Inkoasis User Agreement

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Welcome to Inkoasis!

Inkoasis (笔绿洲, at inkoasis.ai, the "Service") is provided by **筆無界科技有限公司 (INKFINITE TECHNOLOGY LIMITED)**, a company incorporated in the Hong Kong Special Administrative Region of China ("we", "us" or "our").

This Inkoasis User Agreement (the "Agreement") is a contract between you and us for your use of the Service. The Inkoasis Service Terms and the Inkoasis Privacy Policy form part of this Agreement and have the same effect.

Please read carefully. Read this Agreement before you register for or use the Service. Terms that closely affect your rights — in particular terms that exclude or limit our liability, terms that restrict your rights, the governing law and dispute resolution terms, and the automatic renewal, refund and credit validity rules in the Service Terms — are shown in bold and underlined. Please pay particular attention to them. If you have any questions, contact us as described in section 15 and we will explain.

Acceptance. By ticking to accept this Agreement on a page of the Service, or by otherwise actually using the Service, you confirm that you have read, understood and agreed to this Agreement. If you do not agree with any part of it, do not register for or use the Service.

1. Definitions

- **Account**: the account you register with Inkoasis and use to sign in.
- **Your Content**: content you enter, upload, create or save while using the Service, including projects, manuscripts, outlines, plot graphs, story materials, uploaded files, project covers, writing skills, and your instructions to and conversations with the AI.
- **Generated Content**: text and other content that the Service's artificial intelligence ("AI") features generate or rewrite in response to your instructions.
- **Third-Party Services**: services provided by third parties and used together with the Service, such as Sign in with Google, model services you connect yourself, and payment services.
- **Rules**: the specific rules published on pages of the Service that accompany this Agreement, such as the pricing page, usage notes and feature descriptions.

- **Affiliate**: a company that directly or indirectly controls, is controlled by, or is under common control with us.

2. Scope and eligibility

2.1 This Agreement applies to your use of the Inkoasis website and all of its features, including features launched in the future. Where a feature has its own specific rules, those rules apply first; where they are silent, this Agreement applies.

2.2 The Service is intended for individuals aged 18 or over with full legal capacity. **By accepting this Agreement, you confirm that you are 18 or over.** If you are under 18, do not register for or use the Service. If we learn that a person under 18 has registered an account, we may restrict or close that account and delete the related information.

2.3 The Service's AI features are designed to assist long-form creative writing — for example brainstorming, continuing, rewriting and organising story settings — and are not suitable for obtaining factual information or professional advice. Please use them sensibly and keep your own independent judgment over your work.

2.4 If you use the Service on behalf of a company or other organisation, you must be authorised by that organisation, and this Agreement binds both you and the organisation.

2.5 You represent that you are not located in a country or region subject to comprehensive sanctions by the United Nations Security Council or under other applicable law, that you are not on any related sanctions list, and that you will not use the Service for any purpose that violates applicable export control or sanctions laws.

2.6 If we have previously terminated your use of the Service for a serious breach of this Agreement, you may not register again or use the Service without our consent.

3. Accounts

3.1 **Registration and sign-in.** You may register with an email address and a password and verify it with a code sent to that address, or sign in with a Google account or WeChat. Different sign-in methods create separate accounts that are never merged automatically, even if they share the same contact email. Please remember which sign-in method you used.

3.2 **Invitation codes.** While the Service is in invitation-only testing, you need an invitation code to unlock the workspace. Each code can be redeemed by one account only, and the resulting access belongs to that account alone. Codes may not be transferred, sold or published.

3.3 **Account security.** Keep your password safe and never share your password or verification codes with anyone; our staff will never ask you for them. **Actions taken through your account are treated as your own, except where your account was misused because of our fault.** If your account has been misused or is otherwise at risk, contact us immediately.

3.4 Your account is for your use only. You may not lend, rent, transfer or sell it.

3.5 The email address and other registration details you provide must be genuine and valid, so that we can send you verification codes and important notices.

