

Ruleway AI Legal Search Service Terms of Use

Article 1 (Purpose)

These Terms of Use are intended to stipulate the rights, obligations, and responsibilities between the Company and Users, service usage conditions and procedures, and other necessary matters regarding the use of the Ruleway AI Legal Search Service (hereinafter referred to as the "Service") provided by the Vietnamese corporation CÔNG TY TNHH BIG MOUTH (hereinafter referred to as the "Company"). These Terms are prepared in accordance with Vietnam's "E-commerce Law," "Consumer Rights Protection Law," "Personal Data Protection Decree," "Cybersecurity Law," and related regulations.

Article 2 (Definitions)

The definitions of terms used in these Terms are as follows:

1. **"Service"** refers to the online legal service platform "Ruleway" and all related services that the Company provides using AI technology for legal information search.
2. **"User"** collectively refers to all members and non-members who use the Service provided by the Company in accordance with these Terms.
3. **"Member"** refers to a person who has registered as a member by providing personal information to the Service, entered into a service usage contract with the Company, and been assigned a member ID.
4. **"Non-member"** refers to a person who uses the Service without membership registration.
5. **"Account Information"** refers to information provided by the member to the Company, such as email, password, and name.
6. **"Credits"** refer to virtual usage rights for utilizing functions such as AI legal search within the Service.
7. **"Paid Service"** refers to the paid subscription services of Personal Pro and Business Pro pricing plans provided by the Company.
8. **"Content"** refers to all materials provided within the Service, including legal information, laws and regulations, and AI analysis results.
9. **"AI Legal Search"** refers to the service that searches and analyzes laws, regulations, and legal documents using artificial intelligence technology.

Article 3 (Publication and Amendment of Terms)

1. The Company posts the contents of these Terms on the initial screen of the Service or on a separate terms page so that Users can easily understand them.

2. The Company may amend these Terms within the scope that does not violate related laws such as Vietnam's "E-commerce Law," "Consumer Rights Protection Law," "Personal Data Protection Decree," and "Cybersecurity Law."
3. When the Company amends the Terms, it shall notify the effective date and reasons for amendment along with the current Terms on the initial screen of the Service from 7 days before the effective date. However, when amending Terms unfavorable to Users, it shall notify 30 days before the effective date and provide individual notice through electronic means such as email.
4. Amended Terms shall take effect from the notified effective date unless otherwise specified.
5. Users may request membership withdrawal if they do not agree to the amended Terms, and if they continue to use the Service after the effective date of the amended Terms, they shall be deemed to have agreed to the amendments.

Article 4 (Service Provision and Changes)

1. The Company provides the following services:
 - **AI Legal Search Service:** Vietnamese laws, regulations, and legal document search using artificial intelligence and multilingual services (Korean, English, Japanese, Vietnamese)
 - **Credit-based Usage System:** Service usage management through credits
 - **Subscription Service:** Personal Plan, Business Plan

***This Service does not provide legal advice or counsel from legal professionals.**
2. The Service is provided 24 hours a day, 365 days a year in principle. However, service provision may be temporarily suspended in the following cases:
 - When necessary for system operations such as regular system maintenance, server expansion and replacement, network instability
 - For RuleWay service and improvement purposes
 - Due to power outages, service facility failures, concentrated service usage, etc.
 - Due to force majeure such as natural disasters, national emergencies, hacking, computer viruses, etc.
3. The Company may change the service content for service quality improvement, AI technology enhancement, addition of new features, etc., and shall provide advance notice of significant changes.

Article 5 (Membership Registration)

1. Users apply for membership registration by filling in member information according to the format determined by the Company and agreeing to these Terms.

2. Membership registration is available to individuals or corporations aged 14 or older.
3. The Company may refuse approval for membership registration applications that fall under any of the following:
 - Using a false name or another person's name
 - Providing false information or failing to provide information required by the Company
 - Previously having membership privileges restricted for violating Terms of Use
 - Deemed inappropriate for legal service provision

Article 6 (Paid Services and Pricing Plans)

1. Pricing Plan Structure:

- **Free Plan:** Initial 30 credits provided once upon registration, basic service usage available
- **Personal Plan:** \$12 monthly, for individuals, 100 subscription credits provided
- **Business Plan:** \$60 monthly, for businesses, 300 subscription credits provided

2. Credit System:

- Credits consist of subscription credits that are reset with each recurring payment and additional credits
- Additional credits are not reset and can be carried over for use
- 1 credit is deducted per question answered. No deduction if no answer is found
- 1 credit is deducted when using document format and format conversion functions
- Credits provided with free registration are used as additional credits
- Subscription credits are only available during the subscription period and are recharged and reset with the next recurring payment

3. Additional Credit Payment:

- 100 additional credits provided for \$10 additional payment
- Credits acquired through additional payment can be carried over even if unused
- Credit usage order: Monthly credits from the basic pricing plan are deducted first, then additional purchased credits are deducted after all basic credits are used

4. Payment and Subscription:

- Paid services are provided through automatic monthly payments
- Payment is available through secure payment methods such as credit cards and debit cards supported by Lemon Squeezy
- Payment is automatically processed on the subscription renewal date

5. Payment System:

- All payments by the Company are processed securely through the global company Lemon Squeezy which has PCI DSS Level 1 certification
- Lemon Squeezy supports various payment methods including credit cards, PayPal, and Google Pay
- LEMON SQUEEZY performs regular subscription payment services as MOS (Merchant Of Record) and automatically calculates and reports all transaction taxes (VAT, etc.)

