Terms of Service

Effective Date: September 17, 2026
Entity: Snapiens Inc. - 251 Little Falls Drive, Wilmington, DE ,19808, USA
Contact: contact@snapiens.com

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1. Introduction

Welcome to Snapiens ("**we**," "**us**," "**our**"). Snapiens Inc. provides AI-powered tools, knowledge agents, and workspace services (the "**Services**") accessible through our websites, mobile apps, and APIs.

By using Snapiens, you agree to be bound by these Terms of Service ("**Terms**"), our Privacy Policy, and any supplemental policies or agreements referenced herein.

If you do not agree to these Terms, you must not access or use Snapiens.

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2. Who May Use Snapiens

- You must be at least **16 years old** (or older where required by law).
- By registering or using Snapiens on behalf of an organization, you represent that you have the authority to bind that organization.
- You may not use Snapiens if you are located in a country or region subject to **U.S. sanctions** (including Cuba, Iran, North Korea, Syria, Crimea, Donetsk, or Luhansk).

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3. Account Registration and Security

You must create an account to use most Services. You agree to:

- Provide accurate and complete information;
- Maintain confidentiality of your credentials;
- Immediately notify us of any unauthorized use.

You are solely responsible for activities under your account. Snapiens is not liable for losses due to compromised credentials.

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4. Workspace and Admin Access

Snapiens supports **individual and organizational workspaces**.

- Each organization designates one or more **Administrators** who can manage users, permissions, and data within that workspace.
- Admins may access and delete member-generated data for legitimate organizational purposes.
- Snapiens employees may only access customer workspaces for support, troubleshooting, or legal compliance, under strict confidentiality.

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5. Acceptable Use and Safety Policy

You agree **not to use Snapiens** for purposes that are unlawful, harmful, or unethical. Prohibited uses include, but are not limited to:

Illegal or Harmful Activities

- Promoting or facilitating **violence, terrorism, self-harm, or suicide**.
- Creating or distributing **fraudulent, misleading, or deceptive content**.
- Engaging in activities involving **weapons, drugs, or human exploitation**.

Security & Integrity

- Attempting to **hack, disrupt, or overload** Snapiens systems.
- **Reverse engineering** or attempting to extract models, algorithms, or data.
- Scraping, automated querying, or bypassing API limits.

AI-Specific Restrictions

- Using Snapiens outputs as **authoritative advice** (medical, financial, legal, or safety-critical).
- Training or reselling Snapiens outputs or models without written permission.
- Uploading or generating content that violates privacy, IP, or ethical standards.

Snapiens reserves the right to **suspend or terminate** accounts producing or distributing content that could cause harm, misinform, or violate applicable laws.

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6. Prohibited Multi-Client and Third-Party Use

Snapiens accounts—whether individual or organizational—may only be used to create, manage, and deploy knowledge, agents, or automations **for the direct benefit of the account holder or the single organization associated with that account**.

You may **not** use Snapiens to create, deploy, operate, or manage agents, knowledge structures, or workspaces **for multiple businesses, clients, or third-party entities**, including but not limited to:

- Using a personal or single-company subscription to host knowledge for external clients;
- AI agencies or consultants deploying agents for several customers under one subscription;
- Creating separate Spaces, Folders, or workspaces for unrelated businesses within one account;
- Reselling, sublicensing, or offering Snapiens-powered agents without an approved partner agreement.

Permitted Scenario (Clarification)

A company may invite external contractors, consultants, or agencies to work *within its own workspace* for the sole purpose of building or managing that company's knowledge and agents. In this case, the agency is considered a service provider acting **on behalf of the account owner**, not a multi-client operator.

Snap Ads Tracking Exception

Notwithstanding the restrictions above, customers, agencies, consultants, and other authorized service providers may use **Snap Ads Tracking** to track advertising activity for multiple third-party businesses within a single Snapiens account.

Each third-party business whose advertising activity is tracked must be registered and maintained as a separate **Tracked Business** in accordance with Section 8.3.

This exception applies solely to Snap Ads Tracking and does not authorize the customer to use other Snapiens agents, knowledge structures, automations, or workspaces for multiple unrelated businesses unless such use is separately permitted under the customer's subscription, commercial license, or partner agreement.

Enforcement and Penalties

Any use of Snapiens to serve multiple unrelated clients or organizations under a single subscription constitutes misuse of the Services and may result in:

- Immediate suspension or termination of the account;
- Removal or deactivation of deployed agents;
- Loss of access to the platform;
- Any additional remedies available under applicable law.

