

Doeric AI Terms of Service Agreement

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Operated by **dinesQL Pte. Ltd.**

Singapore UEN: **202132378Z**

1. Introduction

These Terms of Service Agreement (“Terms”) govern your access to and use of the Doeric AI website, platform, software, APIs, communication features, AI-powered services, and related products and services (collectively, the “Service”) provided under dinesQL Pte. Ltd., operating Doeric AI (“Doeric AI”, “we”, “us”, or “our”).

By registering for, accessing, or using the Service, you (“Customer”, “you”, or “your”) agree to be bound by these Terms. If you are using the Service on behalf of a company, organization, or other legal entity, you represent and warrant that you have authority to bind that entity to these Terms.

2. Scope of the Service

Doeric AI provides an AI-powered business communication and automation platform that may include AI agents for text and audio interactions, multilingual communication support, WhatsApp-based customer conversation handling, configurable knowledge bases, media sharing capabilities, appointment and availability management, product and inventory-related capabilities, data source integration features, analytics, insights, automation, and related administrative tools.

The Service may evolve over time. We may improve, modify, add, remove, suspend, or discontinue features from time to time.

3. Eligibility and Authority

You may use the Service only if you are legally capable of entering into a binding agreement, have authority to act on behalf of the business or entity registering for the Service, and provide accurate, current, and complete information during registration and while using the Service.

4. Account Registration and Security

You are responsible for maintaining the confidentiality of your credentials and access methods and for all activities that occur under your account, except to the extent caused by our breach.

You must promptly notify us of any suspected unauthorized access, misuse, or security issue.

5. Customer Responsibilities

You are responsible for ensuring that your use of the Service, your data, your instructions, your connected channels, and your communications comply with all applicable laws, regulations, third-party platform rules, and privacy requirements.

This includes obtaining all necessary rights, permissions, and consents to provide data to the Service and ensuring your end users, customers, staff, or contacts have been appropriately informed where required.

6. Acceptable Use

You may not use the Service to violate any law, process unlawful or harmful content, send spam or unsolicited communications, impersonate others, mislead users, upload malware, bypass security controls, abuse AI features, or interfere with the operation, integrity, security, or reputation of the Service.

7. Third-Party Channels and Integrations

The Service may connect to or rely on third-party services including WhatsApp, Meta, payment providers, cloud providers, messaging platforms, analytics tools, and other integrations configured by you. Your use of such third-party services is also governed by their own terms, policies, and availability.

We are not responsible for third-party products, services, acts, omissions, outages, pricing changes, policy changes, or platform restrictions.

8. AI Features and Outputs

The Service uses AI and automation technologies to assist with conversations, recommendations, scheduling, routing, summarization, retrieval, and related business functions.

You acknowledge that AI outputs may be inaccurate, incomplete, outdated, inappropriate, or unsuitable for a particular situation. You are responsible for reviewing AI outputs where

necessary, especially for business-critical, legal, financial, medical, regulatory, safety-related, or high-risk matters.

9. Data Rights and Ownership

As between you and Doeric AI, you retain ownership of your Customer Data. Customer Data includes data, content, conversations, uploads, business records, configurations, media, knowledge assets, and related information submitted to, stored in, generated through, or processed by the Service on your behalf.

You grant us a limited right to host, store, process, transmit, display, copy, and otherwise use Customer Data only as necessary to provide, secure, support, maintain, improve, and operate the Service, comply with law, enforce these Terms, and perform legitimate business operations consistent with our Privacy Policy and contractual commitments.

10. Privacy and Data Protection

Your use of the Service is also subject to our Privacy Policy. Where we process personal data on your behalf, you are responsible for ensuring you have the necessary rights, notices, legal bases, and consents from your customers, contacts, staff, and end users.

11. Data Disclosure and Legal Requests

We may disclose Customer Data, personal data, account information, communication records, technical logs, or related information where required or permitted by law, regulation, court order, lawful government request, law enforcement request, regulatory authority request, or third-party platform requirement.

We may also share information with service providers, subprocessors, cloud providers, payment providers, communication platforms, Meta, WhatsApp, and other third-party providers where necessary to provide, secure, support, bill, maintain, or operate the Service.

12. Security

We implement technical, administrative, and organizational safeguards designed to protect the Service and Customer Data. However, no system is completely secure, and you are also responsible for maintaining reasonable security on your side.

13. Retention and Deletion

Conversation and related data may be stored based on your selected configuration, including customer-defined retention periods or no-storage options where supported. Some

metadata, logs, backups, legal records, billing records, security records, and operational records may be retained where necessary.

14. International Data Transfers

The Service may involve storage, hosting, support, or processing in multiple jurisdictions. You authorize us and our subprocessors to process Customer Data in jurisdictions reasonably necessary for service delivery, support, security, compliance, and business continuity.

15. Fees, Billing, and Payment

If the Service or any part of it is provided on a paid basis, you agree to pay all applicable subscription fees, setup fees, usage charges, taxes, and other amounts set out in your order, subscription, proposal, pricing page, or written agreement.

Failure to pay amounts due may result in suspension, restricted access, or termination.

