Inkoasis Service Terms

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These Inkoasis Service Terms (the "Terms") form part of the Inkoasis User Agreement and set out the rules for specific services of Inkoasis (the "Service"): AI writing, file recognition, web search, writing skills, subscriptions and credits. The Service is provided by **筆無界科技有限公司 (INKFINITE TECHNOLOGY LIMITED)** ("we", "us" or "our").

Where these Terms are silent, the User Agreement applies; where these Terms and the User Agreement provide differently on the same matter, these Terms prevail. **Terms shown in bold and underlined closely affect your rights; please pay particular attention to them.** By using a service covered by these Terms, you agree to these Terms.

1. AI writing services

1.1 **Model sources.** You can use the AI features in the following ways, depending on what the pages actually offer:

1. **Platform models**: provided by model providers we connect to. They may include a free quota; usage beyond it consumes credits under section 3.
2. **Bring your own API key**: you use an API key you obtained from a model provider to connect to that provider's models.

The providers of platform models are listed in the Service Providers list; the providers supported for your own API key are shown on the settings page. **Subscriptions are not tied to any particular model. We may replace or retire platform models and their providers, offering a replacement of comparable capability; after a replacement the style of Generated Content may change, and this is not a ground for a refund, unless the law provides otherwise.**

1.2 **Usage limits and free quota.** To keep the Service stable and fair, platform models may be subject to limits on the number of requests, request frequency, context length and similar, as shown on the pages. We decide the amount of free quota and the models and features it applies to; we may adjust it and will publish the changes on the pages. Free quota cannot be exchanged for cash or transferred.

1.3 **Bring your own API key.**

1. You must make sure you are entitled to use the key and must follow that provider's terms. Charges incurred through your key are settled directly between you and that provider.
2. When you use your own key, we send the content needed to complete each request (which may include excerpts of your works) to the provider you chose, on your instructions. **How that provider handles the content, including whether it uses it to train its models, is governed by its own terms and privacy policy; please check them before connecting.**
3. We store your key encrypted and use it only when you make a request or click "Test connection"; "Test connection" only reads the model list and generates no content. You can delete the key in settings at any time.
4. **Do not share your key with anyone. Losses caused by the key being leaked or misused are your own responsibility, except where caused by our fault.**

1.4 **Web search.** Web search is off by default and has to be turned on in settings. Once it is on, the AI may draft search queries from your request, send them to search providers and read relevant web pages as reference material for your writing. Search results come from third-party websites, and we do not guarantee that they are true, accurate or lawful. When you quote web content, respect the rights of the original authors and the rules of the websites.

1.5 **File upload and recognition.** You can upload TXT, Markdown, Word (DOCX) and PDF files as story materials; the file size limits are shown on the pages. We scan uploaded files for viruses. Content that needs text recognition or image description, such as scans and images, is sent to file-recognition providers. Recognition results may contain errors; the original file prevails. Upload only files you are entitled to use.

1.6 **Writing skills.** You can use official skills and create, import and export your own skills. **For third-party skills you import, and any scripts in them, you must judge their source and risks yourself.** Scripts in skills run only in isolated, temporary environments with no network access, and can read only the content already provided to the AI in the current conversation. You may not use skills or scripts to attack the Service or anyone else.

1.7 **AI memory.** To keep later writing consistent, the AI may remember your writing preferences and project settings, such as character relationships and style requirements. You can view, edit and delete these memories; when you delete a conversation, the memories derived from it are withdrawn too.

1.8 **You decide what to accept.** Edits or plans that the AI proposes for your manuscript or plot graph are first marked separately, and you decide one by one whether to accept them; until you confirm, they do not become part of your manuscript. How AI-generated content is labelled is described in section 7.4 of the User Agreement.

2. Beta testing and invitations

2.1 The Service is currently in invitation-only testing. We issue invitation codes; each code is for one account, remains valid once redeemed, and cannot be transferred.

2.2 During testing, some features may be free or subject to usage limits, and may change. We will not start charging you without your confirmation, and we will not delete your works because testing ends.

2.3 **Referral rewards.** When a friend creates a new account within 60 days of opening your invite link, the friend receives 2,000 credits. When the friend makes a first payment within 60 days of signing up (renewals, upgrade differences and credit packs do not count) and seven days pass without a refund or payment dispute, you receive 100 credits for every CNY 1 the friend actually paid (a purchase priced in US dollars, including one paid in local currency at checkout, counts at the CNY price of the same item), up to 100,000 credits per friend. Referral credits are valid for 90 days from when they are granted. No reward is given if the friend pays with the same payment account as you. **If, after a reward is granted, the friend's payment is refunded or disputed, we take back the reward credits not yet used.** You may share your invite link publicly, but not through spam or misleading promotion. We may change or end the referral program; changes are announced on the page in advance and do not affect rewards already granted.

3. Subscriptions and credits

3.1 **Plans.** We offer subscription plans (for example Basic, Creator, Pro and Flagship) and credit packs. A plan can be bought once (one month or one year, with no automatic charge when it ends) or with automatic renewal (see section 3.6). The price, billing period, features and number of credits of each plan are as shown on the purchase page. We may introduce, change or stop selling any plan or credit pack; benefits you have already bought are not affected during their validity period.

