

These Terms of Service (“Terms”) constitute a legally binding agreement between Rowe AI (“the Company,” “we,” “our,” or “us”) and the customer (“Client,” “you,” or “your”) governing access to and use of Rowe AI’s chatbot services, software, website, and related products (“Services”).

By accessing or using the Services, you agree to be bound by these Terms.

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### 1. Eligibility

You may use the Services only if:

- you are at least 18 years old
- you are a resident of a country not subject to Canadian sanctions
- you are acting on behalf of a legitimate business or organization

We reserve the right to request verification of identity or business information at any time.

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### 2. Prohibited Countries and Sanctions Compliance

Rowe AI complies with Canadian sanctions laws, including the Special Economic Measures Act (SEMA) and related regulations.

You may not access or use the Services if you are:

- located in, affiliated with, or acting on behalf of Russia, Belarus, Iran, North Korea, or any other region sanctioned by Canada
- an individual or entity listed on any Canadian sanctions list
- attempting to mask your location using VPNs, proxies, or false information

Any attempt to access the Services from a prohibited region will result in immediate termination.

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### 3. Acceptable Use Policy

You agree not to use the Services for any of the following:

#### 3.1 Illegal or harmful activity

Including but not limited to:

- fraud
- harassment
- defamation
- impersonation

- hacking
- distribution of malware
- violating privacy laws

### 3.2 High-risk or abusive use

Including:

- scraping or mass-harvesting data
- automating spam
- generating harmful, misleading, or malicious content
- attempting to reverse-engineer the system
- using the bot for political manipulation or propaganda

### 3.3 Misuse of AI outputs

You may not:

- present AI-generated content as legal, medical, or financial advice
- use the bot to create or distribute harmful misinformation
- use the bot to violate any applicable law

We reserve the right to determine misuse at our sole discretion.

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## 4. Account Suspension and Termination

We may suspend or terminate your access to the Services without notice if:

- you violate these Terms
- you attempt to circumvent restrictions
- your payment fails or is fraudulent
- you engage in abusive or harmful behavior
- you are found to be associated with a sanctioned country

Upon termination, all access to the Services will cease immediately.

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## 5. Payment Terms

All fees are billed in Canadian dollars (CAD) unless otherwise stated.

- Payments are due at the start of each billing cycle
- Late or failed payments may result in suspension
- Fees are non-refundable unless required by law

We may modify pricing with reasonable notice.

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## 6. No Warrant

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The Services are provided "as is" and "as available."

We make no guarantees regarding:

- accuracy
- reliability
- uptime
- suitability for any specific purpose

AI-generated content may be incorrect, incomplete, or misleading. You are solely responsible for verifying outputs before using them.

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## 7. Limitation of Liability

To the fullest extent permitted by law:

- Rowe AI is not liable for any indirect, incidental, consequential, or punitive damages
- Our total liability for any claim shall not exceed the amount you paid in the previous 30 days
- We are not responsible for losses arising from reliance on AI-generated content

This limitation applies even if we were advised of the possibility of damages.

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## 8. Data Handling and Privacy

Rowe AI does not sell client data.

We may collect and store:

- business information
- usage logs
- conversation data for service improvement

We take reasonable measures to protect your data but cannot guarantee absolute security.

You are responsible for ensuring your use of the Services complies with all applicable privacy laws.

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## 9. Intellectual Property

All software, models, branding, and system architecture remain the exclusive property of Rowe AI.

Clients retain ownership of their own business data and content submitted to the system.

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## 10. Modifications to the Terms

We may update these Terms at any time.

Continued use of the Services after changes take effect constitutes acceptance of the updated Terms.

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## 11. Governing Law

These Terms are governed by the laws of the Province of Ontario and the laws of Canada applicable therein.

Any disputes shall be resolved exclusively in the courts of Ontario.

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## 12. Contact Information

For questions regarding these Terms, you may contact:

Rowe AI — Legal & Compliance

Guelph, Ontario, Canada

Email: [support@roweai.ca](mailto:support@roweai.ca)