Except for multi-client use expressly permitted for Snap Ads Tracking under Section 8.3, operating Snapiens on behalf of multiple unrelated clients requires a separate commercial license, subscription arrangement, or partner agreement explicitly authorizing such use.

7. Customer Data and Knowledge Usage

7.1 Ownership

You retain full ownership of all data, documents, and knowledge you upload ("**Customer Content**").

7.2 License to Operate

By using the Services, you grant Snapiens a **limited, worldwide, non-exclusive license** to host, process, and display your Customer Content **solely for operating and improving** Snapiens.

7.3 Model Training

Snapiens **does not use Customer Content to train or fine-tune its AI models**.
Anonymous usage analytics may be collected to monitor performance and security.

7.4 Responsibility

You are solely responsible for ensuring that your Customer Content:

- Does not include confidential or personal data unless necessary;
- Complies with all applicable privacy and data protection laws;
- Is not used to create or distribute harmful, misleading, or illicit outputs.

Snapiens is not responsible for the consequences of how customers use AI-generated information.

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8. Payment, Subscriptions, and Refunds

- Paid plans are billed via **Stripe** or authorized payment partners.
- Subscription fees are **non-refundable** once billed.
- Subscriptions **auto-renew** unless canceled prior to the renewal date.
- Taxes and currency conversion fees may apply depending on your region.

8.1 Fair Use, Unlimited Access, and Usage Controls

Certain Snapiens subscription plans include features described as “Unlimited*,” including but not limited to Standard Chat functionality.

“Unlimited*” means that Snapiens does not impose a fixed numerical cap on such usage under normal, reasonable, and human-driven use. However, all Unlimited* features are subject to fair use limits designed to ensure service quality, platform stability, and equitable access for all customers.

Snapiens reserves the right to monitor usage patterns and apply reasonable safeguards where usage is determined to be excessive, abusive, automated, or inconsistent with typical professional or business use.

Examples of restricted behavior include, but are not limited to:

- Continuous or automated prompting intended to maximize compute usage;
- Excessive concurrent or parallel requests beyond normal human interaction;
- Attempts to bypass system routing, optimization, or usage controls;
- Usage patterns that materially degrade performance for other users.

When fair use thresholds are exceeded, Snapiens may, at its discretion and without prior notice:

- Temporarily limit, throttle, or optimize responses;
- Adjust model selection, response length, or processing depth;
- Require the purchase of additional usage capacity (e.g., Snaps or add-ons);
- Suspend or terminate access in cases of repeated or severe misuse.

Snapiens is not obligated to disclose internal thresholds, limits, or enforcement mechanisms related to fair use.

8.2 Advanced Processing and Usage-Based Consumption

Certain advanced features—such as deep reasoning, research, summarization, image generation, or the use of premium AI models—consume usage-based capacity (“Snaps”) as described on the pricing and product pages.

Snaps represent advanced AI processing capacity and are deducted proportionally based on the computational resources required to fulfill a request. Standard Chat and knowledge-based Q&A functionality may be included without Snap consumption, subject to fair use.

All usage is subject to the terms of the applicable subscription plan and add-ons.

8.3 Snap Ads Tracking and Tracked Businesses

Snap Ads Tracking allows customers to connect supported advertising platforms, track advertising activity and related conversion events, and transmit permitted conversion or performance data back to connected advertising platforms.

Tracked Business

For purposes of Snap Ads Tracking, a **"Tracked Business"** means a single end business or advertiser whose advertising activity is being tracked through Snapiens.

A Tracked Business may have multiple advertising accounts associated with it. There is no separate per-account subscription fee for multiple Meta Ad Accounts assigned to the same Tracked Business, provided that such accounts are used to advertise or otherwise represent the same end business.

Advertising accounts used for different clients, companies, or end businesses must be registered as separate Tracked Businesses.

Subscription and Billing

Each active Tracked Business is subject to the applicable recurring monthly fee displayed by Snapiens on its pricing page, checkout flow, subscription interface, order form, or other applicable commercial offering.

The applicable fee is charged separately for each Tracked Business, regardless of the number of advertising accounts associated with that Tracked Business.

Where a customer, agency, or service provider tracks advertising activity for multiple end businesses, each such business requires a separate Tracked Business subscription.

Any changes to applicable fees will apply prospectively and will be communicated in accordance with these Terms and applicable law.

Account Grouping and Customer Responsibility

Customers are responsible for accurately assigning advertising accounts to the appropriate Tracked Business.

