our AI-based services are billed based on token consumption**, with rates generally ranging between AED 0.03 to AED 0.10 per conversation;
- **Maintenance and bug fixing services are provided at no additional charge**, ensuring continuous operational functionality;
- **Invoices are issued on a monthly or quarterly basis**, as selected by the client during onboarding, and are due within 14 calendar days of issuance;
- Failure to make timely payment may result in temporary service suspension without any interest, late fees, or reactivation penalties.

If you do not agree to these Terms, or to any policy incorporated herein by reference, you must immediately cease all access to and use of the Website.

Continued use of the Website following the publication of any changes to these Terms constitutes your binding acceptance of the revised Terms.

You represent and warrant that you have the legal capacity and authority to enter into these Terms on behalf of yourself or any legal entity you purport to represent. If you are using the Website on behalf of an organization, you further represent and warrant that you are authorized to bind that organization to these Terms.

2. DEFINITIONS

Unless otherwise expressly stated herein, capitalized terms used in these Terms shall have the meanings set forth below.

Definitions shall apply equally to the singular and plural forms of the terms defined:

- **"Website"** means the online platform owned, operated, and controlled by RevoPro AI, accessible at www.revopro.ai, including all subdomains, webpages, content, services, information, and functionalities made available thereon.
- **"Services"** means any and all services, products, solutions, features, and functionalities offered by RevoPro AI through or related to the Website, including but not limited to AI agent development, CRM integrations, customer support tools, lead generation tools, appointment scheduling automation, and workflow management.
- **"Content"** means all text, graphics, images, logos, icons, audio clips, video clips, software, data compilations, documents, designs, know-how, and other materials made available on or through the Website, whether proprietary to RevoPro AI or licensed from third parties.
- **"Third-Party Services"** means any services, platforms, websites, applications, systems, tools, or content provided by independent third parties that are integrated with, linked from, accessed through, or otherwise utilized in connection with the Website or the Services, including without limitation Stripe (payment processor),

Supabase (data storage), Airtable (CRM), Netlify (hosting), and Make.com (workflow automation).

- **"User"** means any natural person or legal entity who accesses, browses, uses, interacts with, or otherwise engages with the Website, whether acting in an individual capacity or on behalf of an organization or company.
- **"Terms"** means these Terms of Service, including any documents, policies, notices, and guidelines incorporated herein by reference, as updated or amended from time to time.
- **"Privacy Policy"** means the privacy policy issued by RevoPro AI, which governs the collection, use, disclosure, storage, and protection of Personal Data collected through or in connection with the Website, and which is incorporated by reference into these Terms.
- **"Cookie Policy"** means the policy issued by RevoPro AI governing the use of cookies, tracking technologies, pixels, and similar devices on the Website, incorporated herein by reference.
- **"Account"** means a unique account created by or for a User to access certain restricted areas, features, or Services of the Website, if applicable.
- **"Personal Data"** means any information relating to an identified or identifiable natural person, as defined under applicable data protection laws, including the UAE Data Protection Law (Federal Decree-Law No. 45 of 2021) and the General Data Protection Regulation (EU) 2016/679 ("GDPR").
- **"Intellectual Property Rights"** means all intellectual property rights worldwide, whether registered or unregistered, including copyrights, trademarks, trade names, service marks, patents, industrial designs, trade secrets, know-how, and all other proprietary rights and forms of intellectual property protection recognized under applicable law.

- **"Force Majeure Event"** means any event or circumstance beyond the reasonable control of RevoPro AI that prevents or delays its performance under these Terms, including but not limited to acts of God, natural disasters, epidemics, pandemics, governmental actions, labor strikes, wars, terrorism, or failures of telecommunications or internet service providers.

3. ELIGIBILITY

3.1 Eligibility Requirements

By accessing, browsing, or otherwise using the Website, you represent, warrant, and covenant that:

- You are at least **eighteen (18) years of age** or have reached the **age of legal majority** in your jurisdiction of residence, whichever is greater;
- You have **full legal capacity and authority** to enter into and be bound by these Terms of Service;
- Your access to and use of the Website does not violate any applicable laws, regulations, ordinances, or court orders to which you are subject;
- You are not located in a country subject to international embargoes, sanctions, or trade restrictions that would prohibit access to the Website or receipt of Services;
- You are not a person barred from using the Website under applicable law.

