EdBot

Terms of Service

The rules for using EdBot, in plain terms and in full legal detail

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Terms at a Glance

This page is a short, plain-language summary. It is **not** a substitute for the full Terms that follow, which are the legally binding document. If anything here seems to differ from the full text, the full text applies.

The short version

Who we are. EdBot is operated by EdBot LLC, a company established in Albania. These Terms are a contract between you and EdBot LLC.

What you get. An AI-powered study platform: a tutor, document and image uploads, a homework scanner, explanations, notes, and (as they are released) learning paths, quizzes, exams and progress tracking. There is a Free plan and a paid Premium plan.

AI can be wrong. EdBot cannot guarantee that every answer is correct. Check important answers, follow your teacher's rules and use EdBot to understand, not just to copy (Section 5).

Your study material lives on your device. We do not keep a copy. If you lose your device or clear your browser data, we cannot restore it. Make backups with the export function (Section 4).

Be honest and fair. Do not cheat in assessed work where AI is not allowed, do not misuse or attack the Service and do not upload anything you have no right to share (Sections 6 and 7).

Young users. You must be at least 13. If you are under the age at which you can agree to online services in your country, a parent or guardian must agree for you (Section 2).

Paying. Premium is €4.99 per month or €55 per year, renews automatically and can be cancelled at any time. Your legal right to withdraw from a distance purchase is protected (Sections 9 and 10).

Your rights stay. Nothing in these Terms takes away rights you have under mandatory consumer or data protection law where you live.

Question	Short answer	Section
Do I have to pay?	No. The Free plan has daily limits. Premium adds higher limits and extra features.	3, 9
Can I cancel Premium?	Yes, at any time. You keep Premium until the end of the paid period.	10
Can I get a refund?	Yes, within 14 days of your first Premium purchase, and wherever the law gives you one.	10
Who owns my notes and uploads?	You do.	6
Who owns the answers EdBot generates?	As between you and us, you may use them freely for your own study and lawful purposes.	6
Can EdBot suspend my account?	Yes, for serious or repeated breaches, with notice where possible.	15
What law applies?	Albanian law, without removing the mandatory protections of your own country.	20
Who do I contact?	edbotsupp@gmail.com	23

1. Agreement and Acceptance

1.1 Who we are

EdBot is an educational platform operated by **EdBot LLC**, a company established in Albania ("**EdBot**", "**we**", "**us**" or "**our**"). You can reach us at edbotsupp@gmail.com. These Terms of Service (the "**Terms**") govern your access to and use of the EdBot website, web application, relay and all related features, content and services (together, the "**Service**").

1.2 Acceptance

By creating an account, ticking a box that says you agree, or accessing or using the Service, you agree to be bound by these Terms and by the documents they refer to. If you do not agree, do not use the Service. If you are using the Service on behalf of an organisation, you confirm that you have authority to bind it, and "you" includes that organisation.

1.3 Documents that form the agreement

Document	What it covers
These Terms of Service	The rules for using EdBot, plans, payments, responsibilities and liability.
Privacy Policy	How we handle personal data, including the local-first design, the relay and your rights. It is not part of the contract but explains our data practices. You should read it.
Plan or order details shown at checkout	The plan, price, billing period and any promotional terms you accepted.
Institutional agreement (if any)	Applies to schools, course centres and other organisations and prevails for them as stated in Section 11.
Feature-specific notices	Short notices shown in the product, for example for beta features or voice.

If there is a conflict, the order of precedence is: the institutional agreement (for institutions), the plan details shown at checkout (for price and billing), then these Terms.

1.4 Capacity

You may enter into these Terms only if you have the legal capacity to do so, or if a parent or guardian with that capacity enters into them on your behalf or authorises you as described in Section 2.

1.5 Interpretation

Headings are for convenience. "Including" means "including without limitation". A reference to a law includes that law as amended or replaced. Definitions are in Section 24.

2. Eligibility, Age and Your Account

2.1 Minimum age

You must be at least **13 years old** to create an account or use the Service. If we learn that a user is younger, we will close the account and delete the account data.

2.2 Parental or guardian permission

In many countries a person below a certain age cannot validly agree to online services without a parent or guardian's permission. That age is 13 in the United States and the United Kingdom, between 13 and 16 in EU Member States, and, for users in Albania, we apply 16 as a precaution. If you are below the applicable age, you may use EdBot only with the permission of your parent or guardian, who by giving permission agrees to these Terms on your behalf and is responsible for your use. If you are over that age but under 18, we encourage you to involve a parent or guardian, particularly before paying for Premium. Where the law treats a minor's purchase as needing a parent's approval, we may ask for it.

2.3 Registration and accurate information

To use most features you need an account. You agree to provide accurate and current information, to keep it up to date and not to impersonate anyone. You may sign in with an email and password or with a supported third-party identity provider.

2.4 One person, one account

An account is personal. You may not share it, sell it or let others use it, except where a parent supervises a child's use or where a family or institutional plan expressly allows several named users. Creating multiple accounts to get around usage limits is a breach of these Terms.

2.5 Keeping your account secure

Choose a strong, unique password, keep it confidential, and tell us promptly at edbotsupp@gmail.com if you suspect unauthorised use. You are responsible for activity under your account unless it results from our failure to keep our systems secure. Do not use EdBot on a shared or public computer without signing out.

2.6 Restricted users

You may not use the Service if you are barred from receiving it under applicable law, including sanctions and export-control laws, or if we have previously closed your account for serious breach, unless we have agreed in writing to let you return.

