Terms of Service

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> **This is a translation. The Russian-language version is the master version and shall prevail in the event of any discrepancy between the language versions.**

These Terms of Use (the "Terms") constitute a legally binding agreement between you (the "you", "your" or "User") and SELLAI LLC (the "SafeLaw", "we", "us" or "our"), a limited liability company registered in the Republic of Uzbekistan (TIN: 312530703), with its registered address at 91/7 A. S. Pushkin St., Nukus, Republic of Karakalpakstan, Republic of Uzbekistan.

These Terms govern your access to the SafeLaw website at safelaw.ai, our mobile and desktop applications, application programming interfaces (APIs) and all related products and services (collectively, the "Service").

By creating an account, accessing or using the Service in any manner, you confirm that you have read, understood and agree to be bound by these Terms, our Privacy Policy and our Refund Policy, each of which is incorporated into these Terms by reference. If you do not agree with any part of these Terms, you must immediately stop using the Service.

These Terms constitute a public offer (Article 369(2) of the Civil Code of the Republic of Uzbekistan) and a contract of adhesion (Article 360 of the Civil Code). Acceptance is the registration of an account with the consent box ticked and, for paid plans, also payment (Article 370(4) of the Civil Code). The Privacy Policy, Cookie Policy, Payment Policy, Refund Policy and Legal Disclaimer form an integral part of these Terms.

1. About SafeLaw

SafeLaw is a digital information platform that uses artificial intelligence to help individuals and businesses understand general legal concepts, generate standard legal document templates and analyse documents for informational purposes. The Service is provided electronically; you are solely responsible for compliance with the laws of the jurisdiction in which you use the Service.

SafeLaw is classified as an information service and digital application. SafeLaw is not a law firm, a provider of legal services, an attorney's office or a notary office.

2. Important Notice — SafeLaw Does Not Provide Legal Advice

READ THIS SECTION CAREFULLY. IT GOVERNS YOUR RIGHTS AND OBLIGATIONS WHEN USING THE SERVICE.

SafeLaw provides only general legal information and document automation services. SafeLaw does not provide legal advice, legal opinions, legal representation or any professional legal services. Using the Service does not create, and may not be construed as creating, an attorney–client relationship between you and SELLAI LLC, SafeLaw or any of their affiliates, officers, employees or contractors.

You acknowledge and agree that:

- SafeLaw is not a law firm, is not an attorney's office and does not engage in the practice of law.
- SafeLaw does not employ licensed attorneys to advise individual users on specific legal matters.
- The information, suggestions, summaries, templates, documents and other materials provided through the Service are of a general nature and must not be used as a substitute for advice from a qualified attorney.
- Legislation is regularly updated and amended. The information provided through SafeLaw may be incomplete, outdated, inapplicable to your specific situation or simply incorrect.
- You must always consult a qualified attorney before making legal decisions, signing any documents, filing any legal claims or taking (or failing to take) any actions that may have legal consequences.
- Your use of the Service is entirely at your own risk, at your discretion and under your responsibility.

If your situation involves significant legal, financial, personal or business consequences, you must seek independent professional legal assistance. SafeLaw is intended only to assist with general legal understanding and document drafting — it is not a substitute for an attorney.

3. Important Notice — AI-Generated Content

THE SERVICE USES ARTIFICIAL INTELLIGENCE. AI-GENERATED CONTENT MAY CONTAIN ERRORS, INACCURACIES OR FABRICATED INFORMATION. YOU MUST INDEPENDENTLY VERIFY ALL CONTENT BEFORE RELYING ON IT.

SafeLaw uses large language models and other artificial intelligence systems to generate text, analyse documents and respond to user queries. You acknowledge and agree that:

- AI outputs may contain errors, inaccuracies, omissions, hallucinations, fabricated facts, fabricated court precedents, fabricated references to laws, biased content or factually incorrect information.
- AI may produce different outputs for identical or similar queries. Outputs are not deterministic and are not reproducible.
- AI cannot reliably verify whether information is current, applicable to the legislation in force in the Republic of Uzbekistan or suitable for your specific circumstances.
- AI cannot replace the professional judgment, ethical obligations and specific expertise of a qualified attorney.
- You bear sole and exclusive responsibility for checking, fact-checking, validating and verifying any AI-generated content before relying on it, transmitting it, signing it, filing it or otherwise acting on it.
- SafeLaw makes no representations or warranties that AI-generated content is accurate, complete, current, fit for any particular purpose, free of bias or non-infringing of third-party rights.