3.2 Representation on Behalf of an Entity

If you are accessing, using, or registering with the Website on behalf of a company, organization, governmental authority, or other legal entity ("Entity"), you further represent and warrant that:

- You have the **express authority** to act on behalf of and legally bind such Entity to these Terms;

- The Entity you represent is duly organized, validly existing, and in good standing under the laws of its jurisdiction of formation;
- All actions taken by you in connection with access to and use of the Website are within the scope of your authority granted by such Entity.

In such case, references in these Terms to "you" and "your" shall also refer to the Entity you represent, as applicable.

3.3 Restrictions on Access

RevoPro AI reserves the right, at its sole discretion, to:

- Deny access to the Website to any person or Entity that does not satisfy the eligibility requirements set forth herein;
- Suspend, revoke, or terminate access where eligibility is reasonably questioned or where violations of applicable laws, regulations, or these Terms are suspected or confirmed;
- Temporarily suspend access to the Website or Services in the event of non-payment of applicable usage fees, without imposing any interest, penalties, or late charges.

You acknowledge and agree that failure to meet the eligibility criteria or to make timely payment of usage fees may result in temporary service deactivation. Access may be restored upon resolution of the issue at RevoPro AI's discretion.

4. MODIFICATIONS TO TERMS

4.1 Right to Modify

RevoPro AI reserves the right, at its sole discretion, to modify, amend, supplement, or replace these Terms of Service at any time to reflect changes in applicable laws, best practices, technological developments, or adjustments to our business operations or service offerings.

4.2 Notice of Changes

In the event of material changes to these Terms, we shall provide notice by:

- Posting the updated Terms prominently on the Website; and/or

- Providing notice via email to Users who have provided contact information, where feasible.

4.3 Effective Date and Continued Use

Changes shall become effective immediately upon publication, unless a later effective date is specified.

Your continued access to or use of the Website after the effective date of any modifications constitutes your full acceptance of the revised Terms.

If you do not agree to the amended Terms, you must discontinue use of the Website immediately.

5. USE OF THE WEBSITE

5.1 Permitted Use

Subject to your full compliance with these Terms and all applicable laws, you are granted permission to access and use the Website for the following lawful and legitimate purposes:

- Browsing information related to RevoPro AI's services;
- Submitting inquiries or forms for business or informational purposes;
- Participating in authorized programs, promotions, or waitlists managed by RevoPro AI.

5.2 Prohibited Conduct

You expressly agree that you shall not, directly or indirectly:

- Violate or circumvent any applicable law, regulation, or ordinance;
- Access or use the Website for any fraudulent, unlawful, harmful, or unauthorized purpose;

- Attempt to gain unauthorized access to any portion of the Website, servers, or networks through hacking, password mining, or other illicit means;
- Reverse engineer, decompile, disassemble, or otherwise attempt to extract the source code, object code, or underlying structure of any component of the Website or Services;
- Upload, transmit, or otherwise distribute viruses, worms, logic bombs, Trojan horses, spyware, malware, corrupted files, or other malicious code;
- Impersonate any person or entity, misrepresent your affiliation with a person or entity, or engage in identity theft;
- Use automated systems such as bots, spiders, crawlers, or scrapers without prior express written authorization from RevoPro AI.

Violation of this section may result in immediate suspension or termination of your access and may expose you to civil and/or criminal liability under applicable law.

6. ACCOUNT REGISTRATION (IF APPLICABLE)

6.1 Account Creation

Certain features of the Website may require you to create a user account ("Account").

In registering an Account, you represent and warrant that:

- All information you provide is true, accurate, current, and complete;
- You will promptly update your information as necessary to maintain its accuracy.

6.2 Account Security

You are responsible for maintaining the confidentiality and security of your Account credentials.

You agree to:

- Notify RevoPro AI immediately of any unauthorized use of your Account or any other breach of security;
- Accept full responsibility for all activities that occur under your Account.

RevoPro AI is not liable for any loss or damage arising from your failure to maintain the confidentiality of your Account information.

6.3 Suspension or Termination of Account

RevoPro AI reserves the right, at its sole discretion, to suspend, restrict, or terminate your Account, without notice or liability, for:

- Violation of these Terms;
- Unauthorized use of the Website;
- Conduct that RevoPro AI deems harmful to the Website, other Users, or RevoPro AI's interests.