3. The Service

3.1 What EdBot does

EdBot takes a student from a difficult question to understanding, practice and saved study material. The Service is made up of four connected parts: a chatbot (the AI Tutor), learning paths, a quiz and exam engine and a progress dashboard. Features available at the date of these Terms, or planned, include:

- **AI Tutor:** ask questions by text and receive structured explanations adapted to your level;
- **Document and image uploads and Homework Scanner:** work with a photo or a file you provide;
- **Explain Mode:** request a simpler or alternative explanation;
- **PDF conversations:** ask questions about a document;
- **Saved notes and materials:** keep results and generate similar exercises;
- **Emergency Mode:** turn a deadline and your starting point into a roadmap and a practice test;
- **Later releases:** flashcards, quizzes, exams (including exams with friends), study plans, voice, search, presentations, family and institutional packages.

Features marked as beta, preview or early access are provided for evaluation and may change or be withdrawn.

3.2 Plans

The **Free** plan offers the tutor, explanations, basic scanning, notes and a quiz with daily limits. **Premium** adds higher limits, PDF features, voice, search, presentations, more advanced models and extended history as they become available. **Institutional** plans for schools and centres are offered later under separate terms. Appendix A compares the plans. The features of each plan may change over time, but a change will not reduce what you have already paid for during the current paid period except as these Terms allow.

3.3 Usage limits and fair use

AI processing and storage cost money. We therefore apply reasonable limits, for example a daily number of requests, uploads or pages, and may apply fair-use limits to Premium. Limits are shown in the product and may be adjusted. We may detect and restrict abnormal or automated use that threatens the Service or other users.

3.4 Availability and changes

We aim to keep the Service available but do not promise uninterrupted or error-free operation. We may carry out maintenance, add, change or remove features, or discontinue parts of the Service. If we remove a paid feature in a way that materially reduces what you paid for, we will tell you and offer a pro-rata refund for the remaining paid period if you ask, in addition to any rights you have by law.

3.5 Your equipment and connection

You need a compatible device, browser and internet connection and are responsible for any costs charged by your internet or mobile provider. Because your study data is stored in your browser or device, some features may depend on your browser's storage settings.

3.6 Language and global use

EdBot is English-first and multilingual. The quality of answers may vary by language and subject. The Service is operated from Albania. We make no promise that every feature is appropriate or lawful in every country, and you are responsible for complying with the laws that apply to you.

4. Your Data and How EdBot Stores It

4.1 Local-first design

EdBot is built so that there is as little to protect as possible. Beyond the minimum account data, your study material (conversations, uploads, notes, saved materials and progress) is kept in a local database file on your own device. Requests are relayed through our server to an AI model provider so that provider credentials are never exposed to your device. They pass through without being stored by EdBot. The Privacy Policy describes this in detail, including that the AI provider receives your request in order to answer it and may keep it briefly under its own terms.

4.2 What this means for you

- **We cannot recover your data.** We do not hold a copy of your study material. If you clear your browser data, uninstall the app, reset or lose your device or use private browsing, your material may be permanently lost.
- **You are responsible for backups.** Use the export function to save anything you cannot afford to lose.
- **Device security is your responsibility.** Anyone with access to your unlocked device or browser profile may be able to see your material. Use a screen lock and sign out on shared devices.
- **No cross-device sync by default.** Your material is specific to a device and browser profile unless we introduce an optional synchronisation feature with its own terms.
- **Limits on our help.** Because we do not keep your content, we cannot retrieve a past conversation, investigate a particular answer you received or restore a deleted note.

4.3 Account data

We keep minimal account data (for example your email address, plan and subscription status) as described in the Privacy Policy. You can ask us to delete your account at any time (Section 15). Some records, such as invoices, must be kept by law.

4.4 Data protection

We process personal data in accordance with the Privacy Policy and applicable data protection law, including Albanian Law no. 124/2024 and, where it applies, the GDPR. Nothing in these Terms limits your rights under that law.

5. AI Features: Important Limitations

5.1 AI can be wrong

EdBot uses artificial intelligence to analyse your requests and generate answers. AI systems can produce responses that sound confident but are incorrect, incomplete, biased, outdated or unsuitable for your situation. **EdBot cannot guarantee that any answer is correct, complete or fit for a particular purpose**, and we do not claim otherwise.

5.2 How we reduce the risk

We run EdBot on strong models and route each request to the one suited to it. The product is designed so that answers are worked through with you rather than handed over: hints first, steps shown, your own attempt invited and, where accuracy matters, uncertainty signals and prompts to verify. Following the reasoning is the best protection against an error. These measures reduce risk but do not remove it.

5.3 Verify what matters

You are responsible for checking AI output before relying on it, especially for exams, assessed work, coursework submitted for marks, scientific, medical, legal, financial or safety-related content, calculations and computer code. When in doubt, ask your teacher, check a textbook or consult a qualified professional.

5.4 Not professional advice

EdBot is an educational tool. It does not provide medical, legal, psychological, financial, engineering or other professional advice, and nothing it produces creates a professional relationship with you.

5.5 Not an emergency or counselling service

EdBot is not a crisis, counselling or emergency service. If you or someone else is in danger or at risk of harm, contact your local emergency number or a trusted adult straight away. Where a message suggests someone may be at risk, EdBot is designed to respond with care and to encourage the person to seek help, but it cannot monitor, follow up or intervene, because we do not keep or read your conversations.

5.6 You are talking to an AI

AI features are labelled as such. Outputs are generated by machine-learning models and are not written, reviewed or endorsed by a teacher, tutor or EdBot staff member. Outputs may be similar or identical for different users who ask similar questions.

5.7 Learning-first defaults and academic integrity

For homework, EdBot defaults to hints and an invitation to attempt the problem before a full solution is shown. You can ask for more help, and you remain responsible for how you use it. **Your school, university, teacher or exam body may restrict AI use.** It is your responsibility to know and follow those rules. EdBot does not monitor your use, report it to your school or take responsibility for academic consequences if you use it where it is not allowed. We do not offer features intended to help you pass off AI work as your own in contexts where that is prohibited.