3.6 **Account deletion.** You may request deletion of your account at any time; the procedure and what happens afterwards are described in the Privacy Policy. **Deletion removes your account and all of your works and cannot be undone, so please export anything you want to keep first.**

3.7 **Inactive accounts: if no one has signed in to your account for 12 consecutive months, and it has no active paid subscription and no unexpired purchased credits, we may close it after giving you 30 days' notice by email.** Signing in during the notice period keeps your account; if the notice cannot be delivered, we will not close the account on this ground.

4. The Service

4.1 Inkoasis is a long-form writing tool offering project management, manuscript editing, plot graphs, an outline view, story materials, a library with file recognition, writing skills, and AI-assisted writing features such as continuing, rewriting, branching, merging and research. What is available depends on the features actually released. Specific rules for AI, file recognition, web search and paid features are set out in the Service Terms.

4.2 We may offer some features as "beta" or "testing" features. Such features are provided as they are and may be changed, suspended or removed.

4.3 **To improve the Service, manage costs or comply with the law, we may add, change, upgrade, suspend or remove features, and may change the service providers that support the Service.** We will notify you in advance of any change that materially and adversely affects your use. If we decide to discontinue the Service as a whole, we will give you at least 30 days' notice and provide a way to export your works during that period.

4.4 The Service may be briefly interrupted by maintenance, upgrades, third-party outages, network problems or force majeure.

4.5 Some features rely on Third-Party Services, such as sign-in, models, web search, file recognition and payments. When you use a Third-Party Service you must also follow that third party's rules. Our providers are listed in the Service Providers list.

4.6 To comply with local law or improve the Service, we may have one of our Affiliates provide the Service to users in certain countries or regions, or perform some of our obligations under this Agreement on our behalf. If the entity providing the Service to you changes, we will notify you in advance and obtain any consent required by law.

4.7 **We may decide, as the law requires or our business needs, in which countries or regions we offer the Service, particular features or paid services.**

5. Acceptable use

5.1 You must comply with the laws of the place where you live and of the Hong Kong Special Administrative Region. When you use the Service in mainland China, you must also comply with the laws and regulations of mainland China.

5.2 **You may not use the Service to enter, upload, generate, store or distribute any of the following:**

1. any sexual content involving minors, or content that sexualises minors in any way;
2. obscene or pornographic content, or content that explicitly depicts sexual acts;
3. content that promotes, glorifies or incites terrorism, extremism or violence, or incites hatred of or discrimination against any ethnic, racial or religious group;
4. concrete methods that could actually be used to make weapons, explosives or drugs, to carry out cyber attacks, or otherwise to seriously endanger people's safety or property;
5. content that encourages or instructs suicide or self-harm;
6. content that infringes others' copyright, trademarks, reputation, privacy, image rights or personal information, including uploading works owned by others without authorisation;
7. fraud, gambling, spam, or content impersonating any person or organisation;
8. viruses, trojans or other malicious code;
9. any other content prohibited by the laws of the place where you live or the place where the Service is provided.

When you use the Service in mainland China, you must also comply with mainland China's rules on online information content, must not create, copy or publish illegal information, and should guard against and resist undesirable information.

5.3 **Fiction:** we respect creative freedom. As part of the plot of a fictional work you may depict violence, crime, war, suspense, horror, emotional conflict and similar themes. However, you may not use "fiction" as a pretext to generate the content listed in section 5.2, or use a fictional framing to obtain harmful information that could be carried out in reality.

