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## **BOTSAFE – TERMS & CONDITIONS**

### **Botsafe Terms & Conditions:**

**Effective Date:** 21 May 2026

**Business Name:** Botsafe

**Website:** [Botsafeaisystems.co.uk](https://botsafeaisystems.co.uk)

These Terms & Conditions (“Terms”) govern the use of services provided by Botsafe (“we”, “our”, “us”) to any customer (“Client”, “you”, “your”).

By purchasing, subscribing to, or using Botsafe services, you agree to these Terms in full.

Botsafe provides AI-powered chatbot systems and related automation services, including but not limited to:

- Website chatbot installation
- Customer enquiry automation
- Lead capture systems
- Appointment request systems ( Professional plan only )
- FAQ automation
- Basic chatbot customization
- Ongoing chatbot hosting and support depending on selected plan

Specific features and service levels depend on the plan selected by the Client.

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Botsafe services are provided on a subscription basis unless otherwise agreed in writing.

Plans may include:

- Monthly subscriptions
- Annual subscriptions
- One-time setup fees
- Optional add-on services

Pricing and features are outlined separately in proposals, invoices, websites, or service agreements.

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### **Payment Terms**

Payment is due in advance unless otherwise agreed.

Accepted payment methods may include:

- Stripe
- GoCardless
- Bank transfer
- Other approved payment providers

Failure to make payment on time may result in:

- Suspension of chatbot services
- Removal of chatbot functionality
- Cancellation of support services
- Termination of agreement

Botsafe reserves the right to charge reasonable recovery costs for overdue accounts.

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### **Automatic Renewals**

Subscription plans automatically renew unless cancelled in accordance with these Terms.

By subscribing, you authorize recurring billing for the agreed subscription period.

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### **Cancellation Policy**

#### **Monthly Plans**

Clients may cancel with a minimum of 14 days' written notice before the next billing date.

#### **Annual Plans**

Annual subscriptions are non-refundable once activated unless otherwise agreed in writing.

Cancellation requests must be submitted by email or other written communication.

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## **Suspension & Termination**

Botsafe reserves the right to suspend or terminate services if:

- Payments are overdue
- The Client breaches these Terms
- The chatbot is used unlawfully
- The Client engages in abusive or threatening behaviour
- The service is used for spam, fraud, or harmful activity

Upon termination, chatbot systems and related services may be disabled or removed.

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## **Client Responsibilities**

The Client is responsible for:

- Reviewing chatbot responses and website content regularly
- Ensuring all information displayed on their website is accurate
- Providing accurate business information to Botsafe
- Maintaining lawful use of chatbot systems
- Informing Botsafe of required content changes

The Client accepts full responsibility for the final content published on their website.

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## **AI Disclaimer**

Botsafe provides AI-assisted systems and automation tools.

AI-generated responses may occasionally:

- contain inaccuracies
- misunderstand user questions
- provide incomplete information
- behave unpredictably

Botsafe does not guarantee:

- uninterrupted service
- lead conversion
- sales increases
- response accuracy
- specific business results

Clients are strongly encouraged to monitor chatbot conversations and regularly review chatbot behaviour.

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## **Limitation of Liability**

To the maximum extent permitted by law, Botsafe shall not be liable for:

- loss of revenue
- loss of profits
- missed business opportunities
- indirect or consequential damages
- website downtime
- chatbot errors
- inaccurate AI-generated responses
- third-party software failures

Botsafe's total liability under any agreement shall not exceed the total amount paid by the Client during the previous 3 months of service.

## **Third-Party Services**

Botsafe may integrate with third-party platforms including but not limited to:

- website builders
- AI providers
- hosting services
- payment processors
- communication tools

Botsafe is not responsible for outages, policy changes, pricing changes, or failures caused by third-party providers.

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## **Intellectual Property**

All chatbot systems, workflows, automation structures, templates, and Botsafe branding remain the intellectual property of Botsafe unless otherwise agreed in writing.

Clients may not copy, resell, reverse engineer, or redistribute Botsafe systems without permission.

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## **Data Protection & Privacy**

Botsafe aims to handle customer information responsibly and in accordance with applicable UK data protection laws.

Clients are responsible for ensuring their own website privacy policies comply with legal requirements regarding visitor data collection.

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## **Support & Maintenance**

Support availability depends on the Client's selected plan.

Botsafe will make reasonable efforts to provide maintenance and technical support but does not guarantee immediate response times.

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## **Force Majeure**

Botsafe shall not be held responsible for delays or failures caused by circumstances outside reasonable control, including:

- internet outages
- cyber attacks
- power failures
- third-party platform outages
- natural disasters
- government restrictions

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## **Changes to Terms**

Botsafe reserves the right to update these Terms at any time. Updated Terms may be published on the Botsafe website and will take effect immediately upon publication.

## **Governing Law**

These Terms shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes shall be subject to the jurisdiction of the courts of England and Wales.

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## **Contact Information**

For support, billing, or legal enquiries, contact:

### **Botsafe**

Email: [Support@Botsafeaisystems.co.uk](mailto:Support@Botsafeaisystems.co.uk)

Website: [Botsafeaisystems.co.uk](http://Botsafeaisystems.co.uk)