By using the Service, you accept the inherent risks of AI-generated content and agree that SELLAI LLC is not liable for any loss, damage, claims or consequences arising from your use of such content.

4. Eligibility

To access or use the Service, you must meet all of the following requirements:

- You must be at least 18 years old or have reached the age of majority under applicable law.
- You have full legal capacity to enter into a legally binding agreement under applicable law.
- You are not restricted from using the Service by any applicable law, regulation or court order.

If you use the Service on behalf of a legal entity (a company or organisation), you represent and warrant that you have authority to bind that legal entity to these Terms, and the term "you" refers both to you personally and to that legal entity.

5. Account Registration and Security

To access most features of the Service, you must create a SafeLaw account. By creating an account, you agree to:

- Provide accurate, current and complete information about yourself or the legal entity you represent.
- Maintain and promptly update your account information so that it remains accurate.
- Choose a strong password and keep your credentials confidential.
- Notify us promptly at security@safelaw.ai of any unauthorised access to your account or any other security breach.
- Be solely responsible for all activities, transactions and content associated with your account.
- Not transfer your account to others and not create multiple accounts to circumvent restrictions.

We reserve the right to suspend, restrict or delete any account that contains inaccurate or false information, or that, in our reasonable opinion, is used in breach of these Terms or applicable law.

6. Subscriptions, Billing and Payments

6.1 Pricing Plans

SafeLaw offers free and paid pricing plans. The features, usage limits and prices of each plan are described in the pricing section on the safelaw.ai home page and may be updated from time to time. All prices are stated in Uzbek soums (UZS) and all settlements are made in Uzbek soums.

6.2 Payment Methods

Payment is accepted by Uzcard and Humo payment system cards through the payment provider FreedomPay, and through the Click and Payme payment services. Organisations may also pay for access by invoice via bank transfer. Payments are processed using secure data transmission protocols. Payment card details are entered on the payment provider's side: the card number and sensitive authentication data are not transmitted to, or stored on, SafeLaw's servers.

Each payment is made on your separate instruction. We do not debit your card or account without your action.

6.3 Subscription Term and Continuation

Paid plans are paid in advance for the period you select: the Day plan for 24 hours, and the other paid plans for 1, 3, 6 or 12 months. Subscriptions do not renew automatically, and your card is not charged again.

When the paid period ends, access remains available until the end of that period. The end date of the period is shown in your account; for organisations, we also email the owner a reminder 7 days and 1 day before the period ends, unless renewal reminders are switched off in the organisation settings. To continue using a paid plan, pay for a new period by card, via Click or Payme, or — for organisations — also by invoice. If a new period is not paid, the account (for organisations — the organisation) moves to the Free plan.

6.4 Cancellation by You

Because subscriptions do not renew automatically, to end paid access it is sufficient not to pay for the next period. You will continue to have access to paid features until the end of the period you have already paid for. Cancellation does not entitle you to a refund of amounts already paid, except as expressly provided in our Refund Policy.

6.5 Price Changes

We may change subscription prices from time to time. We will notify you at least 15 days in advance of any price increase by email and/or in-app notification. The new price applies to periods paid for after it takes effect and does not change the price of a period already paid for. If you do not agree with the new price, you may choose not to pay for the next period.

6.6 Taxes

The services are not subject to VAT due to SELLAI LLC's status as an IT Park resident.

6.7 Failed Payments

If a payment fails for any reason, access to paid features is not opened or, at the end of the paid period, is not extended. We do not make repeated charge attempts: you may retry the payment yourself. You are responsible for any fees imposed by your bank in connection with failed payments.

6.8 Refunds

The refund terms are set out below and, in more detail, in our Refund Policy (safelaw.ai/refund), which is incorporated into these Terms by reference.