3.2 **What credits are.** Credits are the unit the Service uses to meter usage-based parts such as platform models, file recognition, web search and skill scripts. Each task is charged by actual usage, measured by how much text the model reads and writes, the pages recognized, the searches made and the time scripts run. The purchase pages state how many credits each plan and credit pack includes and roughly how many credits common tasks use (for reference only), and you can see the amount actually deducted each time in your usage details. **We may adjust how many credits are deducted when provider prices, exchange rates or taxes change;** for an increase, we will announce it on the pages and notify you at least 30 days in advance, and a

subscription already running is charged at the new rate from your next billing period. Before an increase takes effect, you may ask for a pro-rata refund of credit packs bought earlier and not yet used up, and of the whole months left on a yearly plan. **Usage and charges are as shown in our system records, unless you have evidence to the contrary.**

3.3 **Types and validity of credits.**

1. **Subscription credits: granted with your subscription each billing period (annual plans also grant them monthly), valid only for that period and not rolled over to the next; they lapse when your subscription ends.**
2. **Credit-pack credits: bought separately and valid for 12 months from the date of purchase (6 months for a pack bought in Japan, as the purchase page states), after which any unused balance lapses; they remain usable within that period after your subscription ends.**
3. **Bonus credits**: granted through promotions, compensation and the like; their validity is as stated when they are granted.

Credits that expire earliest are used first.

3.4 **To prevent fraud and resale, credits can be used only in the account that bought them, cannot be transferred, given away or exchanged for cash, and do not earn interest.**

3.5 **Payment.** Payments are processed by a third-party payment provider (see the Service Providers list); the available payment methods (for example cards, Alipay and WeChat Pay) are as shown at checkout. We never collect or store your full card number. The currency and whether prices include tax are as shown at checkout; any tax we are required by law to collect is listed separately at checkout. Currency conversion and cross-border fees charged by your bank or payment institution are borne by you.

3.6 **Automatic renewal: if you turn on automatic renewal, your subscription is charged automatically at the end of each billing period at the then-current price (see section 3.7 for changes), including after a trial or introductory price ends, until you cancel. We will remind you before charging as required by applicable law. You can cancel at any time in your account settings; after cancellation, your current-period benefits continue until the end of that period, and you are not charged again.**

3.7 **Price changes: we may change subscription prices and will notify you in advance as required by applicable law. The new price applies from your next billing period, and you can cancel automatic renewal before it takes effect.** Credit packs you have already bought and your current subscription period are not affected.

3.8 **Refunds: fees already paid (including subscription fees and credit-pack fees) are not refunded, unless the law provides otherwise.**

1. **If, because of our fault, you cannot use the main paid features for more than 72 consecutive hours, we may extend the relevant service period or grant credits; you may instead ask for a refund of the fees for the part not performed.**
2. If a system error causes a duplicate or erroneous charge, we refund the excess in full.
3. If we discontinue the Service as a whole, or terminate your subscription or account when you are not in breach, we refund the remaining subscription period and unused credit-pack credits pro rata.
4. **Refunds go back to the original payment method in the original currency; exchange-rate differences are not compensated, unless the refund is due to our fault.** To request a refund, contact us by email (section 7); the time it takes to arrive depends on the payment channel.

Your rights under the law where you live that cannot be excluded by agreement (for example withdrawal, refunds and renewal reminders) are not affected by these Terms; how to exercise them is shown on the purchase page and in our notices.

3.9 **Failed payments and payment disputes: if a charge fails, we will retry it; until you pay, we may suspend your paid benefits or move you to the free plan, but we will not delete your works for that reason. If there is a chargeback or other payment dispute, we may freeze the related credits and paid benefits until it is resolved; if the chargeback succeeds, we reclaim the corresponding benefits; if you initiate a chargeback in bad faith, we may terminate your account. If we find fraud, unauthorised payments or credits obtained by improper means, we may reclaim the corresponding benefits.**

3.10 **Account deletion and paid benefits: deleting your account also ends your subscription, and unused credits lapse with it, unless the law provides otherwise.** Please use up the benefits you have bought before deleting your account; if you believe you are entitled to a refund under section 3.8 or applicable law, contact us before deleting your account.

3.11 **First-order price and limited-time offers.** The first-order price applies only to accounts that have never paid, once per account, within the countdown shown on the page; the countdown does not restart once it ends. It applies to the first billing period only, after which the regular price applies. Limited-time offers (such as the launch-season yearly bonus) follow the time, eligibility and content stated on the offer page, and end when that time is over.

4. Storage and usage

4.1 The number of projects, storage space, number of files and similar available to each account may be limited, as shown on the pages or in the plan description. **If you exceed a limit, we may stop you from adding new content; if, after a downgrade, your storage stays over the limit for 12 months, we may, after giving you 30 days' notice, delete the uploaded files over the limit and their recognition results, but we will not delete your works for that reason.**

4.2 To keep the Service stable, we may limit request frequency, concurrency and similar.

5. Availability

We do not commit to any particular availability and do not offer a service level agreement (SLA).

6. Changes to these Terms

We reserve the right to change these Terms. How changes are made, the notice periods and your options are governed by section 12 of the User Agreement; price changes are governed by section 3.7 of these Terms.

7. Contact us

For questions about these Terms, subscriptions, refunds or credits, email support@inkoasis.ai.

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