5.4 **You may not:**

1. reverse engineer or decompile the Service or attempt to obtain its source code, except where the law expressly permits it;
2. access other people's accounts, projects or data without authorisation, or attempt to bypass the Service's access controls, usage limits, billing mechanisms or security measures, including deliberately inducing the AI to circumvent content safety mechanisms;
3. access or scrape the Service at scale with crawlers, scripts or other automated means, or call the Service in bulk by automated means to extract model capabilities;
4. interfere with or disrupt the normal operation of the Service, its servers or networks, including by attacking it, uploading malicious code or maliciously triggering verification emails;
5. resell or rent the Service or any part of it, or use it as the basis for commercial services to third parties, without our written consent;
6. register accounts in bulk, or use multiple accounts to obtain promotional benefits or free quota improperly;
7. upload sensitive personal information of others, such as identity documents, bank cards or medical records, unless you have lawful authorisation and it is genuinely necessary;
8. do anything else that violates the law, this Agreement or the Rules.

5.5 **Enforcement: if you breach this Agreement or the law, we may, depending on how serious the breach is, remind you, require you to correct it, stop generating or transmitting the content concerned, restrict features, or suspend or terminate your account. Where a crime is suspected, we will keep relevant records as required by law and report to the competent authorities.** Your works are private, and we will not delete them arbitrarily. We will delete or block specific illegal content only where the law requires it or where it is necessary to stop an ongoing illegal act, and we will tell you to the extent the law allows.

5.6 We have no obligation to review your private works one by one, but we may investigate and act under this Agreement when we receive a complaint, find indications of illegality or are required to by law.

5.7 If you disagree with a decision, you may appeal as described in section 15. We will reply within 15 working days.

6. Your Content and intellectual property

6.1 **Your works belong to you.** Using the Service does not transfer to us any rights you hold in Your Content.

6.2 **Necessary licence: you grant us a worldwide, non-exclusive, royalty-free licence, to the extent necessary to provide and secure the Service, comply with the law and handle complaints and disputes, to store, back up, copy, process and transmit Your Content and Generated Content, convert its format, display it to you, and pass it to the providers that process your requests when you use the relevant features (for example model and file-recognition providers).** This licence ends when you delete the relevant content or your account; copies in backups are removed on the schedule described in the Privacy Policy.

6.3 **Our commitment:** we will not use Your Content to train or fine-tune any artificial intelligence model, will not sell it, and will not display it publicly or use it for promotion without your separate consent. We use only statistics that contain no work content (for example how often features are used, and error records) to analyse and improve the Service. If we ever want to change this, we will ask for your separate consent in advance, and you may refuse. **How third-party providers that process your requests use data is governed by their own rules; we try to choose providers and settings that do not use your data to train models, but we cannot guarantee this.**

6.4 **You warrant that you hold lawful rights in, or have obtained authorisation for, the content you upload or enter, and that neither Your Content nor your use of Generated Content infringes anyone's lawful rights. You are legally responsible for disputes arising from Your Content.**

6.5 The intellectual property in the Service's software and interface design, in the names and marks "笔绿洲" and "Inkoasis", and in the official skills, templates and documentation we provide belongs to us or to the respective rights holders. Open-source software used in the Service is licensed under its own licences. Except for normal use of the Service, you may not copy, modify, publish or otherwise use any of the above without our written permission; official skills and templates are for your use within the Service only and may not be resold or distributed as standalone products, unless an open-source licence provides otherwise.

6.6 We may use, modify and publish the suggestions and feedback you give us, free of charge, permanently and without attribution or payment to you; this does not include your works or information that identifies you.

6.7 **Infringement notices:** if you believe that content on the Service infringes your lawful rights, send us a notice as described in section 15 stating your identity and contact details, proof of your rights, where the allegedly infringing content is, and why. We will handle it promptly according to law and notify the user concerned where necessary; that user may submit a statement of non-infringement.

7. Generated Content

7.1 To the extent permitted by applicable law, Generated Content belongs to you and we claim no rights in it; if we hold any rights in Generated Content, we assign them to you. Countries and regions differ on whether AI-generated content can be protected by copyright, so please make your own assessment before using it or asserting rights in it.

