

# Terms & Conditions - AI Customer Support

## 1. Service Description

Our AI Customer Support is a managed service that includes setup, configuration, hosting, integration of your FAQ or support data, ongoing updates, and maintenance. The assistant operates 24/7 and is tailored to your business needs.

## 2. Pricing & Billing

Monthly subscription: 6,999 SEK

One-time setup fee: 5,000 SEK

All prices are exclusive of VAT unless otherwise stated.

Billing is done monthly in advance.

## 3. Cancellation & Termination

You may cancel the service at any time. Cancellation must be submitted in writing at least 7 days before the next billing cycle to avoid being charged for the following month.

You have the right to withdraw from the service within 14 days of signing up, provided that no custom integrations or configurations have been initiated.

## 4. AI Disclaimer

While our AI assistant is designed for high accuracy and reliability, it is still based on machine learning and natural language processing. Errors may occur, and we cannot guarantee that all responses will be 100% accurate.

By using the service, you acknowledge this limitation. Our team continuously improves the system based on usage data to reduce errors over time.

## 5. Data Usage & Privacy

Chat logs are stored securely to help improve and refine the AI service. If you do not wish to allow your data to be used for training and development, please inform us at the time of purchase and we will exclude your logs.

All personal data is handled in accordance with applicable GDPR regulations. Only authorized personnel have access to customer data.

## 6. Limitation of Liability

We are not liable for any direct or indirect damages resulting from incorrect answers generated by the AI assistant, especially when caused by incorrect or incomplete source material provided by the

customer.

## **7. Support & Maintenance**

Basic support is provided via email during business hours. Maintenance and updates are handled by our team to ensure stability and performance. The AI operates 24/7 as part of your subscription.

## **8. AI Model Disclosure**

This service is powered by a customized version of Meta's LLaMA 3.2 large language model. All AI-generated content is created using this technology, which is hosted and optimized within our infrastructure.

Meta Platforms, Inc. is not responsible for the content generated or the use of this service.