

## Terms & Conditions

**Last Updated:** December 7, 2025

### Acceptance of Terms

These Terms and Conditions ("Terms") govern your access to and use of the Hailey AI website (the "**Website**") operated by TechSiora. By accessing or using this Website in any manner, you **agree to be bound by these Terms** as well as our Privacy Policy and Cookies Policy. Please read these Terms carefully before using the site. **If you do not agree** with any part of these Terms, you should not use our Website.

We reserve the right to update or modify these Terms from time to time. If we make changes, we will post the revised Terms with an updated "Last Updated" date. We may also provide notice of significant changes (for example, via a notice on our site or email, if appropriate). It is your responsibility to review these Terms periodically. Your continued use of the Website after any changes become effective signifies your acceptance of the updated Terms.

### Eligibility

You must be at least 18 years old (or the age of majority in your jurisdiction) to use this Website. By using the site, you represent and warrant that you meet this age requirement. If you are under 18, you may use the Website only with the involvement and consent of a parent or legal guardian. We do not knowingly provide services to children without appropriate adult supervision (see our Privacy Policy for more information on children's privacy).

If you are using the Website on behalf of a company or other legal entity (for example, as an employee or contractor of a business), you represent and warrant that you have the authority to bind that entity to these Terms. In such a case, "you" and "your" will refer to both you as an individual and the organization you represent. The organization also agrees to be bound by these Terms.

### User Conduct and Acceptable Use

We grant you a limited, non-exclusive, non-transferable, revocable license to access and use the Website (including the Hailey AI chatbot) for its intended purposes, namely to learn about and interact with our services. You agree to use the Website only for lawful purposes and in accordance with these Terms. **You are responsible for your own use of the Website**, and you must not misuse it. In particular, when using our site, you agree **NOT** to:

- **Break the Law:** Do not use the Website for any unlawful, illegal, or fraudulent purpose. You agree not to violate or encourage others to violate any applicable local, state, national, or international laws or regulations while using our services.
- **Infringe Rights:** Do not infringe upon or violate our intellectual property rights or the rights of others. This means you will not upload, post, or transmit any content on the Website that you do not have permission to use, or that violates any copyright, trademark, privacy, publicity, or other personal or proprietary rights of any person or entity.
- **Harm or Harass:** Do not harass, threaten, demean, defame, intimidate, or harm any other person or group through your use of the Website. You also agree not to disseminate any content that is obscene, offensive, hateful, or discriminatory (e.g., content that attacks others on the basis of race, ethnicity, religion, gender, sexual orientation, etc.). We strive to maintain a respectful environment for all users.
- **Interfere with the Site:** Do not engage in any activity that could disable, overburden, damage, or impair the functioning of our Website, or interfere with any other party's use and enjoyment of the Website. This includes not introducing viruses, worms, malware, or any other harmful code. You also agree not to use any device, software, or routine (such as robots, spiders, or automated scripts) to gather information from the site or attempt to gain unauthorized access to any portion of the site or its systems.
- **Misuse the Chatbot or Services:** Do not use the Hailey AI chatbot or any other feature of our Website in a manner that violates these Terms. For example, you should not attempt to use the chatbot to generate disallowed or illegal content, to spam or scam others, or to otherwise abuse the service (like repeatedly trying to overload the system). You also agree not to impersonate any person or entity, or falsely state or misrepresent yourself when interacting with the chatbot or on the Website.
- **Unauthorized Data Collection:** Do not scrape, crawl, or collect information from our Website by automated means without our express permission. You also agree not to reverse engineer, decompile, or disassemble any aspect of the Website or our software, nor attempt to discover or misuse any source code or underlying ideas of the Website.

We reserve the right to monitor use of the Website and to investigate and take appropriate action against any user who violates these rules. Such action may include removing or modifying content, disabling access to certain features (like the chatbot), terminating accounts or access (even though we currently have no user accounts, we can ban by IP or other identifiers), and/or reporting you to law enforcement authorities if your conduct warrants it.

### Intellectual Property

All content and materials on the Hailey AI Website are the property of TechSiora or its licensors, unless otherwise indicated. This includes, but is not limited to, the text, graphics, logos, images, audio clips, videos, software code, design, and the overall look-and-feel and arrangement of the site. These are protected by copyright, trademark, trade secret, and other intellectual property laws.