7.2 **AI-generated content may be inaccurate or incomplete, may resemble other people's works or content obtained by other users, and may not meet your expectations. Generated Content does not represent our views and is not legal, medical, financial or other professional advice. Before you publish, submit or commercially use it, review and edit it yourself; you are responsible for the results of using it.**

7.3 **Because of how AI works, other users may receive Generated Content that is similar or even identical to yours, and such content does not become exclusively yours; nor do we guarantee that Generated Content can be protected by copyright.**

7.4 **Labelling of AI-generated content. Please read the following labelling requirements carefully and make sure you understand them:**

1. **Explicit label.** The end of the AI conversation area shows the line "AI 生成内容可能有误" (AI-generated content may contain errors). Apart from that, the AI's individual replies, the edits or plans the AI proposes for your manuscript or plot graph (shown separately until you accept them, in a different colour from what you wrote yourself), the text of your work, and exported Word, PDF, Markdown and TXT files carry no "AI-generated" wording; exported files carry no AI-generation metadata either.
2. **Machine-readable marking.** The answers, working notes, questions and options the AI writes in the conversation area carry a machine-readable marker in the page data showing

that they are AI-generated. It does not change what you see, and it is not saved or exported with your work.

3. **Your labelling obligations.** By letting the AI write directly into your manuscript (edits awaiting your review are shown in a different colour), or by accepting a plot structure, merge or continuation plan the AI proposes, you request to receive Generated Content without explicit labels. **When you publish works containing AI-generated content on an online platform, you must declare it and label it as required by applicable law and the platform's rules; you are responsible for your use of content without labels.**
4. **You may not maliciously remove, alter, forge or conceal labels of AI-generated synthetic content, or provide tools or help for others to do so.**

7.5 We and our model providers may automatically screen inputs and Generated Content for safety, and screened requests may not complete. We do not manually view your works for this purpose unless you give them to us, it is needed to handle your appeal or a problem you report, it is needed to respond to a security incident, or the law requires it.

7.6 **Complaints and reports.** If you find illegal or undesirable Generated Content, report it by email to support@inkoasis.ai with "Report" in the subject line, including a description or screenshots. We will investigate and tell you the outcome within 15 working days of receipt.

8. Paid services

Some features or usage require payment, such as subscription plans and credit packs. Pricing, billing, automatic renewal and refund rules are set out in the Service Terms and on the purchase pages. **We may change prices, plan contents and credit rules in the ways described in the Service Terms.**

9. Privacy and personal information

How we collect, use, store, share and protect your personal information, and what rights you have, are described in the Inkoasis Privacy Policy.

10. Disclaimers and limitation of liability

10.1 **To the extent permitted by law, we do not warrant that the Service will be uninterrupted or error-free or that it will fully meet your particular needs; if you use the Service in the United States, the Service is provided "as is" and "as available", and we**

make no express or implied warranties, including any warranty of merchantability or fitness for a particular purpose.

10.2 Please export and back up important works regularly. **We do not guarantee that content you deleted by mistake or had not yet saved can be recovered in every case.**

10.3 **Losses caused by your own actions (for example disclosing your password, deleting content by mistake, or failing to save or back up in time) are your own responsibility.**

10.4 **To the extent permitted by law, we are not liable for loss of profits, revenue, expected royalties, goodwill or business opportunities.**

10.5 **Except in the cases in section 10.6, our total liability to you arising from this Agreement or the Service is limited to the greater of: (1) the fees you actually paid for the Service in the 6 months before the liability arose; and (2) USD 100 (or its equivalent in another currency).**

10.6 No term of this Agreement that excludes or limits our liability applies to: (1) losses caused by the intentional misconduct or gross negligence of us (including our representatives and employees); (2) liability for personal injury; or (3) any other liability that cannot be excluded or limited under applicable law, including rights you have as a consumer that cannot be excluded by agreement.

10.7 **If a Third-Party Service (for example a model service you connect yourself, Sign in with Google or a payment service) fails, or causes loss through its own conduct, we are not liable where we are not at fault.**

10.8 **If the Service is interrupted or cannot be performed because of force majeure, such as widespread network or power failures, government action or natural disasters, we are not liable to the extent affected.**

11. Indemnity

If your breach of this Agreement, unlawful use of the Service or infringement of others' rights causes a third party to bring a claim against us or an authority to penalise us, you shall compensate us for the reasonable losses we suffer as a result (including reasonable legal fees). This indemnity applies only to the extent permitted by law and does not cover any part caused by our own fault.