5.8 Not an assessment tool

Scores, streaks, levels and recommendations in the progress dashboard and quizzes are study aids. They are not official assessments, grades or evidence of ability and are not used to decide your admission or place at any institution.

6. Your Content and Our Outputs

6.1 Definitions

"**Your Content**" means the questions, messages, documents, images, audio and other material that you enter, upload or create in the Service. "**Output**" means the answers, explanations, quizzes, notes and other material the Service generates in response.

6.2 Ownership

You keep all rights you have in Your Content. We do not claim ownership of it. As between you and EdBot, and to the extent permitted by law and by the rights of third parties, you may use Output for your own study and for any lawful purpose. Because AI output may not be protected by copyright and may resemble output given to others, we do not promise that Output is unique or that you will have exclusive rights in it.

6.3 Permission to process

You give us and our providers a limited, non-exclusive, worldwide, royalty-free permission to receive, transmit and process Your Content solely to provide the Service to you: to relay your request to an AI model, apply limits, keep the Service secure and return the result. Because we do not store Your Content, we do not acquire a licence to keep it. We do not use Your Content to train AI models.

6.4 Your promises about Your Content

- You have the right to submit Your Content and to permit the processing described above.
- Your Content does not infringe or violate anyone's intellectual-property, privacy, confidentiality or other rights, and does not break the law or these Terms.
- You will not upload other people's private information, identity documents, medical or financial records, passwords or confidential material of your school or employer unless you are entitled to.
- Where an upload contains personal information about other people (for example a classmate's name on a worksheet), you will limit it to what is necessary.

6.5 Output restrictions

You may not use Output to mislead others in a way that is unlawful, to produce harmful material, or to train a competing AI model or service. You should not present Output as the work of a human expert.

6.6 Third-party materials

Textbooks, exam papers and other material you upload may be protected by copyright. Uploading material you do not have the right to use may infringe those rights. You are responsible for the material you upload.

6.7 Feedback

If you send us ideas or suggestions, you allow us to use them without restriction or payment, and without any obligation to you, but we will not publish your name or personal data without your permission.

7. Acceptable Use

7.1 Principles

EdBot is a place for learning, used by many young people. We expect everyone to use it respectfully, lawfully and in line with its purpose.

7.2 You must not

- break any law or infringe the rights of others, or encourage anyone to do so;
- request, create or share sexual content involving minors, sexually explicit content, hateful, harassing, threatening, violent, self-harm promoting, deceptive or otherwise harmful or illegal;
- use the Service to bully, stalk, harass or target a person, or to collect personal data about others without authorisation;
- cheat or help others cheat in a way that breaks the rules of an exam, assessment or institution, including by submitting AI output as unaided work where that is prohibited;
- attempt to obtain content that is dangerous, such as instructions for weapons or serious harm;
- try to bypass safety systems, extract hidden instructions or provoke the AI to produce prohibited content (“jailbreaking”), or exploit the Service through prompt injection;
- attempt to access, probe, test or breach our systems, accounts, credentials or relay, or to interfere with the Service, including by overloading it, introducing malware or running unauthorised scans;
- use bots, scrapers, scripts or other automated means to access the Service or its outputs, except through an interface we provide;
- circumvent usage limits, payment requirements or technical measures, including by creating multiple accounts, sharing accounts or abusing free trials and referral rewards;
- copy, modify, reverse engineer, decompile or create derivative works of the Service, except where the law allows despite this restriction;

- resell, sublicense or commercially exploit the Service or access to it without our written agreement;
- use the Service to develop a competing product or to train, benchmark or distil a machine-learning model from Outputs in a way that competes with EdBot;
- misrepresent your age, identity or affiliation, or impersonate EdBot or another person;
- upload files that contain malicious code or that you are not authorised to share; or
- help or allow anyone else to do any of the above.

7.3 Safety of young people

Because many users are minors, we apply extra care. You must not use EdBot to contact, groom, exploit or endanger a minor, or to share a minor's personal information without proper authority. We cooperate with the competent authorities on such matters.

7.4 Enforcement

We may investigate suspected breaches, remove or block access to features, limit use, warn you, suspend or close your account (Section 15), report unlawful conduct to the authorities and take legal action. If you disagree with a decision we have taken about your account, you can ask us to review it (Appendix F). We try to be proportionate and, where practical, to warn before acting, but we may act immediately for serious or harmful conduct.

7.5 Reporting

If you see an answer that is harmful or a breach of these Terms, use the in-app report button or write to edbotsupp@gmail.com.

8. Intellectual Property

8.1 Our rights

The Service, including its software, design, interface, text, graphics, logos, names, learning content we create, structure and know-how, and all intellectual-property rights in them, belong to EdBot LLC or its licensors. "EdBot" and our logos are our trademarks (registered or unregistered). These Terms do not give you ownership of anything, and you may not use our trademarks without written permission.

8.2 Licence to you

Subject to these Terms and, for paid features, to payment, we grant you a personal, non-exclusive, non-transferable, non-sublicensable, revocable licence to access and use the Service for your own learning and, for institutional users, for your institution's educational purposes.

8.3 Third-party and open-source components

The Service includes components provided by third parties or released under open-source licences. Those licences apply to those components and, where they conflict with these Terms, prevail for those components.

8.4 Copyright complaints

We respect intellectual-property rights. We do not hold users' study content, but if you believe that something in the Service infringes your copyright (for example in learning content we publish, or in a file you believe is being shared through a feature we provide), send a notice to edbotsupp@gmail.com with: your name and contact details; a description of the work; where it appears; a statement that you believe in good faith that the use is not authorised; a statement that the information is accurate and that you are the owner or authorised to act for the owner; and your signature. We will review and act appropriately, which may include removing the material, and we may close the accounts of repeat infringers. If you believe a notice was wrongly sent, you may send us a counter-notice with equivalent details.