- **Refund window.** Counted from the payment date: for a 1-month payment — 7 calendar days, for 3 months — 14, for 6 months — 21, for 12 months — 30; for the Day plan — within the 24 hours during which it is active. After the window, no refund is provided.
- **No more than 20% of tokens used** (the share is determined on the date the email is received as the ratio of tokens spent since the payment date to the plan's monthly token volume — including for 3-, 6- or 12-month payments; for the Day plan — to the 24-hour volume; for organisations — per each paid seat). The amount paid is refunded less the elapsed days; each elapsed day, including the day of payment, is charged at the Day plan price as shown on the pricing page. For the Day plan, the elapsed time is deducted.
- **More than 20% of tokens used.** For a 1-month plan and the Day plan, no refund is provided. For a 3-, 6- or 12-month plan, the cost of one month is withheld at the monthly subscription price of that plan (without the prepayment discount), and the remaining amount is refunded.
- **Limit on withholding.** The amount withheld may not exceed the amount paid.
- **All purchase types.** These terms apply equally to the first payment, repeat payments, subscriptions for 1, 3, 6 or 12 months and the Day plan.
- **Refund method and currency.** Refunds are made by the same method used for payment (Uzcard or Humo card, Click, Payme or bank transfer), in Uzbek soums (UZS). Crediting to the organisation wallet — only at the customer's request.
- **Review time.** Up to 5 business days from receipt of the complete request.
- **Exceptional cases.** Regardless of the window and threshold, a refund is considered in the event of Service unavailability of more than 24 consecutive hours not caused by you, billing errors (incorrect amount, duplicate charge), fraudulent transactions, and where applicable consumer protection law grants you broader rights.
- **How to request.** Refunds are processed only on the basis of an email to billing@safelaw.ai sent from the email address of the account (for an organisation — from its owner or administrator), with the subject "Refund"; state the account email or the organisation name, and the date, amount and method of payment. The date of the request is the date the email is received: the refund window, the elapsed days and the share of tokens used are determined as of that date. Cancelling a subscription in your account is not a refund request.

The full terms, the list of non-refundable cases and the timelines are set out in the Refund Policy at safelaw.ai/refund.

7. Acceptable Use

You agree to use the Service only for lawful purposes and in strict compliance with these Terms and the legislation of the Republic of Uzbekistan. You agree not to:

- Use the Service in breach of any applicable law, regulation or third-party rights.

- Use the Service to draft, generate or distribute documents intended to deceive, defraud, threaten, harass, intimidate or harm any person or organisation.
- Use the Service to impersonate any person or misrepresent your affiliation with any person or organisation.
- Attempt to gain unauthorised access to the Service, other users' accounts or any systems, servers, networks or data connected with the Service.
- Reverse engineer, decompile, disassemble, scrape or otherwise attempt to obtain the source code, AI models, model weights, prompts or underlying technologies of the Service.
- Use any automated means (including bots, scrapers, crawlers or scripts) to access, copy, harvest data from or interact with the Service without our express prior written consent.
- Resell, sublicense, lease or commercially distribute the Service or any content it generates without our prior written permission.
- Use the Service or any content it generates to develop, train, fine-tune or improve any artificial intelligence model that competes with SafeLaw.
- Upload or transmit any malicious software, viruses, worms, trojans or other malicious code.
- Interfere with, disrupt or impair the integrity, performance or availability of the Service or any related infrastructure.
- Use the Service in connection with any unlawful activity, including, without limitation, fraud, identity theft or distribution of illegal content.
- Use the Service to generate content that infringes intellectual property rights, defames any person or violates privacy rights.
- Circumvent any usage limits, access controls or security measures of the Service.

Any breach of this Section is a material breach of these Terms and may result in immediate suspension or deletion of your account without a refund and without prejudice to any other remedies available to us by law.

8. Intellectual Property

8.1 Our Intellectual Property

The Service, including all software, content, features, design, text, graphics, logos, icons, images, trademarks and their compilation, belongs to SELLAI LLC or its licensors and is protected by applicable copyright, trademark and other intellectual property laws. All rights not expressly granted to you in these Terms are reserved by us and our licensors.

We grant you a limited, non-exclusive, non-transferable, non-sublicensable, revocable licence to access and use the Service solely for its intended purposes and in accordance with these Terms.

8.2 Your Content

You retain all ownership rights in any content, documents, files, data or information that you upload, submit or enter into the Service ("Your Content"). By transmitting Your Content, you grant us a non-exclusive, royalty-free licence to host, store, process, transmit, display and analyse Your Content solely to the extent necessary to provide and support the Service for you and to comply with our legal obligations.

User data (questions, conversations, uploaded documents) is not used to train artificial intelligence models — neither ours nor third-party ones.

8.3 Generated Output

Subject to your compliance with these Terms and full payment of applicable fees, you own the output that the Service generates in response to your queries (the "Generated Output"). However, because AI models may produce similar or identical outputs for different users, you acknowledge that other users may obtain similar outputs and that you have no exclusive rights in them.

You bear sole responsibility for ensuring that your use of any Generated Output complies with applicable law and does not infringe third-party rights.