Upon termination, all rights granted to you under these Terms shall immediately cease.

7. INTELLECTUAL PROPERTY RIGHTS

7.1 Ownership of Intellectual Property

All rights, title, and interest in and to the Website, Content, Services, and all underlying technology, software, know-how, methodologies, databases, designs, graphics, trademarks, service marks, logos, and other intellectual property ("Intellectual Property Rights") are and shall remain the exclusive property of RevoPro AI or its licensors.

7.2 Reservation of Rights

Except as expressly provided herein, no rights or licenses are granted to you under any patents, copyrights, trademarks, trade secrets, or other intellectual property rights of RevoPro AI, whether by implication, estoppel, or otherwise.

Any unauthorized use of the Website or Content may violate applicable intellectual property laws and treaties and may subject you to civil and/or criminal penalties.

7.3 Third-Party Intellectual Property

The Website may contain references to Third-Party Services and third-party intellectual property.

All rights in such materials remain with their respective owners, and you agree to comply with all terms and conditions associated with such third-party rights.

8. LICENSE GRANT

8.1 License to Access and Use

Subject to your strict compliance with these Terms, RevoPro AI grants you a limited, non-exclusive, non-transferable, non-sublicensable, revocable license to:

- Access and view the Website and Content for your personal or internal business use only;
- Download or print a copy of portions of the Content solely for your permitted use, provided that you do not remove any proprietary notices contained therein.

8.2 Restrictions on Use

You are expressly prohibited from:

- Copying, reproducing, modifying, translating, distributing, publishing, displaying, performing, transmitting, broadcasting, selling, licensing, or otherwise exploiting the Website or Content for any commercial purpose without RevoPro AI's prior written consent;
- Creating derivative works based on the Website, Content, or Services;
- Using framing techniques or mirroring any Content without RevoPro AI's express written authorization.

Any use of the Website or Content not expressly permitted herein constitutes a breach of these Terms and may violate intellectual property laws.

9. THIRD-PARTY SERVICES

9.1 Third-Party Integrations

The Website may contain links to or integrations with third-party websites, services, platforms, applications, or resources ("Third-Party Services").

Such Third-Party Services are provided solely as a convenience to Users.

9.2 Disclaimer Regarding Third-Party Services

You acknowledge and agree that:

- RevoPro AI has no control over, does not endorse, and assumes no responsibility for the content, privacy practices, terms of use, availability, or accuracy of any Third-Party Services;
- Your use of or reliance upon any Third-Party Services is at your sole risk and subject to the separate terms and conditions, privacy policies, and practices of such third parties;
- RevoPro AI expressly disclaims any and all liability arising from or relating to your use of or reliance upon Third-Party Services.

It is your responsibility to review the terms and privacy policies of all third-party providers you interact with.

10. DISCLAIMERS

10.1 General Disclaimer

To the fullest extent permitted by applicable law, the Website, the Content, and all Services provided thereon are made available on an "as is," "as available," and "with all

faults" basis without warranties of any kind, whether express, implied, statutory, or otherwise, including but not limited to:

- Warranties of merchantability, fitness for a particular purpose, non-infringement, title, or quiet enjoyment;
- Warranties that the Website or Services will meet your requirements or expectations;
- Warranties regarding the reliability, accuracy, timeliness, usefulness, adequacy, completeness, or suitability of any Content.

RevoPro AI does not warrant that the Website will be uninterrupted, secure, or error-free, or that defects will be corrected.

10.2 No Professional Advice

The information and Content provided on or through the Website are intended solely for general informational purposes.

Such Content does not constitute legal, financial, investment, medical, or professional advice and should not be relied upon as such.

Users are encouraged to seek independent professional advice tailored to their specific situation.

11. LIMITATION OF LIABILITY

11.1 Exclusion of Damages

To the maximum extent permitted by law, in no event shall RevoPro AI, its affiliates, directors, officers, employees, contractors, or agents be liable for any:

- Indirect, incidental, special, exemplary, punitive, or consequential damages;
- Loss of profits, loss of revenues, loss of goodwill, loss of data, business interruption, or other intangible losses;

- Arising out of or in connection with your use of, or inability to use, the Website, the Content, or the Services.