9. Plans, Prices and Payment

9.1 Free plan

The Free plan is provided at no charge, subject to daily limits and these Terms. We may change the Free plan's features and limits, and offering it does not oblige us to keep it unchanged.

9.2 Premium plan and prices

Premium is a paid subscription. At the date of these Terms the indicative prices are **€4.99 per month** or **€55 per year**, including or excluding taxes as shown at checkout. The annual plan costs less than twelve monthly payments (€59.88). The price that applies to you is the one shown to you when you subscribe. Prices are set in euros. We may offer regional pricing or promotions, and your price may differ from another user's.

9.3 Taxes

Prices may be shown with or without value-added tax (VAT), sales tax or similar taxes depending on your location. Where tax is due, it is added at checkout or included in the price shown, and is calculated according to the information you provide and the law that applies.

9.4 Payment processing

Payments are processed by a third-party payment provider. You authorise us and the provider to charge your chosen payment method for the plan, taxes and any other amounts due. Card details are entered with the provider and are not seen or stored by EdBot. The provider's terms and privacy notice apply to its processing. You must have the right to use the payment method and, if you are a minor, the permission of the payment-method holder.

9.5 Automatic renewal

Premium renews automatically at the end of each billing period (monthly or annual) for a period of the same length at the then-current price, until you cancel. We will remind you before an annual renewal where the law requires it. By subscribing you agree to this automatic renewal. The renewal terms, price and billing period are shown at checkout and in your account.

9.6 Price changes

We may change prices for future periods. We will tell you in advance, by email or in the product, at least **30 days** before the change applies to you, and you may cancel before then. A price change never affects a period you have already paid for.

9.7 Failed payments

If a payment fails, we or our provider may retry it, ask you to update your details and, if it is not resolved after reasonable notice, move your account to the Free plan. You remain responsible for amounts that were validly due.

9.8 Trials, promotions and referral rewards

We may offer free trials, discounts, referral rewards or promotional credits. Each has its own conditions, shown when offered. One trial per person is allowed, and abuse, such as creating multiple accounts, may result in withdrawal of the benefit. Unless the offer says otherwise, rewards have no cash value, cannot be transferred and may expire.

9.9 Family and institutional plans

We may introduce a family plan and institutional plans. They may have additional terms, which will be shown to you before you buy and will apply together with these Terms.

9.10 Records and invoices

We make an invoice or receipt available for each payment. We keep transaction records as required by accounting and tax law, as explained in the Privacy Policy.

10. Cancellation, Withdrawal and Refunds

10.1 Cancelling Premium

You can cancel Premium at any time in your account settings or by writing to edbotsupp@gmail.com. Cancellation stops future renewals. You keep Premium until the end of the period you have paid for, after which your account returns to the Free plan. We do not charge cancellation fees.

10.2 Right of withdrawal for consumers

If you are a consumer in the European Economic Area, the United Kingdom or another place where the law gives you a right to withdraw from a distance contract, you have the right to withdraw from your purchase of Premium without giving any reason within **14 days** of the day the contract is concluded. To withdraw, tell us clearly (for example using the model form in Appendix C or by email to edbotsupp@gmail.com) before the period expires.

Digital content and services. If you ask us to start providing Premium during the withdrawal period, you must pay a proportionate amount for what has been provided until you told us of your withdrawal. Where Premium has been fully provided during the period and you gave your prior express consent and acknowledged that you would lose the right of withdrawal, the right may be lost to the extent the law permits. We will explain this at checkout where it applies. Nothing in this clause reduces any right you have that cannot be waived.

10.3 Our refund policy

In addition to your statutory rights, we offer a **refund of your first Premium payment** (monthly or annual) if you ask within **14 days** of that first purchase, wherever you live. After that period, payments for periods already started are not refundable, except:

- where the law requires a refund;
- where we materially reduce or withdraw a paid feature (Section 3.4);
- where we charged you in error or charged you twice;
- where the Service was unavailable or substantially defective for a significant part of the period and we could not fix it within a reasonable time; or
- where we decide, at our discretion, that a refund is fair in the circumstances.

10.4 How to ask

Write to edbotsupp@gmail.com from the email linked to your account with your request and the date of purchase. We will respond within **14 days** and pay refunds through the original payment method without undue delay, normally within 14 days of agreeing to refund. Your bank or provider may take additional time to show the credit.

10.5 Chargebacks

Please contact us before disputing a payment with your bank. If a payment is reversed without having first contacted us, we may suspend the associated account until the matter is resolved.

10.6 App-store and third-party purchases

If you buy through a third-party store or platform, its refund and cancellation rules may also apply, and you may need to manage the subscription there.

11. Schools, Course Centres and Other Institutions

11.1 Separate agreement

Institutional plans are offered later and under a separate written agreement (the "**Institutional Agreement**"). It will state the number of seats, fees, term, support, any reporting and data-protection roles. For institutions, the Institutional Agreement prevails over these Terms where they conflict.

11.2 Institution’s responsibilities

An institution is responsible for: having the authority and the lawful basis to use EdBot with its students; giving its students and their parents the information and obtaining the consents that the law requires; complying with rules on student records, assessment and the use of AI; configuring access appropriately; and making sure that its users comply with these Terms.

11.3 Data roles

Where an institution determines the purposes and means of processing its students’ personal data, it is the controller and EdBot acts as its processor under a data processing agreement. EdBot does not hold students’ study material, so an institution cannot use EdBot to read students’ private conversations or notes.

11.4 Institutional users

Students and staff who use EdBot through an institution are bound by these Terms. If the institution’s access ends, their access under that plan ends, but they may continue with a personal account.

12. Parents and Guardians

If you create an account for a child, authorise a child’s use, or pay for a child’s Premium plan, you agree to these Terms for the child and accept responsibility for their use and for charges on the payment method. We encourage parents to talk with their children about responsible AI use, accuracy and academic honesty. A parent or guardian can contact us to ask about, correct or delete a child’s account data and to withdraw permission. Because study material is kept on the child’s device, parents who want to review it should do so on that device. We do not provide parents with access to a child’s study material.

