

LEGAL · PUBLIC

Terms of Service

Meikai software platform

Terms governing access to and use of the Meikai software platform and related services.

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Introduction

These Terms of Service ("ToS") govern access to and use of the Meikai software platform and related services (the "Service"), provided by MEIKAI LTD.

By creating an account, accessing, or using the Service, you agree to be bound by these ToS.

Browsing <https://www.meikai.ai> is also subject to our Terms & Conditions.

Signed MSA, Order Form, subscription agreement, partner agreement, or DPA govern to the extent of any conflict with these ToS.

1. Service Description

Meikai provides a SaaS platform for organisations to analyse, monitor, and interpret brand visibility within AI-generated content and LLMs. Professional and business purposes only.

2. Account Registration

To access the Service, you must create an account. You agree to:

- Ensure all users under your account comply with these ToS
- Keep credentials secure and confidential
- Provide accurate, current, and complete information
- Notify Meikai promptly of unauthorised access or security incidents

3. User Roles and Access Rights

Access varies by subscription, role, and permissions. Meikai may modify features in line with product development and contractual commitments.

4. Authorized Use

You may use the Service for internal business analysis unless a written agreement permits otherwise (reseller, white-label, partner programmes). You shall not:

- Extract or scrape data at scale outside documented usage or API limits
- Use the Service to develop competing products without prior written consent
- Resell or sublicense except as permitted in writing
- Misrepresent model-generated outputs as human-verified facts
- Use the Service in violation of laws, third-party rights, or export controls

5. AI-Based Outputs and Limitations

Outputs are probabilistic and may vary. Meikai does not guarantee accuracy, completeness, or fitness for a particular decision.

Outputs are informational only and do not constitute legal, financial, regulatory, or strategic advice.

6. Third-Party Data and Integrations

The Service may use third-party data and AI providers. You are responsible for compliance with applicable restrictions.

7. Benchmarks, Indexes, and Published Materials

Benchmarks and indexes are for internal business use unless a written agreement grants broader rights. You shall not publish or redistribute in a manner suggesting endorsement without prior written approval.

8. Availability and Maintenance

Meikai does not guarantee uninterrupted access.

9. Subscription Plans and Billing

Paid subscriptions are billed in advance and non-refundable unless stated otherwise.

10. Customer Data

You retain ownership of Customer Data. Meikai may process it to provide the Service and generate aggregated or anonymised statistics.

Personal data: Privacy Policy at <https://www.meikai.ai>. Enterprise customers may execute the DPA on request.

11. Confidentiality

Each party keeps non-public information confidential except as required by law or with consent.

12. Suspension and Termination

Meikai may suspend or terminate for breach, misuse, non-payment, or security risk.

13. Intellectual Property

All IP in the Service remains Meikai's or its licensors'.

14. Publicity and Trademarks

You shall not use Meikai marks without prior written consent.

Meikai may identify you as a customer only with your approval or as permitted in writing.

15. Liability

No liability for indirect or consequential damages. Aggregate liability capped at two (2) times fees paid in the prior twelve (12) months, subject to applicable law.

16. Indemnification

You indemnify Meikai for claims from your use or violation of these ToS, except where caused by Meikai's breach or negligence.

17. Modifications

Material changes reflected by an updated last-updated date. Continued use constitutes acceptance unless your signed agreement requires otherwise.

18. Governing Law and Jurisdiction

These terms are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction, except where mandatory consumer or employment protections require otherwise.

19. Contact

Email: contact@meikai.ai

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