11.2 Capped Liability

In any event, the total cumulative liability of RevoPro AI to you for all claims arising out of or relating to these Terms, the Website, the Content, or the Services shall not exceed:

- One hundred United Arab Emirates Dirhams (AED 100); or
- The total amount paid by you, if any, to RevoPro AI during the six (6) month period immediately preceding the event giving rise to such liability, whichever is greater.

11.3 Jurisdictional Limits

Certain jurisdictions may not allow the exclusion or limitation of liability for consequential or incidental damages.

In such cases, RevoPro AI's liability shall be limited to the maximum extent permitted by applicable law.

12. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless RevoPro AI, its officers, directors, shareholders, employees, affiliates, contractors, agents, licensors, and service providers from and against any and all claims, demands, actions, liabilities, damages, losses, costs, and expenses (including reasonable attorneys' fees) arising out of or relating to:

- Your breach or alleged breach of these Terms;
- Your violation of any applicable law, regulation, or third-party right, including but not limited to intellectual property rights, confidentiality rights, or privacy rights;
- Your use or misuse of the Website, Content, or Services;
- Any unauthorized access or use of your Account credentials.

This indemnification obligation shall survive the termination of your use of the Website and these Terms.

13. PRIVACY AND DATA PROTECTION

13.1 Privacy Policy

RevoPro AI's collection, processing, use, storage, and disclosure of Personal Data and interaction-related information obtained through or in connection with the Website and its AI-powered Services is governed by our Privacy Policy and Cookie Policy, both of which are incorporated by reference into these Terms.

By accessing or using the Website or any of RevoPro AI's Services, you expressly acknowledge and agree that:

- RevoPro AI collects and processes interaction data, including but not limited to token consumption metrics, timestamps, usage logs, and conversation metadata, for the purpose of **accurate billing, service delivery, performance monitoring, and platform optimization**;
- Usage data may be aggregated and analyzed to improve AI agent behavior and service reliability, while maintaining data minimization and confidentiality standards;
- All Personal Data and related information are retained only as long as necessary for legitimate business or legal purposes, in accordance with retention schedules specified in the Privacy Policy;
- You have the right to access, correct, or delete your Personal Data and may withdraw consent to certain processing activities, subject to applicable legal limitations.

13.2 Compliance with Data Protection Laws

RevoPro AI processes Personal Data in strict accordance with:

- **UAE Federal Decree-Law No. 45 of 2021** on the Protection of Personal Data (PDPL);
- **Regulation (EU) 2016/679** (General Data Protection Regulation or GDPR), to the extent applicable to cross-border processing and users located in the European Economic Area (EEA);
- Any other applicable data protection and privacy laws in jurisdictions where RevoPro AI operates or serves Users.

All data handling practices are designed to comply with the principles of lawfulness, fairness, transparency, data minimization, accuracy, storage limitation, integrity, and confidentiality.

14. SECURITY MEASURES

14.1 Safeguards

RevoPro AI implements appropriate administrative, technical, and organizational security measures designed to protect Personal Data against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access.

Such measures may include, without limitation:

- End-to-end encryption of data transmissions;
- Firewalls and intrusion detection systems;
- Access control and role-based permission systems;
- Regular security audits and penetration testing.

14.2 No Absolute Security Guarantee

While RevoPro AI strives to protect your Personal Data, no method of transmission over the internet, or method of electronic storage, is completely secure.

Accordingly, we cannot and do not guarantee the absolute security of any information you transmit to us or store through the Website.

You acknowledge that you provide such information at your own risk.

15. FORCE MAJEURE

RevoPro AI shall not be held liable for any failure or delay in the performance of its obligations under these Terms, or for any damages or losses resulting therefrom, where such failure or delay arises from or is attributable to causes beyond its reasonable control ("Force Majeure Event"), including but not limited to:

- Acts of God (e.g., natural disasters, floods, earthquakes, storms, fires);

- Acts of government or regulatory authorities (e.g., legislative changes, restrictions, embargoes);
- Pandemics, epidemics, public health emergencies, or quarantine restrictions;
- Acts of terrorism, civil unrest, riots, or war (declared or undeclared);
- Labor strikes, lockouts, labor shortages, or industrial disputes;
- Failures or outages of telecommunications, internet, hosting providers, utility services, or third-party service providers essential to the functioning of the Website.