Advertising accounts belonging to or advertising different end businesses may not be grouped under a single Tracked Business for the purpose of avoiding or reducing applicable subscription fees.

Snapiens may use information provided by connected advertising platforms, account metadata, customer-provided information, and other available signals to assist in identifying or validating the appropriate Tracked Business associated with an advertising account.

Where Snapiens reasonably determines that advertising accounts assigned to a single Tracked Business represent different end businesses, Snapiens may require the creation of additional Tracked Businesses and the payment of the corresponding applicable subscription fees.

Third-Party Platform Authorization

By connecting an advertising platform to Snap Ads Tracking, the customer represents that it has the necessary authority and permissions to access, process, monitor, and transmit advertising and conversion data associated with the connected accounts.

The customer authorizes Snapiens to access, receive, process, analyze, store, and transmit such data as reasonably necessary to provide Snap Ads Tracking, including transmitting permitted conversion or performance events to connected advertising platforms on the customer's behalf.

Use of connected advertising platforms remains subject to the applicable terms, policies, permissions, and technical limitations of those third-party platforms.

9. Intellectual Property

Snapiens retains all rights, title, and interest in its platform, AI systems, APIs, and designs. You may not copy, modify, or build derivative products from Snapiens or its outputs.

All trademarks, logos, and names are property of Snapiens Inc. or its licensors.

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10. Third-Party Services

Snapiens integrates with third-party providers (e.g., AWS, OpenAI, Pinecone, Stripe). Your use of such integrations is governed by their own terms and privacy policies.

Snapiens is not liable for issues or losses resulting from third-party services.

10.1 SMS Messaging

Snapiens provides conversational customer support by SMS. Messages are sent only in response to user-initiated inquiries and are limited to the user's request. Message frequency varies. Message and data rates may apply. Reply STOP to opt out or HELP for help. Consent to receive SMS messages is not a condition of purchase.

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11. Disclaimers and AI Output Responsibility

- Snapiens provides **AI-generated content** which may be **probabilistic, incomplete, or inaccurate**.
- Outputs are for **informational purposes only** and **should not be relied upon as professional advice**.
- Users remain solely responsible for verifying, interpreting, and acting upon AI outputs.

Snapiens disclaims liability for:

- Harm, injury, or loss arising from AI-generated answers or guidance.
- Misuse of the Services by users or third parties.
- Consequences of user-deployed knowledge agents or public bots.

If you experience distress or self-harm thoughts, please seek immediate help through local emergency services. Snapiens does not provide crisis support.

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12. Termination

We may suspend or terminate your account if you:

- Violate these Terms or applicable laws;
- Endanger others through your content or actions;
- Misuse Snapiens infrastructure or integrations.

Upon termination, we may delete Customer Content after a 30-day retention period, except where legally required to retain it.

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13. Limitation of Liability

To the maximum extent permitted by law:

- Snapiens' total liability for all claims shall not exceed **the fees paid by you in the last 12 months** or **$100**, whichever is higher.
- Snapiens shall not be liable for **indirect, incidental, punitive, or consequential damages**, including loss of profits, data, or goodwill.

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14. Indemnification

You agree to defend and indemnify Snapiens, its affiliates, employees, and partners from any claims or damages arising from:

- Your misuse of the Services;
- Violation of laws or third-party rights;
- Content you upload, share, or distribute.

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15. Data Protection and Privacy

Snapiens complies with **GDPR**, **CCPA**, and other applicable global privacy regulations.
A separate **Data Processing Addendum (DPA)** is available for business clients.

For detailed privacy practices, see our Privacy Policy.

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16. Dispute Resolution & Governing Law

These Terms are governed by the laws of **Delaware, USA**.

Any disputes will be resolved through **binding arbitration** under the rules of the American Arbitration Association (AAA).
You waive your right to participate in class or collective actions.

EU and UK consumers retain the right to pursue claims under their local jurisdictions.

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17. Force Majeure

Snapiens shall not be liable for any delay or failure caused by events beyond reasonable control, including natural disasters, internet outages, or government restrictions.

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18. Changes to Terms

Snapiens may update these Terms periodically. Updates will be announced via our website or email. Continued use of the Service constitutes acceptance of the revised Terms.

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19. Contact Information

Snapiens Inc.
251 Little Falls Drive, Wilmington, DE ,19808
United States
contact@snapiens.com

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20. Translation

These Terms may be translated into other languages for convenience. In case of conflict, the **English version prevails**.