13. Third-Party Services and Links

The Service relies on third parties, including AI model providers, hosting platforms, payment processors and analytics tools, and may link to third-party websites, sources, tools or apps. We do not control them and are not responsible for their content, accuracy, availability or practices, although we remain responsible to you for the services we provide through them as set out in these Terms. Using them may be subject to their own terms and privacy policies. If you sign in with a third-party identity provider, its terms apply to that sign-in.

14. Beta Features, Pilots and Research

14.1 Beta features

From time to time we release features in beta, preview or early-access form. They may be incomplete, may contain errors, may have limits different from the rest of the Service and may be changed, suspended or withdrawn without notice. You use them at your own discretion, and we welcome your feedback.

14.2 Pilots and research

We may invite users, including students and teachers, to take part in structured pilots, interviews or surveys. Taking part is voluntary and is governed by a separate information sheet and, where required, consent from you and a parent or guardian. Your use of the Service does not depend on taking part.

15. Suspension and Termination

15.1 By you

You may stop using the Service at any time. To close your account, use the account settings or write to edbotsupp@gmail.com. Closing your account does not by itself cancel a paid subscription that was billed through a third party, so please also cancel the subscription (Section 10).

15.2 By us

We may suspend or close your account, or restrict features, if:

- you materially or repeatedly breach these Terms, including the Acceptable Use rules;
- we reasonably believe your use risks the security of the Service, the safety of others or our legal compliance;
- payment is overdue after reasonable notice;
- you are under the minimum age or lack the required permission;
- the law or a competent authority requires it; or
- we stop providing the Service or the relevant feature, in which case we will give reasonable notice (at least 30 days where practical) and refund prepaid fees for the period after termination.

Where practical and lawful, we will tell you why and give you a chance to fix the problem or respond. If we close your account because of your serious breach, we are not obliged to refund the current period.

15.3 Effects of closure

- Your right to use the Service ends, and Premium features stop.
- We delete account data as described in the Privacy Policy, except for records we must keep.

- **Your study material on your device is not deleted by us.** It remains in your browser or device storage until you delete it, but you may no longer be able to use it with the Service. Export it before closing your account.
- Provisions that by their nature should survive (such as those on ownership, disclaimers, liability, governing law and payment obligations for periods already used) continue to apply.

16. Disclaimers

To the fullest extent permitted by law:

- The Service is provided **"as is" and "as available"**. We do not promise that it will be uninterrupted, secure, error-free or free from harmful components, or that it will meet your requirements or achieve any particular educational result, grade or outcome.
- We do not warrant the accuracy, completeness, reliability or suitability of AI Output or of any information from third parties, and we are not responsible for decisions you take or fail to take based on it (Section 5).
- We make no promise that your study material will be preserved on your device, because it is stored there under your control (Section 4).
- We are not responsible for the actions of your school, teacher, exam body or other third parties, including any decision they make about AI use or academic integrity.
- We give no implied warranties of merchantability, fitness for a particular purpose or non-infringement, to the extent the law allows them to be excluded.

> **Your statutory rights**
> If you are a consumer, you have legal rights, for example that digital content and services are of satisfactory quality, fit for their purpose and as described. These Terms do not take those rights away. Nothing in this Section excludes or limits any liability or right that cannot be excluded or limited by law.

17. Limitation of Liability

17.1 What is never limited

Nothing in these Terms excludes or limits liability for: death or personal injury caused by negligence; fraud or fraudulent misrepresentation; wilful misconduct or gross negligence; liability that cannot be excluded or limited under mandatory law, including consumer protection law; or breaches of mandatory data-protection rights.

17.2 Types of loss

Subject to Section 17.1, EdBot is not liable for: loss that was not a reasonably foreseeable result of our breach; loss of profits, revenue, business, goodwill or anticipated savings (for business users); indirect or consequential loss; loss or corruption of data stored on your device or outside our control; or loss caused by your reliance on AI Output without reasonable verification.

17.3 Overall cap

Subject to Section 17.1, our total liability to you arising out of or in connection with the Service and these Terms, whether in contract, tort (including negligence), under statute or otherwise, is limited to the greater of (a) the total amount you paid to us in the **12 months** before the event giving rise to the claim, and (b) **€100**. For institutions, the cap is the fees paid under the Institutional Agreement in that 12-month period, unless that agreement says otherwise.

17.4 Other users and third parties

We are not responsible for the acts or omissions of other users or of third parties, including AI model providers, payment processors and your internet or device provider, except to the extent the law makes us responsible.

17.5 Reasonableness

You and we agree that these limits reflect a fair allocation of risk, taking into account the price of the Service (including that it is free for many users). Some jurisdictions do not allow certain limits; in that case the limits apply only to the extent permitted.

18. Indemnity (Business and Institutional Users Only)

If you use the Service in the course of a business or on behalf of an institution (and **not** as a consumer), you agree to defend and indemnify EdBot, its owners, directors, employees and agents against claims, losses and reasonable costs arising from your breach of these Terms, your unlawful use of the Service or Your Content that infringes third-party rights, to the extent the claim is caused by you. We will promptly notify you of the claim, allow you to control its defence and cooperate reasonably at your cost. **This Section does not apply to consumers or to minors.**

19. Changes to These Terms

We may update these Terms to reflect changes in the Service, in the law or in our business, or to correct errors. If we make a change that is material or adverse to you, we will give you at least **30 days' notice** before it takes effect, by email or an in-product message, unless a shorter period is required by law or by an urgent security or legal reason. The new Terms apply to you from the effective date if you continue to use the Service. If you do not agree, you may stop using the Service and cancel Premium before the date, and you will be entitled to a refund of any prepaid period after cancellation if the change materially disadvantages you. Changes do not apply retroactively to disputes that arose before the change. The current version and the effective date are shown at the top of this document.