- **Our Trademarks and Branding:** *Hailey AI*, the Hailey AI logo, *TechSiora*, and any other product or service names or slogans displayed on the Website are trademarks (or service marks) of TechSiora or its affiliates. You are not permitted to use these trademarks without our prior written consent. All other trademarks, logos, or service marks on the Website that are not owned by us are the property of their respective owners, who may or may not be affiliated with or endorsed by us.

- **Limited License for Personal Use:** We grant you a personal, revocable, non-transferable, and non-exclusive license to access and use the Website and its content for your own legitimate, non-commercial use (for example, learning about our services or using our tools for your own purposes). **This license does not permit:**
  - Any resale or commercial use of the Website or its content (you cannot use our site or materials as part of a product or service you offer to others, unless you have a separate written agreement with us).
  - The distribution, public performance, or public display of any content from the Website (except as enabled by a share feature explicitly provided on our site).
  - Modifying or making derivative works based on the Website content.
  - Downloading (other than page caching) any portion of the site, except as expressly permitted on the site (for instance, if we provide downloadable resources or documentation).
- **Prohibited Uses of Content:** You may not copy, reproduce, duplicate, aggregate, republish, upload, post, or transmit any part of the Website or its content without our prior written consent, except as follows:
  - Your computer or device may temporarily store copies of materials in RAM incidental to your accessing and viewing those materials.
  - You may print or download reasonable portions of the Website content for your personal, non-commercial use, provided you do not remove any copyright or other proprietary notices.
  - If we provide social sharing features (e.g., a "Share" button) or other integrated tools, you may take actions that are enabled by those features.
- **No Reverse Engineering:** You may not reverse engineer, decompile, disassemble, or attempt to discover the source code or underlying trade secrets of the Website, the Hailey AI chatbot, or any of our software or systems. Any such attempt is strictly prohibited.
- **Feedback:** If you choose to provide feedback, suggestions, or ideas to us (for example, improvements to our products or services), you agree that we can use and implement that feedback without restriction and without any compensation to you. You hereby grant us a perpetual, irrevocable, worldwide, royalty-free license to use, modify, and incorporate any feedback you provide in any manner we see fit.

Your use of the Website does not give you any ownership of or rights to any aspect of the Website or its content, other than the limited license to use the site as set forth above. All rights not expressly granted to you in these Terms are reserved by TechSiora and its licensors.

#### AI Chatbot Usage

The Hailey AI Website features an internal chatbot (the "Hailey AI chatbot") designed to interact with and assist users. By using the chatbot, you understand and agree to the following:

- **Informational Purpose:** The responses and information provided by the Hailey AI chatbot are for general informational and assistive purposes only. While we strive to make the chatbot helpful and accurate, **we do not guarantee the correctness, completeness, or relevance of its responses.** The chatbot is powered by AI and may occasionally produce content that is incorrect, outdated, or inappropriate for your context. **It is not a substitute for professional advice.** You should not rely solely on the chatbot for decision-making, especially in areas like medical, legal, or financial matters. Always exercise your own judgment and, if needed, seek advice from a qualified professional.
- **No Confidential Information:** You should **not enter any highly sensitive, personal, or confidential information** into the chatbot. Although our Privacy Policy explains that we keep chat data internal and secure (and we do not share it with third parties), it's wise to treat chatbot interactions as public for safety purposes. By using the chatbot, you agree that you will not provide any information that you are not authorized to share or that you would be uncomfortable being known. If you do provide such information, you do so at your own risk, and we are not liable for any consequences.
- **Appropriate Use:** The chatbot is part of our service, and the same rules under **User Conduct** above apply to your use of it. Do not use the chatbot for any fraudulent or malicious purposes. For example, you should not attempt to prompt the chatbot to generate illegal content, harassing messages, or anything that violates our policies or the rights of others. We reserve the right to monitor chatbot interactions (for abuse detection and service improvement) and to terminate or restrict your access to the chatbot if you misuse it.
- **Quality of Service:** We aim to maintain the chatbot's availability and quality, but we do not guarantee that the chatbot will be available 24/7 or that it will respond to every input in a satisfactory manner. There may be times when the chatbot is down for maintenance or upgrades, or when technical issues cause delays or errors in responses. We are not responsible for any losses or inconvenience you may suffer due to the chatbot being unavailable or not functioning as expected.
- **No Warranty for Chatbot Responses:** The chatbot is provided "as is" (see **Disclaimer of Warranties** below). TechSiora makes no warranties or representations that the chatbot's answers will be correct or suitable for your particular situation. We explicitly disclaim any liability for actions you take based on the chatbot's communications. By interacting with the chatbot, you acknowledge that any reliance on the information provided is at your own risk.

