

Terms of Service - AI Global Experts

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These Terms apply to websites, web apps, services and digital solutions provided under the trade name "AI Global Experts" (the "Service"). The Service is operated by A Bit Further V.O.F. ("we"/"us"), Amsterdam, The Netherlands, KvK 56717903, VAT NL852283581B01.

Contact: support@aiglobalexperts.com.

By creating an account or using the Service, you agree to these Terms.

1) Who can use the Service

You must be able to enter into a binding contract and comply with applicable law. If you use the Service for professional/business purposes, you confirm you are authorized to do so.

2) Accounts and security

You are responsible for your account, credentials, and all activity under your account. Notify us promptly if you suspect unauthorized access.

3) Acceptable use

You may not:

- break the law or infringe the rights of others (including intellectual property);
- attempt unauthorized access, disrupt, reverse engineer, or abuse the Service;
- upload malware or use the Service for fraud/phishing/deceptive practices.

We may suspend or terminate access if we reasonably believe there is misuse, a security risk, or a legal requirement.

4) The Service and changes (features may change)

We may update, change, add, or remove functionality within the Service at any time. Feature changes do not necessarily mean the Service is discontinued. We aim for reliable availability but do not guarantee uninterrupted operation.

5) AI features and third-party AI providers

Some parts of the Service use third-party large language model providers such as OpenAI and Anthropic (Claude) ("AI Providers"). When you use the Service, content you submit (e.g., prompts, text, files) may be transmitted to and processed by AI Providers to generate outputs.

AI Providers operate under their own terms and policies, which may change over time. We do not control their internal systems.

AI output can be wrong. Outputs may be inaccurate or incomplete. You must verify outputs before use, especially for legal, medical, financial, or safety-critical decisions. The Service does not provide professional advice.

6) Personal and sensitive data - user responsibility

We do not disclose your personal data to third-party vendors as a separate data feed or customer list.

However, the Service allows you to submit content (such as prompts, text, and files). If you include personal data or sensitive/confidential information in submitted content, you are solely responsible for that choice and for ensuring you have the necessary rights and lawful basis to share it.

Do not submit:

- personal data (e.g., names, emails, phone numbers, home addresses, IDs);

- special categories of personal data (e.g., health, biometrics, religion, political opinions);
- passwords, API keys, payment card data, or confidential client information.

We do not routinely monitor, review, or filter the content you submit. The Service may use AI features as part of providing functionality, which means any content you submit (including prompts, text, or files) may be transmitted to and processed by third-party AI providers. Therefore, you must not include personal or sensitive data (or confidential information, passwords, or API keys) in your submissions.

7) Your content (Input) and generated content (Output)

- **Input:** You retain your rights to the content you submit.
- **Output:** As far as the law allows, you own the output you receive from the Service.
- You grant us a limited license to host, process, and transmit Input/Output only as needed to provide and secure the Service.

8) Trial period

When you create an account, you may receive a free trial. The trial length and conditions are shown at sign-up or in your account and may vary per user/offer.

At the end of the trial, access may be restricted or ended unless you start a paid plan.

Data export during trial: You are responsible for exporting/saving any data you want to keep before the trial ends. After the trial ends, we may limit access and do not guarantee you can export data. We may delete trial accounts and data after the trial ends (and/or after any grace period shown in the Service), except where retention is required for legal, security, or fraud-prevention purposes.

9) Beta services and early-access releases

From time to time, we may offer certain apps, services, or functionality as beta, early access, preview, or experimental ("Beta Services"). Beta Services are provided "as is" and may contain bugs, errors, interruptions, or unexpected behaviour, including loss of functionality or performance.

No notice obligation for Beta Services: Beta Services may be changed, limited, suspended, or discontinued at any time, and we may do so without prior notice. Any notice obligations in these Terms (including the 30-day discontinuation notice) do not apply to Beta Services.

Data and access risks during Beta: You acknowledge and agree that, during Beta, you may lose access to Beta Services and/or experience loss, corruption, or deletion of data related to Beta Services. You are responsible for maintaining your own backups and exporting any important data. To the maximum extent permitted by law, we are not liable for any loss of data or unavailability arising from Beta Services.

Participation is optional: If you do not accept these risks, do not use Beta Services.

Consumer rights: Nothing in this section limits mandatory rights you may have under applicable law.

10) Fees, subscriptions, cancellation, and discontinuation by you

Prices and billing terms are shown at checkout or in your account.

A) Discontinuing use: You may discontinue use of the Service at any time.

B) How to cancel: To cancel, you must inform us by using the cancellation option in your account (if available) or emailing support@aiglobalexerts.com from the email linked to your account.

C) Subscriptions (recurring) - one month notice: Subscriptions can be cancelled with one (1) month notice. Cancellation takes effect at the end of the notice period and you will not be charged after that effective end date.

D) One-time access pass (fixed access): If you purchase a one-time access pass, it grants access for a fixed 30-day period starting on the purchase date (no renewal). If you request cancellation earlier, access still ends at the end of that 30-day period.

11) Refunds

Fees are non-refundable, including unused time, unless a refund is required by applicable law (including mandatory consumer rights).

12) Consumer right of withdrawal (EU/EEA)

If you are an EU/EEA consumer, you may have a 14-day right of withdrawal for online service purchases.

If you request immediate access/performance during the cooling-off period and you withdraw after access has started, you may be charged a proportional amount for the period used (where permitted by law). Where legally required, we will present the necessary withdrawal information and required consent/acknowledgements during checkout.

13) Disclaimers

The Service is provided "as is" and "as available." To the maximum extent permitted by law, we disclaim warranties of fitness for a particular purpose and non-infringement.

14) Limitation of liability

To the maximum extent permitted by law: (a) we are not liable for indirect or consequential damages (e.g., lost profits, lost data); and (b) our total liability is limited to the fees you paid for the Service in the 3 months before the event giving rise to the claim (or EUR 100 if you paid nothing).

Third-party services: To the maximum extent permitted by law, we are not liable for third-party services (including AI Providers) that are not under our control.

Nothing in these Terms limits liability that cannot be limited under Dutch law (e.g., intent or gross negligence).

15) Termination and discontinuation by us

We may suspend or terminate your access if you breach these Terms, misuse the Service, or if needed for security or legal reasons.

A) Discontinuation of an app or Service (at our discretion): We may discontinue an app or the Service at our sole discretion, for any reason. If we discontinue an app or the Service for convenience (i.e., not due to your breach, misuse, a security incident, or a legal requirement), we will: (1) provide at least 30 days' notice (e.g., by email and/or in-app notice); and (2) during that notice period, allow you a reasonable opportunity to download/export your data from the Service.

B) Billing if we discontinue: From the effective discontinuation date, any future payments due will stop and we will not charge you further for the discontinued app/Service. Fees already paid remain non-refundable, unless a refund is required by applicable law.

C) Immediate suspension or discontinuation: We may suspend access or discontinue an app/Service immediately (with no or shorter notice) where reasonably necessary for security, fraud prevention, to prevent harm, or to comply with legal obligations.

16) Privacy

Our Privacy Policy explains how we process personal data.

17) Governing law and disputes

These Terms are governed by the laws of the Netherlands. Disputes will be submitted to the competent court in Amsterdam, unless mandatory law says otherwise.