Version	Effective date	Summary
1.0	19 October 2026	First publication.

20. Governing Law and Disputes

20.1 Governing law

These Terms and any dispute or claim arising out of or in connection with them or the Service (including non-contractual disputes) are governed by the laws of the **Republic of Albania**, without regard to its conflict-of-law rules. This does not deprive you, if you are a consumer, of the protection of mandatory provisions of the law of the country where you habitually live.

20.2 Talk to us first

Most problems can be solved informally. Please write to edbotsupp@gmail.com describing the issue and what you would like us to do. We will acknowledge within five working days and aim to resolve it within 30 days.

20.3 Courts

If a dispute cannot be resolved informally, it is subject to the exclusive jurisdiction of the competent courts of **Tirana, Albania**, except that: (a) if you are a consumer, you may also bring proceedings in the courts of the country where you live and we may sue you only there, where mandatory law gives you that right; and (b) either party may seek urgent injunctive relief in any competent court.

20.4 Mediation and alternative dispute resolution

Before starting court proceedings, we encourage both sides to consider mediation. Consumers may also use any out-of-court dispute resolution scheme available in their country, and may complain to their national consumer protection authority. We are willing to take part in mediation where it is proportionate.

20.5 Limitation of claims

Nothing in this Section shortens any limitation period that the law gives you.

21. Regional Provisions

The following apply in addition to the rest of these Terms for people in the places named. Where they give you greater rights, those rights apply to you.

21.1 Albania

If you are in Albania, these Terms are read together with Albanian consumer protection legislation, the Law on Electronic Commerce and other mandatory Albanian rules. You may ask for these Terms in Albanian. The competent Albanian consumer authority and courts are available to you.

21.2 European Economic Area

If you are a consumer in the EEA: you have the mandatory consumer rights of your country, including legal guarantees for digital content and digital services and the 14-day right of withdrawal (Section 10.2). Where a term of these Terms is unfair under mandatory EU or national consumer law, it does not bind you. You may bring proceedings in your own country's courts.

21.3 United Kingdom

If you are a consumer in the UK, you have rights under the Consumer Rights Act 2015 (including for digital content) and the Consumer Contracts Regulations (including the 14-day cancellation right), which nothing in these Terms limits.

21.4 United States

If you live in the United States, your state's consumer protection laws continue to apply. These Terms do not require you to arbitrate disputes or waive the right to join a class action. California residents may contact the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs in writing or by telephone for complaints. If you are a student whose school uses EdBot, FERPA and state student-privacy laws may apply as described in the Privacy Policy.

21.5 Other countries

If the law of your country gives you mandatory rights that these Terms would otherwise limit, those rights apply to you. If you tell us about a conflict, we will work with you to resolve it fairly.

22. General Provisions

22.1 Entire agreement

These Terms, together with the documents in Section 1.3, are the entire agreement between you and EdBot about the Service and replace any earlier agreement or understanding about it. You are not relying on any promise not written in them, except where the law says we cannot exclude reliance, and except for fraud.

22.2 Severability

If a provision of these Terms is found to be invalid or unenforceable, it will be limited or removed to the minimum extent necessary and the remaining provisions continue in force. Where possible, it will be replaced by a valid provision with the closest effect.

22.3 No waiver

If we do not enforce a right immediately, it does not mean we give it up.

22.4 Assignment

You may not transfer your rights or obligations under these Terms without our written consent. We may transfer ours to an affiliate or to a successor of our business, for example in a merger, acquisition or sale of assets, provided that your rights under these Terms and the law are not reduced. We will tell you if this happens in a way that affects you.

22.5 Force majeure

Neither of us is liable for failure or delay caused by events beyond reasonable control, including natural disasters, war, terrorism, strikes, power or internet failures, failure of a third-party provider, government action or cyber-attack that we could not reasonably have prevented. This does not release you from the obligation to pay for what you have received.

22.6 Notices

We may give you notices by email to the address on your account, by in-product message or by posting them on our website. You may give us notice at edbotsupp@gmail.com. A notice is treated as received 24 hours after it is sent by email, unless the sender is told that it failed. You must keep your contact details up to date.

22.7 Electronic communications

You agree that we may communicate with you electronically and that electronic communications satisfy any legal requirement that communications be in writing, to the extent permitted by law.

22.8 Language

These Terms are written in English, and an Albanian version will be made available. If there is a difference, the English text prevails except where mandatory local consumer law requires the local-language version to prevail.

22.9 No third-party rights

Except for parents or guardians acting on behalf of a child and for our affiliates and personnel who benefit from the limits in these Terms, no one else has rights under them.

22.10 Sanctions and export laws

You may not use the Service if doing so would breach applicable sanctions or export-control law, and you confirm that you are not a person that is prohibited from receiving it.

22.11 Relationship

Nothing in these Terms makes you our partner, agent, employee or franchisee.

23. Contact

Item	Details
Operator	EdBot LLC, Albania
Email for all questions, notices, refunds, copyright notices and privacy requests	edbotsupp@gmail.com
Response time	Acknowledgement within five working days

If you are a young person, you are welcome to ask a parent, guardian or teacher to contact us for you.

24. Definitions

Term	Meaning
Account	The personal profile you create to use the Service.
AI Tutor	The conversational AI feature of the Service.
Consumer	An individual who uses the Service mainly for purposes outside their trade, business, craft or profession.
Free plan	The version of the Service provided without charge, subject to limits.
Institution	A school, university, course centre or other organisation that purchases or uses EdBot for its students or staff.
Institutional Agreement	A separate written agreement with an Institution.
Local database	A database file kept in your device’s browser or application storage that holds your study material.
Output	Content the Service generates in response to Your Content.
Premium	The paid subscription plan.
Privacy Policy	EdBot’s Privacy Policy, available on our website.
Relay	EdBot’s server component that forwards your requests to AI model providers without storing them.
Service	The EdBot website, application, relay and related services.
Your Content	Questions, documents, images, notes and other material you enter, upload or create.