In summary, use the Hailey AI chatbot responsibly and understand its limitations. We designed it to assist and provide helpful answers, but it is an evolving tool and not infallible. If you encounter any problematic responses or technical issues, please let us know so we can improve the service.

#### Payments and Transactions

If you purchase any products or services through our Website (for example, if Hailey AI services are offered for a fee, or if there are subscriptions or digital products for sale), the following terms apply:

- **Use of PayPal:** All payments on our site are handled through **PayPal**, a third-party payment processor. When you proceed to make a payment, our Website will redirect you to PayPal's secure payment portal. The actual payment (entering credit card information, confirming payment, etc.) happens on PayPal's systems, not on our Website. By making a payment, you agree to PayPal's terms and conditions in addition to ours. We do not receive or store your full payment account details (such as credit card numbers); we receive transaction information from PayPal (like the fact that you paid, the amount, your name/email, and delivery address if applicable).

- **Order Confirmation:** Once your payment is completed via PayPal, we will typically send you an order confirmation or receipt. This may be shown on the site, emailed to you, or both. The confirmation will outline what you purchased, the amount paid, and any next steps (for example, access to a service or expected delivery of a product if relevant).
- **Delivery of Services/Products:** If you purchase a service (like an AI consultation or usage credits, hypothetically) or a product via the Website, we will deliver the service/product as described at the point of purchase. For digital services, delivery might be immediate access or an email with further instructions. For any physical goods (if we ever sell any), delivery information (method, timing, etc.) will be provided.
- **Refunds and Cancellations:** Unless otherwise stated on the specific offer or required by law, all sales are **final**. Because our offerings may be digital or service-based, once you have access to them, we cannot easily undo that. However, we want you to be satisfied. If you believe there was an error in billing or you have extraordinary circumstances (e.g., accidental duplicate purchase), please contact us at [info@techsiora.com](mailto:info@techsiora.com) within a reasonable time (say, 14 days of the transaction), and we will review on a case-by-case basis. Any approved refunds will be issued via the same method as the original payment (for example, back to your PayPal account or card).
- **Pricing and Changes:** All prices for our products or services are displayed in U.S. dollars (unless clearly stated otherwise). We reserve the right to change the pricing of any product or service, or discontinue offerings, at any time. However, no change will affect an order you have already placed at the earlier price—those will be honored at the price you paid.
- **Taxes:** Sales tax or similar taxes, if applicable to your purchase (depending on your location and our nexus for tax), will be added at checkout and collected via PayPal. You are responsible for any use or value-added taxes that might apply to your purchase, to the extent required by law.
- **Payment Issues:** If your payment method fails or your account is past due, we reserve the right to suspend or revoke access to any service you attempted to purchase. You agree to provide a valid payment method and accurate billing information. If we suspect that a purchase is fraudulent or unauthorized (e.g., use of a stolen credit card), we may cancel the transaction and/or block access to the site, and potentially notify authorities.

Any questions about billing or payments can be directed to us at [info@techsiora.com](mailto:info@techsiora.com), and we will do our best to assist you.

#### Disclaimer of Warranties

**Hailey AI (the Website and all its content and services, including the chatbot) is provided on an "AS IS" and "AS AVAILABLE" basis.** To the fullest extent permitted by law, TechSiora disclaims all warranties of any kind, whether express, implied, or statutory, regarding the Website. This includes, but is not limited to, the following:

- **No Warranty of Accuracy or Reliability:** We do not warrant that the information or content you obtain on the Website is accurate, complete, reliable, or current. This applies to all content, including text, graphics, and responses from the Hailey AI chatbot. Use of any information obtained from our site is at your own risk. You should independently verify any information before relying on it.
- **No Warranty of Functionality or Availability:** We do not warrant that the Website, or any portion of it, will be available at all times or that it will be uninterrupted and error-free. There may be delays, omissions, outages, or inaccuracies in the content or services. We do not guarantee that any glitches or errors will be corrected promptly. You acknowledge that **downtime** can occur for maintenance or due to unforeseen technical issues.
- **No Warranty of Merchantability or Fitness for a Particular Purpose:** We expressly disclaim any implied warranties, including warranties of merchantability (that the service meets a general standard of quality) and fitness for a particular purpose (that the service will meet your specific needs). For example, we make no warranty that the Hailey AI chatbot's responses will satisfy your purpose or expectations.
- **No Warranty of Non-Infringement:** We do not warrant that your use of the Website will not infringe the rights of third parties or that the site content is itself free from claims of infringement.
- **Security and Viruses:** We do not warrant that the Website will be secure, or free of viruses, worms, or other harmful components. While we take precautions to protect the site, any downloading of materials or clicking of links is done at your own discretion and risk. You are responsible for having up-to-date antivirus software and maintaining appropriate security for your systems.
- **Third-Party Content and Links:** If our Website contains links to third-party websites or includes content provided by third parties (for example, a plugin, or a link to PayPal for payment), we provide those for convenience and do not endorse or assume any responsibility for those third parties. We make no warranties regarding any third-party services or content.