6. Events and Discounts:

- The Company may apply discounts according to event content when conducting events

Article 7 (Payment, Refund, and Subscription Management)

1. Payment Policy:

- Paid service fees are pre-paid on the subscription start date
- Payment is based on USD (US Dollar)
- When changing pricing plans during the subscription period, the changed pricing plan is immediately charged with the remaining amount from the current pricing plan calculated on a pro-rata basis plus any additional amount, and proceeds according to Lemon Squeezy's policy

2. Refund Policy:

- Refunds are only available within 7 days from the purchase date if no credits have been used at all
- Refund applications can be submitted through Contact Us

3. Suspension:

- Users may request subscription suspension through Contact Us
- During the suspension period, subscription payments are stopped and service usage is unavailable
- Suspension periods and related payment matters comply with Lemon Squeezy's policy
- Suspension requests may be rejected at the Company's discretion for frequent suspension requests or unreasonable reasons
- If deemed as suspension abuse, future use of the suspension function may be restricted

4. Subscription Cancellation:

- Subscriptions can be cancelled at any time, and subscription reactivation is also possible
- After subscription cancellation, automatic renewal stops, but service usage remains available until the end of the current subscription period

5. Abuse Prevention Measures:

- In cases deemed clear abuse, the relevant user's account may be suspended or terminated
- Re-registration attempts using the same email or payment method may be blocked

Article 8 (Personal Information Protection)

1. The Company complies with Vietnam's "Personal Data Protection Decree" and related laws to protect Users' personal information.
2. The Company's privacy policy is posted separately and collects only the minimum personal information necessary for service provision.
3. Collected personal information is used only for the following purposes:
 - Service provision and account management
 - Payment processing and subscription management
 - Customer support and inquiry responses
 - Statistical analysis for service improvement
4. International Data Transfer
 - Your personal and payment data is transmitted to our payment processor for payment processing
 - The payment processor's servers may be located outside Vietnam
 - This is an essential procedure for service provision, and users must agree to this content when registering as members and paying for paid services; failure to agree may restrict paid service usage
 - The payment processor is certified according to major personal information and security standards to protect your data

Article 9 (User Obligations)

1. Users shall not engage in any of the following acts:
 - Providing false information during membership registration
 - Unauthorized use of others' accounts
 - Using the Service for illegal purposes
 - Infringing intellectual property rights such as copyrights and patents
 - Interfering with the stable operation of the Service
 - Interfering with or maliciously using AI model learning
 - Attempting to fraudulently manipulate the credit system

2. Users must comply with related laws and these Terms when using the Service.

Article 10 (Nature and Limitations of the Service)

1. No Legal Advice Provided: This Service provides legal information for informational purposes only and does not replace legal advice from qualified attorneys. The Company does not provide any kind of legal advice, opinions, or recommendations.
2. No Attorney-Client Relationship: Use of this Service does not create an attorney-client relationship between users and the Company.
3. Information Accuracy Disclaimer: The legal information provided may not be current or complete. The Company does not guarantee the accuracy, completeness, or timeliness of AI search results. Users have the sole responsibility to directly verify information through official sources and consult with legal professionals before making any decisions.

Article 11 (Intellectual Property Rights)

1. Intellectual property rights to all content, AI models, software, etc. provided by the Service belong to the Company or the respective license holders.
2. Users may use information obtained through the Service for personal and commercial purposes but must not infringe the Company's intellectual property rights.
3. When third parties claim that their copyrights have been infringed, they may report through channels designated by the Company, and the Company shall take action according to established procedures.

Article 12 (Service Usage Restrictions)

1. The Company may restrict service usage in the following cases:
 - Violation of Terms
 - Fraudulent acquisition or use of credits
 - Unauthorized commercial use of the Service
 - Service usage exceeding technical limitations
2. Types of usage restrictions: Function restrictions, temporary suspension, permanent suspension

Article 13 (Company Obligations)

1. The Company strives to provide stable services in accordance with related laws and these Terms.
2. The Company implements technical and administrative measures for personal information protection.

3. The Company operates customer support services to handle Users' legitimate opinions or complaints.

Article 14 (Disclaimer)

1. The Company is exempted from responsibility for service provision in the following cases:
 - Force majeure causes such as natural disasters, wars, terrorism
 - Unavoidable cases due to regular maintenance, facility repair, replacement, failures for service improvement
 - Service usage obstacles or results due to Users' fault
 - Inaccurate results due to missing latest laws or AI technology limitations
 - Errors in information provided by third parties
2. The Company does not guarantee the currency, accuracy, completeness, or reliability of information provided through the Service and is not responsible for damages caused by using such information.

Article 15 (Damages Compensation)

1. When damage occurs to Users due to the Company's intentional or gross negligence, except for cases falling under Article 14 disclaimer, the Company is responsible for compensation within the scope of ordinary damages.
2. The Company's compensation liability shall not exceed the service usage fees paid by Users.

Article 16 (Dispute Resolution)

1. Disputes arising from service usage shall be resolved according to Vietnamese laws.
2. The competent court for litigation related to these Terms shall be the Vietnamese court having jurisdiction over the Company's location.

Article 17 (Miscellaneous)

1. Matters not specified in these Terms shall be governed by Vietnamese related laws and the Company's operational policies.
2. Interpretation of these Terms shall be based on the English or Vietnamese version.

Addendum

These Terms shall be effective from August 31, 2025.

Contact Information:

- Company Name: CÔNG TY TNHH BIG MOUTH
- Service Name: Ruleway AI Legal Search Service
- Website: <https://www.ruleway.ai>
- Email: ruleway.tech@gmail.com