16. AI Credits and Automated Agent Availability

Each subscription plan includes a monthly allocation of AI credits. AI credits are used when the Service performs AI-powered actions, including but not limited to automated replies, conversation handling, retrieval, summarization, recommendations, and related AI agent functions.

If the monthly AI credit allocation is fully used, the AI agent may stop responding automatically until additional credits are purchased, credits are reset, or a new billing period begins. In this situation, the Service may continue to operate for other available functions, but customer conversations must be reviewed and handled manually through Doeric AI or other connected channels.

Doeric AI may notify the customer when AI credits are low or exhausted so that the customer can take appropriate action, such as manually responding to conversations, upgrading the subscription plan, purchasing additional credits where available, or waiting for the next billing cycle.

Unused AI credits do not roll over to the next billing period and have no

cash value, unless expressly agreed in writing.

17. Refund Policy

Unless required by applicable law or expressly agreed in writing, all subscription fees, setup fees, prepaid fees, usage-based charges, and other paid amounts are non-refundable once charged.

You are responsible for cancelling your subscription before the next billing date if you do not wish to be charged for the next billing cycle.

18. Trials, Preview Features, and Beta Services

Trial, preview, beta, pilot, evaluation, or pre-release features may be incomplete, subject to change, have reduced support, be discontinued at any time, and are provided “as is” and “as available” to the fullest extent permitted by law.

19. Service Availability and Support

We will use commercially reasonable efforts to make the Service available, but we do not guarantee uninterrupted, error-free, or always-available operation unless expressly agreed in writing.

20. Intellectual Property

We and our licensors retain all right, title, and interest in and to the Service and all related intellectual property, including software, interfaces, documentation, branding, workflows, templates, designs, and derivative works of the Service.

21. Feedback

If you provide suggestions, ideas, enhancement requests, or other feedback, you grant us a worldwide, perpetual, irrevocable, royalty-free right to use and incorporate that feedback into our products and services without restriction or obligation, provided we do not publicly identify you without permission.

22. Confidentiality

Each party may receive confidential or proprietary information from the other. The receiving party agrees to use confidential information only for purposes related to these Terms and to protect it with reasonable care.

23. Suspension and Termination

We may suspend, restrict, or terminate your access to the Service if you breach these Terms, fail to pay amounts due, misuse the Service, violate third-party platform rules, create security, legal, operational, reputational, or compliance risk, or use the Service in a way that may harm Doeric AI, dinesQL Pte. Ltd., other customers, end users, third-party platforms, or the public.

We may also suspend or terminate access where required by law, government authority, payment provider, Meta, WhatsApp, cloud provider, or another relevant third-party service provider.

24. Misconduct and Abuse

We reserve the right to suspend or terminate your subscription without refund if we reasonably determine that you or your users have engaged in fraud, abuse, harassment, unlawful activity, spam, platform manipulation, deceptive conduct, unauthorized access, misuse of AI features, infringement of third-party rights, or conduct that damages or may damage the reputation, security, availability, or integrity of the Service.

25. Disclaimers

To the fullest extent permitted by law, the Service is provided on an “as is” and “as available” basis. Except as expressly stated in writing, we disclaim all warranties, representations, and conditions, whether express, implied, statutory, or otherwise.

26. Limitation of Liability

To the fullest extent permitted by law, we will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, or for loss of profits, revenue, goodwill, business opportunity, anticipated savings, data, or business interruption arising out of or related to the Service or these Terms.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is not permitted by applicable law.

27. Indemnity

You agree to defend, indemnify, and hold harmless Doeric AI, dinesQL Pte. Ltd., our affiliates, officers, directors, employees, agents, and contractors from and against claims, losses, liabilities, damages, costs, and expenses arising out of or related to your use of the Service, Customer Data, breach of these Terms, violation of law or third-party rights, misuse of AI outputs, or misuse of third-party integrations.

28. Changes to These Terms

We may update these Terms from time to time. If we make material changes, we may provide notice through the website, platform, email, account notification, or other reasonable means.

Your continued use of the Service after the effective date of updated Terms constitutes acceptance of the revised Terms to the extent permitted by law. We may also require you to explicitly accept the updated Terms before continuing to access certain features or services.

29. Assignment, Sale, or Transfer of the Service

We may assign, transfer, sell, restructure, or otherwise transfer ownership of the Service, related assets, contracts, rights, obligations, customer accounts, or business operations to another entity in connection with a merger, acquisition, financing, corporate restructuring, asset sale, product transfer, or similar business transaction, subject to applicable law and appropriate confidentiality and data protection safeguards.

30. Governing Law and Dispute Resolution

These Terms are governed by the laws of Singapore, excluding conflict-of-law principles. The parties agree that the courts of Singapore will have exclusive jurisdiction over disputes arising out of or relating to these Terms, unless otherwise agreed in writing.

31. General Terms

These Terms, together with the Privacy Policy and any applicable order form, proposal, subscription, statement of work, data processing terms, or written agreement, form the entire agreement between you and us regarding the Service. If any provision is found unenforceable, the remainder of these Terms will remain in effect.

32. Contact Information

If you have questions about these Terms, please contact:

Contact Information

Doeric AI, operated by dinesQL Pte. Ltd.

Email: support.doericai@dinesql.com

Business Address: 68 Circular Road, #02-01, Singapore 049422