**Your use of the Website is at your sole risk.** Some jurisdictions do not allow the exclusion of certain warranties, so to that extent, some of the above exclusions may not apply to you. In such cases, any warranties required by law are limited in duration to 30 days from the date of first use of the Website or the minimum period allowed by law.

#### Limitation of Liability

To the maximum extent permitted by law, in no event shall TechSiora or its affiliates, or their respective directors, officers, employees, or agents (collectively, the **"TechSiora Parties"**), be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or relating to your use of (or inability to use) the Website or any content, products, or services provided through it. This includes, but is not limited to, damages for lost profits or revenues, loss of data, loss of goodwill, business interruption, or any other intangible losses, even if we have been advised of the possibility of such damages.

Specifically, the TechSiora Parties will not be liable for damages resulting from: - **Errors or Inaccuracies:** Your reliance on any information or materials on the Website, including any decisions you make based on chatbot responses or other content. If the content is wrong or misleading and you incur a loss, the TechSiora Parties are not responsible. - **Service Availability:** The Website being unavailable or failing to operate as intended. For instance, if the site is down and that causes you inconvenience or loss, or if certain features (like the chatbot or payment gateway) malfunction or produce errors. - **Unauthorized Access:** Unauthorized access to or alteration of your transmissions or data. While we take security measures, if a malicious actor bypasses those and accesses information, we are not liable for the resulting damages. - **User Conduct:** Statements or conduct of any user or third party on the Website. If another user or external actor causes harm (for example, by transmitting malware or defaming you via our platform), we are not responsible for their actions. - **External Links:** Content on third-party websites or services that you access via links from our site, even if those links are provided on our site.

**Cap on Liability:** In any event, the total aggregate liability of the TechSiora Parties for any claim arising out of or relating to these Terms or the Website **shall not exceed the amount you have paid to us (if anything) for the service in question in the last six (6) months, or one hundred U.S. dollars (US \$100), whichever is greater.** If you have paid us nothing, then our liability is limited to US \$100.

This limitation of liability applies whether the claims are based on warranty, contract, tort (including negligence), strict liability, or any other legal theory, even if we have been advised of the possibility of such damages.

Some jurisdictions do not allow the limitation or exclusion of liability for incidental or consequential damages, so some of the above limitations may not apply to you. In those jurisdictions, our liability will be limited to the greatest extent permitted by law.

#### Indemnification

You agree to **indemnify, defend, and hold harmless** TechSiora, its parent company, affiliates, and subsidiaries, and each of their respective officers, directors, employees, agents, partners, and representatives (the "**Indemnified Parties**"), from and against any and all losses, liabilities, claims, demands, damages, costs, or expenses (including reasonable attorneys' fees) arising out of or relating to:

- **Your Use of the Website:** Any use or misuse of the Hailey AI Website or services by you that violates these Terms or any law/regulation. For example, if you use the chatbot to engage in unlawful activity or you introduce a virus to our site that causes damage, you would be responsible for the consequences.
- **Your Content or Submissions:** Any content or material you submit, post, or transmit through our Website (if such functionality exists, e.g., feedback or uploaded content). This includes any claims that your content infringes someone's intellectual property or other rights, or that it caused harm (like defamation or privacy violation).
- **Breach of Terms:** Your breach or alleged breach of any portion of these Terms, or of any representation, warranty, or agreement referenced in these Terms.
- **Violation of Law or Rights:** Your violation of any law or regulation, or of the rights of any third party (for example, if you violate someone's privacy or intellectual property rights using our Website).

We reserve the right, at our own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you. In that case, you agree to cooperate with our defense of that claim, and you will not settle any such matter without our prior written consent.