Appendix A: Plan Comparison

Feature	Free	Premium	Institutional
Price	€0	€4.99 per month or €55 per year (indicative)	Per active user, by agreement
AI Tutor and explanations	Yes, daily limits	Higher limits	As agreed
Basic scanning and notes	Yes	Yes	Yes
Quizzes	Yes, daily limits	Higher limits	Yes
Document and PDF conversations	Basic	More documents and PDF features	Yes
Voice, search, presentations	Not included	Included as released	As agreed
More advanced models	Not included	Included	As agreed

Feature	Free	Premium	Institutional
Extended history	Standard	Extended (kept on your device)	As agreed
Administration, support and limited reporting	Not included	Not included	Included, as agreed
Renewal	N/A	Automatic until cancelled	As agreed

Features are added over time and the content of each plan may change as described in Section 3.

Appendix B: Responsible Use Guide for Students

This short guide is not part of the legal terms but explains the spirit of Section 5 and Section 7.

- **Try first.** Use EdBot as a tutor: attempt the problem, then ask for a hint, then a step, then the solution.
- **Understand, don't copy.** If you can't explain an answer in your own words, you haven't learned it yet.
- **Check important answers.** Compare with your textbook or ask your teacher, especially for mathematics, science and exam preparation.
- **Know your school's rules.** Some teachers allow AI for studying but not for assessed work. Follow the rules that apply to you.
- **Protect your privacy.** Crop names, photos and numbers from pictures of worksheets, and never upload someone else's private information.
- **Back up your notes.** Your material lives on your device. Export what you need.
- **Ask for help.** If something upsets you, talk to a trusted adult. EdBot is a study tool, not a counsellor.

Appendix C: Model Withdrawal Form

Complete and send this form only if you wish to withdraw from your Premium purchase within the withdrawal period (Section 10.2).

Model withdrawal form

To: EdBot LLC, edbotsupp@gmail.com

I/We hereby give notice that I/we withdraw from my/our contract for the supply of the following digital service: EdBot Premium.

Ordered on: [date] Name of consumer: [name] Email linked to the account: [email] Date: [date]

(Signature only if this form is on paper.)

Appendix D: Support, Maintenance and Service Standards

This appendix explains how we support the Service. It describes our current practices and aims, and does not create a service-level guarantee unless an Institutional Agreement says so.

D.1 Getting support

Write to edbotsupp@gmail.com from the email address linked to your account. Please tell us what device and browser you use, what you were trying to do, what happened and, if possible, include a screenshot. Please **do not** include passwords, payment-card numbers or other people's private information in a support message.

Type of request	Target first response	Notes
Account access, payment or billing problem	2 working days	Include the email on the account and the date of any payment
Privacy or data-protection request	5 working days to acknowledge; one month to complete	See the Privacy Policy
Bug or fault report	5 working days	We prioritise issues that affect many users or security
Wrong or harmful AI answer	5 working days	Use the in-app report button where possible
Feature suggestion or feedback	Not guaranteed	We read everything and may follow up
Urgent security issue	2 working days	Mark the subject "Security"

Support is provided in English and, where available, in Albanian. Working days are Monday to Friday, excluding public holidays in Albania. Free-plan support is on a reasonable-efforts basis, and Premium requests are given priority where practicable.

D.2 Maintenance and incidents

We may need to carry out scheduled maintenance or emergency fixes that temporarily affect the Service. Where practical we will schedule maintenance outside school hours and give notice. We will tell users about significant incidents, particularly those affecting security or the availability of paid features.

D.3 Reporting security vulnerabilities

If you find a security weakness, please report it to edbotsupp@gmail.com with "Security" in the subject. Give us a reasonable time to fix the problem before you disclose it publicly. If you act in good faith, avoid harm to other users, do not access or keep data that is not yours and do not disrupt the Service, we will not take legal action against you for your research.

D.4 Accessibility

We want EdBot to be usable by as many students as possible, including those who use assistive technologies, those with low-bandwidth connections and those who rely on a phone as their only device. We design for keyboard use, readable contrast and scalable text, and we run accessibility checks as part of our testing. If you meet a barrier, tell us and we will try to provide an alternative or fix the issue.

D.5 Service quality commitments

- We will provide the Service with reasonable skill and care.
- We will keep the Service reasonably secure and maintain it so that it continues to work as described.
- We will fix defects in a reasonable time and tell you about changes that significantly affect how you use paid features.
- We will respond to complaints fairly and without undue delay.

Appendix E: Examples of Permitted and Prohibited Use

These examples illustrate Section 7. They are not exhaustive.

Situation	Generally fine	Not allowed
Homework	Asking for hints, a worked example of a similar problem, or an explanation of a step you do not understand	Submitting AI output as your own where your school forbids it; using EdBot to complete an exam that prohibits aids
Uploading material	Your own notes, public-domain texts, worksheets with names covered, material your teacher shared for study	Leaked exam papers; another student's private work; documents with other people's medical or identity details; copyrighted books you have no right to copy
Programming help	Debugging your own code and understanding errors	Asking the tutor to write malware or to attack a system
Language learning	Translation practice, grammar explanations, conversation drills	Using the tool to harass, deceive or impersonate others
Quizzes and exams (including exams with friends)	Practice tests and friendly competitions	Sharing real exam questions that are confidential; using exam features to harass others
Accounts	One account per person; a parent supervising a child's account	Sharing a Premium login with a class; creating many accounts for free daily limits
Automation	Using the product through its interface	Scripts, scrapers or bots that call the Service or relay; bulk generation to build a dataset
Safety	Asking about difficult feelings and being directed to appropriate help	Using the Service to encourage self-harm or to threaten others
Feedback	Reporting a wrong answer or a vulnerability responsibly	Publishing a vulnerability before we can fix it; exploiting it

Appendix F: Complaints and Account-Decision Review Procedure

F.1 When this applies

You can use this procedure if you are unhappy with the Service, with how we handled your request, or with a decision we took about your account, such as a warning, a limit on features, a suspension or a closure.

