

Ruleway AI Legal Search Service Terms of Use

Article 1 (Purpose)

The purpose of these Terms is to define 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 "Service") provided by CÔNG TY TNHH BIG MOUTH, a Vietnamese corporation (hereinafter "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 legislation.

Article 2 (Definitions)

The terms used in these Terms are defined as follows:

1. **"Service"** means the online legal service platform "Ruleway" and all related services that the Company provides using AI technology for legal information search, etc.
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 received 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 members to the Company, such as email, password, name, etc.
6. **"Credit"** refers to virtual usage rights for utilizing functions such as AI legal search within the Service.
7. **"Paid Service"** refers to paid subscription services of Personal Pro and Business Pro plans provided by the Company.
8. **"Content"** refers to all materials provided within the Service, including legal information, laws and regulations, AI analysis results, etc.
9. **"AI Legal Search"** refers to a service that searches and analyzes laws, legal documents, etc., using artificial intelligence technology.

Article 3 (Publication and Amendment of Terms)

1. The Company publishes the content of these Terms on the initial screen of the Service or a separate terms page for easy access by Users.
2. The Company may amend these Terms within the scope that does not violate Vietnam's E-commerce Law, Consumer Rights Protection Law, Personal Data Protection Decree, Cybersecurity Law, and other related legislation.

3. When the Company amends the Terms, it will announce the effective date and reason for amendment on the initial screen of the Service along with the current Terms, starting 7 days before the effective date. However, when amending Terms unfavorable to Users, it will announce 30 days in advance and provide individual notice through electronic means such as email.
4. Amended Terms become effective from the announced effective date unless otherwise specified.
5. Users may request membership withdrawal if they do not agree to the amended Terms. Continued use of the Service after the effective date of the amended Terms shall be deemed as consent to the changes.

Article 4 (Service Provision and Changes)

1. The Company provides the following services:
 - **AI Legal Search Service:** AI-powered search of Vietnamese laws and legal documents with multilingual support (Korean, English, Japanese, Vietnamese)
 - **Credit-based Usage System:** Service usage management through credits
 - **Subscription Service:** Personal Plan, Business Plan
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, etc.
 - For RuleWay service maintenance and improvement
 - 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 service content for service quality improvement, AI technology enhancement, addition of new features, etc., and will provide advance notice for significant changes.

Article 5 (Membership Registration)

1. Users apply for membership registration by filling in member information according to the form designated 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 the following categories:
 - Using a name that is not real or using another person's identity
 - Providing false information or failing to provide information required by the Company
 - Previously having membership qualifications restricted due to Terms violations
 - Deemed inappropriate for legal service provision

Article 6 (Paid Services and Pricing Plans)

1. Pricing Plan Structure:

- **Free Plan:** 30 credits provided once upon registration, basic service usage available
- **Personal Plan:** 300,000 VND per month, for individuals, 100 subscription credits provided
- **Business Plan:** 1,500,000 VND per month, for businesses, 300 subscription credits provided

2. Credit System:

- Credits consist of subscription credits that are recharged and reset with each regular payment, and additional credits
- Additional credits do 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 formatting conversion features
- Credits provided with free registration are used as additional credits
- Subscription credits can only be used during the subscription period and are recharged and reset with the next regular payment

3. Additional Credit Payment:

- 100 additional credits provided for 200,000 VND additional payment
- Credits acquired through additional payment can be carried over even if unused
- Credit usage order: Monthly credits from the basic plan are deducted first, then additional purchased credits are deducted after all basic credits are used

4. Payment and Subscription:

- Paid services are provided with automatic monthly payments
- Payment is possible through credit cards, debit cards, and other payment methods supported by Paddle
- Payment is automatically processed on the subscription renewal date

5. Payment System:

- All Company payments are securely processed through Paddle, a global company with PCI DSS Level 1 certification
- Paddle supports various payment methods including credit cards, PayPal, Google Pay, etc.
- Paddle automatically calculates and reports taxes (VAT, etc.) for all transactions

6. Events and Discounts:

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

Article 7 (Payment, Refunds, and Subscription Management)

1. Payment Policy:

- Paid service fees are prepaid on the subscription start date
- Payment is based on VND (Vietnamese Dong)
- When changing pricing plans during the subscription period, the changed plan is immediately charged after Paddle calculates the remaining amount of the current plan on a pro-rata basis, with the remaining amount and additional amount

2. Refund Policy:

- Users may request refunds only within 14 days from the initial subscription payment date if they have not used any credits
- Taxes are deducted from refunds
- Refund applications can be submitted through Contact Us

3. Suspension:

- Users may request subscription suspension through Contact Us
- Subscription payments are suspended during the suspension period, and service usage is unavailable
- Upon resumption after suspension, subscription fees for the subscribed plan are immediately charged
- No refunds or credits are provided for remaining days of the payment period before suspension
- Suspension requests may be rejected at the Company's discretion for frequent suspension requests or cases without reasonable cause
- If deemed abuse of suspension, future use of the suspension feature may be restricted

4. Subscription Cancellation:

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

5. Abuse Prevention Measures:

- In cases clearly deemed abuse, the user's account may be suspended or terminated
- Re-registration attempts with 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 legislation to protect Users' personal information.
2. The Company's privacy policy is posted separately, and only the minimum personal information necessary for service provision is collected.
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 Paddle, our payment processor, for payment processing
- Paddle's servers may be located outside Vietnam (in countries where Paddle's servers are located, such as Ireland, UK, USA, etc.)
- This is an essential procedure for service provision, and users must agree to this when registering and paying for paid services. If you do not agree, paid service usage may be restricted
- Paddle is certified according to major personal information and security standards to protect your data

Article 9 (User Obligations)

1. Users must not engage in 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, patents, etc.
- Interfering with stable service operation
- Interfering with or maliciously exploiting AI model learning
- Attempting to fraudulently manipulate the credit system

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

Article 10 (Nature and Limitations of 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 form 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 verify information directly 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 in the Service belong to the Company or 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. If third parties claim their copyrights have been infringed, they may report through the Company's designated channel, and the Company will take action according to established procedures.

Article 12 (Service Usage Restrictions)

1. The Company may restrict service usage in the following cases:
 - Terms violations
 - Obtaining or using credits through fraudulent methods
 - Unauthorized commercial use of the service
 - Using the service beyond technical limitations
2. Types of usage restrictions: Function restrictions, temporary suspension, permanent suspension

Article 13 (Company Obligations)

1. The Company will do its best to provide stable service according to related legislation 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 exempt from responsibility for service provision in the following cases:
 - Force majeure such as natural disasters, wars, terrorism, etc.
 - Unavoidable cases due to regular maintenance for service improvement, facility repair, replacement, failures, etc.
 - Service usage failures or results due to User's fault
 - Missing latest laws or inaccurate results due to 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 liable for damages resulting from the use of such information.

Article 15 (Damages)

1. If Users suffer damages due to the Company's intentional or gross negligence, the Company is liable to compensate within the scope of ordinary damages, except for cases falling under Article 14 disclaimer provisions.
2. The Company's compensation liability does 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 legislation.
2. The competent court for lawsuits related to these Terms shall be Vietnamese courts with jurisdiction over the Company's location.

Article 17 (Miscellaneous)

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

Supplementary Provisions

These Terms take effect 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