This indemnification obligation will survive any termination of these Terms or your use of the Website. In other words, even if you stop using the site or these Terms end, you will still be responsible for indemnifying us for acts that occurred during your usage period.

#### Termination

These Terms are effective unless and until terminated by either you or us.

- **Your Right to Terminate:** You may stop using the Website at any time. If we ever introduce user accounts or subscriptions, you would be free to discontinue use or close your account (subject to any specific terms for those accounts).
- **Our Right to Terminate or Suspend:** We reserve the right to suspend or terminate your access to the Website (or certain features of the Website) at any time, **with or without notice**, for any conduct that we, in our sole discretion, believe is harmful to our interests or violates these Terms, any applicable law, or the rights of another user or third party. For example, if we determine that you have violated the **User Conduct** rules or infringed upon our intellectual property, we may ban your IP address, block your device, or take other appropriate measures to prevent you from accessing the site or services.
- **Effect of Termination:** Upon termination of your access, whether by you or us, your right to use the Website will immediately cease. You must destroy any copies of site materials you may have (except to the extent that retention is allowed or required by law, or as part of standard browser caching). Any provisions of these Terms which by their nature should survive termination (such as **Intellectual Property, Disclaimer of Warranties, Limitation of Liability, Indemnification, Governing Law, and Miscellaneous** provisions) will survive.

Even after your access to the Website is terminated, these Terms will remain enforceable against you with respect to your prior use and any obligations incurred.

#### Governing Law and Jurisdiction

These Terms and any dispute or claim arising out of or related to these Terms or the use of the Website (including any non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of the **United States** and the laws of the **Commonwealth of Virginia**, without giving effect to any choice or conflict of law provision or rule that would cause the application of the laws of any other jurisdiction.

By using this Website, you agree that any legal suit, action, or proceeding arising out of or related to these Terms or the Website shall be **instituted exclusively in the state or federal courts located in the Commonwealth of Virginia**. You waive any and all objections to the exercise of jurisdiction over you by such courts and to venue in such courts. If you are a consumer residing in a state that provides you the right to sue in your home state (e.g., certain consumer protection statutes), this governing law and venue clause does not override those rights; but to the extent allowed, you agree to Virginia law and venue as set forth.

If you are accessing the Website from outside the United States, you do so on your own initiative and are responsible for compliance with local laws. We make no representations that the Website content or services are appropriate or available for use in locations outside the U.S., and accessing them from territories where they are illegal is prohibited.

#### Miscellaneous

- **Severability:** If any provision of these Terms is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable for any reason, then that provision shall be eliminated or limited to the minimum extent such that the remainder of the Terms will continue in full force and effect. In other words, the invalid part will be severed, and the rest of the agreement remains valid and enforceable.

- **No Waiver:** No waiver by TechSiora of any term or condition set forth in these Terms shall be deemed a further or continuing waiver of such term or condition or a waiver of any other term or condition. Our failure to assert a right or enforce a provision under these Terms is not a waiver of that right or provision.
- **Entire Agreement:** These Terms, together with our Privacy Policy and Cookies Policy (and any additional terms to which you agree when using particular elements of the Website, which are hereby incorporated by reference), constitute the **entire agreement** between you and TechSiora with respect to the Website and supersede all prior and contemporaneous understandings, agreements, representations, and warranties (both written and oral) related to the subject matter hereof.
- **Assignment:** You may not assign or transfer any of your rights or obligations under these Terms without our prior written consent. Any attempted assignment without consent is void. TechSiora may freely assign or transfer these Terms (for example, to a successor in interest or in connection with a merger, acquisition, or sale of assets) without your prior consent. These Terms are binding upon and will inure to the benefit of the parties and their respective permitted successors and assigns.
- **Headings:** The section titles and headings in these Terms are for convenience only and have no legal or contractual effect. They do not limit or define the sections they precede.

By using the Hailey AI Website, you acknowledge that you have read these Terms & Conditions, understand them, and agree to be bound by them.

#### Contact Us

If you have any questions, concerns, or comments about these Terms & Conditions, you can contact us:

- **Email:** [info@techsiora.com](mailto:info@techsiora.com)
- **Mailing Address:** TechSiora, 11175 Reston Station Blvd, Reston, VA 20190, USA

We appreciate your interest in Hailey AI. Thank you for reading our Terms and for using our Website responsibly. If you have any issues or need clarification regarding these Terms, please reach out — we're here to help.