F.2 Steps

1. **Write to us** at edbotsupp@gmail.com with the subject “Complaint” or “Review”, explaining what happened, what you want and any evidence. Use the email address on your account.
2. **We acknowledge** within five working days and tell you who is dealing with it.
3. **We review** the facts. For account decisions, someone who was not involved in the original decision will review it where we are able to arrange that.
4. **We reply** within 30 days with our decision, our reasons and, if we got something wrong, how we will put it right (for example restoring access, correcting a charge or issuing a refund).
5. **If you are still unhappy**, you can ask for a second review, use mediation (Section 20.4), contact your consumer authority or take the matter to the courts as Section 20 explains.

F.3 Urgent matters

If an issue is urgent, for example if a minor is at risk or an account was wrongly closed during an exam period, say so in the subject line and we will prioritise it.

F.4 Statements of reasons

When we suspend or close an account, or restrict a feature, we will, wherever practicable and lawful, tell you what we did, which rule or law applies, how we became aware of the problem, and how you can ask for a review. We may delay or withhold detail where telling you would put others at risk, compromise an investigation or breach the law.

Appendix G: Managing Your Subscription

G.1 How to subscribe

1. Open Settings and choose **Plan**.
2. Choose monthly (€4.99) or annual (€55). The price, tax and renewal terms are shown before you confirm.
3. Enter your payment details with the payment provider and confirm.
4. You receive a confirmation and an invoice or receipt by email.

G.2 How to change or cancel

- **Switch between monthly and annual** in Settings > Plan. A change normally takes effect at the end of the current period, unless the screen says otherwise.
- **Cancel** in Settings > Plan > Cancel subscription, or by writing to edbotsupp@gmail.com. You keep Premium until the paid period ends.
- **Reactivate** at any time by choosing Premium again.

G.3 Renewal reminders

We send a reminder before an annual plan renews. For monthly plans, you receive a receipt each month. You can see your renewal date in Settings > Plan.

G.4 What happens at the end

When Premium ends, your account returns to the Free plan. Your study material stays on your device. Extended history that is stored on your device is not deleted by us, although Premium-only features may no longer be available.

G.5 Billing problems

If you see a charge you do not recognise, write to us right away with the date and amount, and we will investigate and, if it was our error, correct it promptly.

Appendix H: Product Roadmap and Feature Status

To help you understand where EdBot is going, we describe our plans below. **This roadmap is not a promise.** Features, timing and plan allocation may change, and a paid plan is not conditional on any future feature unless it is expressly part of what we describe at checkout.

Phase	Planned focus	What we want to learn
First months	Turn the closed beta into a public product: AI Tutor, document and image uploads, Homework Scanner, Explain Mode, PDF conversations and saved notes; Emergency Mode	Do students complete a useful question-to-practice loop in their first session?
Months 4 to 12	Learning paths, flashcards, quizzes, exams with friends, progress dashboard and paid beta	Do students return to practise after getting an answer?
Months 12 to 36	Voice, search, family plans and institutional packages	Do retention and revenue grow without damaging trust?

We will not release a feature that changes how personal data is handled without first updating the Privacy Policy and, where required, asking for your consent. Features that depend on third parties, such as voice or search, may be added or removed as those providers change.

Appendix I: Statutory Guarantees for Digital Services

This appendix summarises, in plain terms, rights that consumers commonly have by law for digital services. It is for information and does not limit any right you have.

I.1 European Union

Under EU rules on the supply of digital content and digital services (Directive (EU) 2019/770, as implemented in each Member State), the supplier must provide a service that conforms with the contract: it must be as described, fit for the purpose you made known, of the quality and functionality usual for services of that kind, and kept updated where needed. If the service does not conform, a consumer can first ask for it to be brought into conformity within a reasonable time and without significant inconvenience. If that is not done, or the lack of conformity is serious, the consumer can ask for a proportionate price reduction or terminate the contract. Where the service is supplied continuously over a period, the supplier is responsible for lack of conformity that appears during that period. When a consumer terminates, the supplier reimburses the price paid for any period in which the service did not conform. After termination, the supplier must also allow the consumer to retrieve their own non-personal

content free of charge, to the extent the law requires.

I.2 United Kingdom

Under the Consumer Rights Act 2015, digital content must be of satisfactory quality, fit for a particular purpose that is made known and as described. Remedies include repair or replacement and, where those fail, a price reduction or a refund.

I.3 Albania and other countries

Albanian consumer protection legislation and the consumer laws of other countries also give consumers rights in relation to digital services and distance contracts. We respect those rights wherever they apply to you.

Appendix J: Account Closure and Data Export Checklist

Use this checklist before you close your account or stop using EdBot.

1. **Export your material.** In Settings > Data > Export, save your notes, flashcards and materials in an open format to a safe location. We cannot recover anything later.
2. **Cancel Premium** if you have a subscription (Appendix G). Closing the account does not always cancel a subscription billed by a third party.
3. **Download invoices** if you need them for your records.
4. **Delete local data** on each device and browser profile where you used EdBot, if you want your device cleared (Settings > Data > Delete local data).
5. **Close your account** in Settings > Account, or write to edbotsupp@gmail.com.
6. **Confirm.** We confirm closure by email and delete account data as described in the Privacy Policy. Some records, such as invoices, are kept for the period the law requires.

End of Terms

Thank you for reading. If anything is unclear, write to us. We would rather answer a question than leave a doubt.