In the event of a Force Majeure Event, RevoPro AI's performance obligations shall be suspended for the duration of the event, without liability or penalty.

Where the Force Majeure Event continues for a period exceeding sixty (60) consecutive days, either party may terminate its use of the Website upon written notice.

16. SUSPENSION AND TERMINATION

16.1 Suspension or Termination by RevoPro AI

RevoPro AI reserves the right, at its sole discretion and without liability, to:

- Suspend, restrict, deactivate, or terminate your access to or use of the Website or related Services if:
 - You are found in violation of these Terms;
 - There is suspected or confirmed abuse, fraud, or unlawful activity;
 - There is a failure to make timely payment of usage fees in accordance with RevoPro AI's payment policy;
- Investigate any suspected breach of these Terms and cooperate with applicable legal authorities;
- Take any reasonable action necessary to protect the integrity, availability, and security of RevoPro AI's systems and intellectual property.

Service Suspension for Non-Payment:

In the event of non-payment of usage fees beyond the specified due date (including

applicable grace period), RevoPro AI may temporarily **deactivate services** without notice. No penalties, late fees, or interest shall apply. Access may be **fully reinstated upon receipt of outstanding payment**, without additional reactivation charges.

16.2 Effects of Termination

Upon termination of your access to the Website or Services, whether by RevoPro AI or at your request:

- All rights, licenses, and access privileges granted to you under these Terms shall immediately cease;
- You must immediately discontinue any use of the Website, Services, and associated content;
- Any outstanding payment obligations incurred prior to termination shall remain due and payable;
- All provisions that, by their nature, should survive termination shall remain in effect, including but not limited to: **Intellectual Property Rights, Disclaimers, Limitation of Liability, Indemnification, Governing Law and Jurisdiction.**

17. ASSIGNMENT

You may not assign, delegate, or transfer your rights or obligations under these Terms, whether by operation of law or otherwise, without the prior express written consent of RevoPro AI.

Any attempted assignment in violation of this provision shall be null and void.

RevoPro AI may freely assign or transfer its rights and obligations under these Terms without restriction, including in connection with a merger, acquisition, corporate reorganization, or sale of assets.

These Terms shall be binding upon and inure to the benefit of the parties and their respective permitted successors and assigns.

18. SEVERABILITY

If any provision, clause, or part of these Terms is found to be invalid, illegal, or unenforceable by a competent court or authority:

- Such provision shall be severed from these Terms and shall not affect the validity or enforceability of the remaining provisions;
- The invalid, illegal, or unenforceable provision shall be deemed modified to the minimum extent necessary to render it valid, enforceable, and consistent with the original intent of the parties.

The remaining provisions of these Terms shall remain in full force and effect.

19. GOVERNING LAW AND JURISDICTION

19.1 Governing Law

These Terms, and any dispute, claim, or controversy arising out of or relating to these Terms, the Website, the Content, or the Services, shall be governed by and construed in accordance with the laws of the **United Arab Emirates**, without regard to conflict of law principles.

19.2 Jurisdiction

The Parties irrevocably agree that any disputes, claims, or proceedings arising out of or relating to these Terms shall be subject to the exclusive jurisdiction of the **competent courts of the Emirate of Dubai**, United Arab Emirates.

The Parties waive any objection to the venue or forum based on lack of personal jurisdiction, forum non conveniens, or any other basis.

20. SERVICE NOTICES AND ELECTRONIC DELIVERY

20.1 Communication of Material Updates

RevoPro AI shall communicate all **material service updates**, including but not limited to revisions to these Terms of Service, planned or unplanned **service outages**, infrastructure disruptions, payment policy adjustments, or any change in legal or operational terms, **via email** to the User's most recently provided and valid **registered contact address**.

20.2 Legal Effect of Email Notice

Such notices shall be **deemed legally delivered and effective upon successful electronic dispatch**, irrespective of whether the User acknowledges receipt or opens the message. The User is responsible for maintaining accurate and accessible contact information for this purpose.

20.3 Acceptance by Continued Use

Continued use of the Website or Services following the dispatch of such notice shall constitute the User's **constructive acknowledgment and binding acceptance** of the communicated changes or information, to the extent permitted under applicable law.