12. Changes to this Agreement

12.1 **We reserve the right to change this Agreement.** We may change it because of changes in law, adjustments to the Service, business development or other reasons. The revised version will be published on this page, with the date at the top updated.

12.2 For changes that materially and adversely affect your rights or obligations, we will notify you through an in-app notice or by email at least 30 days before they take effect; changes made only to comply with the law, or that do not affect your rights, take effect when published. Where the law requires your consent again, we will ask for it separately.

12.3 **If you do not agree with the revised terms, you may stop using the Service and request deletion of your account before they take effect; if you continue to use the Service after they take effect, you are deemed to accept the revised Agreement.**

13. Suspension and termination

13.1 You may stop using the Service at any time and request deletion of your account under section 3.6.

13.2 **We may, as the circumstances warrant, suspend or terminate all or part of the Service to you if: (1) you breach this Agreement; (2) the law or a competent authority requires it; (3) it is necessary to prevent security risks such as account takeover or network attacks, or to avoid serious harm to other users, to us or to third parties; (4) you obtain or abuse free quota by fraud; (5) you fail to pay or initiate a chargeback; (6) your account is an inactive account as described in section 3.7; or (7) we discontinue the Service as a whole under section 4.3.**

13.3 After termination, unless you were terminated for illegal activity or the law provides otherwise, we will give you an export window of at least 30 days. **If you are terminated for a serious breach of this Agreement or for illegal activity, fees paid are not refunded, unless the law provides otherwise.** Other paid benefits you have not yet used are handled under the Service Terms.

13.4 Provisions of this Agreement that by their nature should survive termination (such as intellectual property, disclaimers and limitation of liability, indemnity, and governing law and disputes) survive termination.

14. Governing law and disputes

14.1 **The formation, validity, interpretation, performance and dispute resolution of this Agreement are governed by the laws of the Hong Kong Special Administrative Region of the People's Republic of China.**

14.2 **Any dispute arising out of or in connection with this Agreement shall be submitted to the courts of the Hong Kong Special Administrative Region.**

14.3 If you are a consumer, this section does not affect the protection of the laws of your habitual residence that cannot be excluded by agreement.

15. Notices and contact

15.1 We send notices through in-app notices, to the email address you provided at registration, or as announcements on pages of the Service. A notice sent by email is deemed delivered when it reaches your mail system. Please make sure your mailbox can receive email.

15.2 You can contact us — including for questions, complaints, reports, infringement notices and personal information requests — at:

- Email: support@inkoasis.ai
- Operator: 筆無界科技有限公司 (INKFINITE TECHNOLOGY LIMITED)
- Registered address: UNIT 606, 6/F, PENINSULA CENTRE, 67 MODY ROAD, TSIM SHA TSUI EAST, KOWLOON, HONG KONG

16. Miscellaneous

16.1 This Agreement (including the Service Terms, the Privacy Policy and the Rules) is the entire agreement between you and us regarding the Service.

16.2 If any provision of this Agreement is found invalid or unenforceable, the other provisions remain in effect.

16.3 Our failure or delay in exercising a right under this Agreement is not a waiver of that right.

16.4 You may not transfer your rights and obligations under this Agreement without our consent. We may transfer this Agreement to one of our Affiliates, or to an entity that takes over the Service in a merger, reorganisation, sale of assets or similar transaction, and will notify you; such a transfer will not reduce the protection you have under this Agreement and the Privacy Policy.

16.5 **This Agreement is provided in Simplified Chinese and in English. If the two versions differ, the Simplified Chinese version prevails, unless applicable law mandatorily provides otherwise.**

16.6 Headings are for convenience only and do not affect interpretation.

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