8.4 Feedback

If you provide us with feedback, suggestions, ideas or improvements regarding the Service, you grant us a perpetual, irrevocable, royalty-free licence to use, modify and incorporate such feedback into the Service without any obligation or compensation to you.

9. Privacy and Data Protection

The collection, use, processing and disclosure of your personal data is governed by our Privacy Policy, available at safelaw.ai/privacy, which is incorporated into these Terms by reference. By using the Service, you confirm that you have read and understood our Privacy Policy and agree to the data processing practices described in it.

Personal data is processed in accordance with applicable personal data protection law.

The Service's data is stored on servers of Netcup GmbH in Germany — a state included in the list of foreign states ensuring adequate protection of personal data (Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. 415 of 29 July 2026). To generate answers, the text of the query and uploaded documents are transferred to providers of artificial intelligence models — OpenAI and Anthropic — and are processed on their infrastructure in global regions, including Europe and the USA; to rank search results, the text of the query is transferred to Voyage AI (USA). Transfer to the USA is carried out in accordance with Resolution No. 415 (taking into account the reservation to the list) and also on the basis of your consent. By accepting these Terms and the Privacy Policy at registration or by paying for the services, you consent to the processing of your personal data and its cross-border transfer (to the USA — OpenAI, Anthropic, Voyage AI; to the UAE — Telegram) to the extent described in the Privacy Policy. See section 6 of the Privacy Policy for details.

10. Third-Party Services and Links

The Service may integrate with or contain links to third-party websites, applications, services or content. We do not control, endorse or assume responsibility for any third-party content, products, services or practices. Your access to any third-party service is at your own risk and is governed by that third party's terms and policies.

11. Service Availability and Changes

We strive to provide reliable and uninterrupted access to the Service but do not guarantee uninterrupted availability. The Service may be temporarily unavailable due to scheduled maintenance, updates, technical issues or force majeure.

We reserve the right to add, remove, modify, suspend or discontinue any feature or part of the Service at any time, with or without notice. We are not liable to you or any third party for any change, suspension or discontinuation of the Service.

12. Disclaimer of Warranties

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE", WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SELLAI LLC DISCLAIMS ALL WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, COMPLETENESS AND RELIABILITY.

SELLAI LLC MAKES NO WARRANTY THAT:

- THE SERVICE WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS.
- THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR-FREE.
- AI-GENERATED CONTENT WILL BE ACCURATE, COMPLETE, CURRENT OR FREE OF ERRORS OR HALLUCINATIONS.
- TEMPLATES OR DOCUMENTS GENERATED BY THE SERVICE WILL BE LEGALLY VALID OR ENFORCEABLE.
- ANY DEFECTS OR ERRORS IN THE SERVICE WILL BE CORRECTED.

YOU ACKNOWLEDGE THAT YOU USE THE SERVICE AT YOUR OWN RISK AND THAT YOU BEAR SOLE RESPONSIBILITY FOR ASSESSING THE ACCURACY, COMPLETENESS AND USEFULNESS OF ALL CONTENT AND OUTPUTS.

13. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL SELLAI LLC, ITS FOUNDERS, OFFICERS, EMPLOYEES OR CONTRACTORS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING DAMAGES FOR LOST PROFITS, REVENUE, GOODWILL, USE, DATA OR ANY OTHER INTANGIBLE LOSSES, ARISING IN CONNECTION WITH:

- YOUR ACCESS TO, USE OF OR INABILITY TO USE THE SERVICE.
- YOUR RELIANCE ON ANY INFORMATION, ADVICE, TEMPLATE OR DOCUMENT OBTAINED THROUGH THE SERVICE.

- ANY ERRORS, INACCURACIES OR OMISSIONS IN AI-GENERATED CONTENT.
- ANY UNAUTHORISED ACCESS TO OR ALTERATION OF YOUR DATA.
- ANY DECISION MADE BY YOU BASED ON CONTENT FROM THE SERVICE.

OUR AGGREGATE LIABILITY TO YOU FOR ALL CLAIMS ARISING IN CONNECTION WITH THE SERVICE OR THESE TERMS SHALL NOT EXCEED THE GREATER OF: (A) THE TOTAL AMOUNT YOU PAID US DURING THE TWELVE (12) MONTHS PRECEDING THE EVENT, OR (B) FIVE HUNDRED THOUSAND UZBEK SOUMS (UZS 500,000).

The limitations in this section do not apply to liability for intentional breach of obligations (Article 333 of the Civil Code of the Republic of Uzbekistan) or where limitation of liability is not permitted by consumer protection legislation.

