

Cancellation and Withdrawal

Valid from: 2026-04-01

1. Entrepreneur Status (B2B Only)

The services of the Provider are directed exclusively at entrepreneurs within the meaning of Section 14 German Civil Code (BGB). The Customer warrants that it is acting in the exercise of its commercial or independent professional activity when concluding the contract. Contracts with consumers within the meaning of Section 13 BGB are excluded.

2. No Statutory Right of Withdrawal

A statutory right of withdrawal does not apply, as the contract is concluded exclusively between entrepreneurs.

A voluntary right of withdrawal is not granted.

3. Subject Matter – Credit-Based Services

- (1) The Provider offers a Software-as-a-Service platform with access to Large Language Model (LLM) functionalities.
- (2) Use of the service requires the purchase of prepaid credits.
- (3) Credits do not represent electronic money, stored value, or any claim for monetary reimbursement, but solely a right to use the services within the platform.

4. Finality of Credit Purchases

- (1) The purchase of credits constitutes a binding transaction.
- (2) Credits are **non-refundable and non-redeemable**, irrespective of whether they are used in whole, in part, or not at all.
- (3) A cancellation, reversal, or subsequent adjustment of credit purchases is excluded, unless mandatory statutory provisions require otherwise.

5. Subscriptions; Minimum Term; Termination

- (1) The Provider may offer subscription-based service packages.
- (2) Unless otherwise agreed, subscriptions are concluded for a **minimum term of twelve (12) months** (“Minimum Term”).
- (3) Subscriptions shall automatically renew for successive periods equal to the Minimum Term unless terminated in due time.
- (4) The Customer may terminate the subscription with a **notice period of three (3) months to the end of the respective contract term**.
- (5) Termination must be declared in text form (Section 126b BGB), unless a stricter form is agreed in the main contract.
- (6) The right of both parties to terminate for cause (“aus wichtigem Grund”) remains unaffected.

6. Commencement of Performance

- (1) The Provider shall commence performance immediately upon conclusion of the contract, in particular by granting access to the platform and/or providing credits.
- (2) The Customer acknowledges that the service is made available without delay and that the contractual obligations of the Provider begin to be performed immediately.

7. Binding Nature of Contract

All orders, credit purchases, and subscription agreements are binding upon conclusion of the contract. A contract is formed upon acceptance by the Provider or, at the latest, upon provision of access to the service or credits.

8. Use and Consumption of Credits

- (1) Credits are consumed upon use of LLM functionalities or other chargeable services.
- (2) Services rendered through the use of credits are deemed fully performed at the time of execution.
- (3) Reversal, cancellation, or refund of consumed services is excluded.

9. Non-Transferability and Validity of Credits

- (1) Credits are non-transferable and may only be used within the Customer's account.
- (2) The Provider reserves the right to introduce reasonable validity periods (expiry) for credits, provided that this is communicated to the Customer in advance.