

Rowe AI — Onboarding Disclosure
Effective Date: June 1st, 2026
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This Onboarding Disclosure (“Disclosure”) explains the capabilities and limitations of the Rowe AI chatbot (“AI Assistant”).
Clients must review and acknowledge this document before using the service.

1. Purpose of the AI Assistant

The Rowe AI Assistant is designed to:

- Answer common customer questions
- Provide business information supplied by the Client
- Assist with basic customer interactions
- Improve customer engagement
- Reduce repetitive inquiries
- Provide fast, automated responses

The AI Assistant is not a human employee and should not be represented as one.

2. What the AI Can Do

The AI Assistant can:

2.1 Provide Business Information

- Hours of operation
- Services or menu items
- Pricing (if provided by the Client)
- Policies (refunds, cancellations, etc.)
- Directions and contact information

2.2 Answer Frequently Asked Questions Based on the Client’s provided content.

2.3 Assist With Customer Interactions

- Greet customers
- Provide general guidance

- Offer suggestions
- Help customers navigate the business website

2.4 Use a Custom Personality

The AI can be configured to sound:

- Professional
- Friendly
- Casual
- Humorous
- Formal
- Like a receptionist
- Like the business itself (“We offer...”)

2.5 Handle Basic Booking or Inquiry Flows

If the Client provides the required instructions.

3. What the AI Cannot Do

The AI Assistant cannot:

3.1 Provide Legal, Medical, or Financial Advice

The AI is not a lawyer, doctor, accountant, or regulated professional.

3.2 Make Decisions on Behalf of the Business

It cannot:

- Approve refunds
- Confirm appointments unless instructed
- Provide quotes unless provided
- Make promises or guarantees

3.3 Access Private Customer Data

The AI cannot:

- View customer accounts
- Access payment information
- Access internal business systems

3.4 Perform Human-Level Judgment

The AI may:

- Misinterpret questions
- Provide incomplete answers
- Require updated business information

3.5 Replace Human Oversight

Clients must monitor the AI periodically to ensure accuracy.

4. Client Responsibilities

The Client agrees to:

4.1 Provide Accurate Business Information

The AI can only use the information the Client supplies.

4.2 Update Information When Needed

If hours, prices, or policies change, the Client must notify Rowe AI or update the dashboard.

4.3 Monitor AI Responses

The Client should periodically test the chatbot to ensure accuracy.

4.4 Avoid Uploading Sensitive Data

Clients must not provide:

- Medical records
- SIN numbers
- Financial documents
- Confidential personal information

4.5 Ensure Compliance With Industry Rules

Especially for:

- Clinics
- Law offices
- Financial services
- Regulated professions

5. Limitations of AI Technology

The Client acknowledges that:

- AI may generate incorrect or unexpected responses
- AI is not perfect and may require adjustments
- AI relies entirely on the Client's provided content
- AI cannot guarantee 100% accuracy
- AI cannot interpret tone, sarcasm, or complex emotional context

These limitations are normal for all AI systems.

6. Liability Disclaimer

Rowe AI is not responsible for:

- Incorrect information caused by outdated Client content
- Lost customers or revenue
- Misinterpretations by the AI
- Customer dissatisfaction
- Website issues outside Rowe AI's control

The Client accepts full responsibility for monitoring and maintaining their business information.

7. Acknowledgment

By using Rowe AI, the Client acknowledges that:

- They understand the AI's capabilities and limitations
- They are responsible for providing accurate information
- They will monitor the AI periodically
- They accept the risks associated with AI-generated content

8. Contact Information

For questions regarding this Disclosure:

Rowe AI

Email: support@roweai.ca

Location: Ontario, Canada