14. Indemnification

You agree to indemnify, defend and hold harmless SELLAI LLC, its founders, officers, employees and contractors from any claims, liabilities, losses, damages, costs and expenses (including reasonable attorneys' fees) arising in connection with:

- Your breach of these Terms or any applicable law.
- Your violation of any third-party rights.
- Your reliance on any AI-generated content or document.
- Any content you transmit to the Service.

15. Termination

15.1 Termination by You

You may stop using the Service and close your account at any time through your account settings or by contacting us at support@safelaw.ai.

15.2 Termination by Us

We may suspend, restrict or terminate your access to the Service with or without notice in the following cases:

- Your breach of these Terms or applicable law.
- Suspected fraudulent or unlawful activity.
- Failure to pay for a subscription.
- Compliance with legal or regulatory requirements.
- Discontinuation of the Service.

If access is terminated for reasons unrelated to your breach of these Terms, we refund the cost of the unused part of the paid period.

15.3 Effect of Termination

Upon termination, your right to access and use the Service immediately ceases. We may delete your account and associated data after 60 days (section 8 of the Privacy Policy). Sections of these Terms that by their nature should survive termination will continue to apply.

16. Governing Law and Dispute Resolution

These Terms and any disputes or claims arising in connection with them are governed by and construed in accordance with the laws of the Republic of Uzbekistan.

Any dispute must first be addressed through good-faith negotiations between the parties. If the parties cannot resolve the dispute within thirty (30) days of written notice, the dispute shall be referred to the competent courts of the Republic of Uzbekistan in accordance with procedural legislation.

17. Consumer Protection

These Terms do not limit or exclude any rights granted to you by the Law of the Republic of Uzbekistan “On Protection of Consumer Rights” and other legislation. In the event of a conflict between these Terms and mandatory provisions of consumer protection law, the provisions of the law shall prevail.

18. Changes to These Terms

We may revise these Terms from time to time. In the event of material changes, we will notify you by email and/or in-app notification at least 15 days before the changes take effect. Continued use of the Service after the revised Terms take effect constitutes your acceptance. If you do not agree with the revised Terms, you must stop using the Service before they take effect.

The "Last updated" date at the top of these Terms indicates when they were last revised.

19. Miscellaneous

Entire agreement. These Terms, together with the Privacy Policy, Cookie Policy, Payment Policy, Refund Policy and Legal Disclaimer, constitute the entire agreement between you and SELLAI LLC regarding the Service.

Severability. If any provision of these Terms is held invalid or unenforceable, the remaining provisions will remain in full force.

Waiver. Our failure to enforce any right or provision of these Terms shall not be deemed a waiver of such right or provision.

Assignment. You may not assign or transfer these Terms without our prior written consent. We may freely assign these Terms in connection with a reorganisation, sale of assets or by operation of law.

Force majeure. We are not liable for any failure or delay caused by force majeure, including natural disasters, war, government actions, network or infrastructure failures.

Language. These Terms are provided in Russian, English and Uzbek. In the event of any discrepancy between the versions, the Russian-language version shall prevail.

20. Company Details and Contact

The operator of the Service and party to these Terms is:

- **Full name:** SELLAI Limited Liability Company (SELLAI LLC)
- **TIN (STIR):** 312530703
- **Legal address:** 91/7 A. S. Pushkin St., Nukus, Republic of Karakalpakstan, Republic of Uzbekistan
- **Director:** Jumamuratov Rustambek
- **Settlement account:** 20208000807337179001
- **Bank:** Uzmilliybank JSC, Nukus operational banking services center
- **Bank address:** 72 A. Dosnazarov St., Nukus, Republic of Karakalpakstan
- **MFO:** 00450
- **TsBU code:** 11707
- **Bank TIN:** 200836354

Contact:

- General enquiries and company details: info@safelaw.ai
- Claims and legal notices: legal@safelaw.ai
- Technical support, subscription cancellation, account closure: support@safelaw.ai
- Payments and refunds: billing@safelaw.ai
- Personal data: privacy@safelaw.ai
- Security and unauthorised access to your account: security@safelaw.ai
- Onboarding companies and additional seats: sales@safelaw.ai
- Phone: +998 90 590 59 00
- Telegram: @safelaw_support_bot — support bot; @safelawaibot — the Telegram version of the SafeLaw service

If you have any questions about these Terms or the Service, please contact us using the details above.

By using SafeLaw, you confirm that you have read, understood and agree to be bound by these Terms of Use.