

Terms & Conditions

Last updated: June 1, 2025

These Terms and Conditions ("Terms") form a legally binding agreement between **Super AI Labs Solutions** (Govind Baliram Moghekar – Owner) (referred to as "we," "us," or "our") and **you** ("user", "you", or "your"), governing your access to and use of the EasyReply website, app, and services available at www.easyreply.app.

By accessing or using EasyReply, you confirm that you have read, understood, and agreed to these Terms, including our [Privacy Policy](#). If you do not agree to these Terms, please discontinue use of the service.

1. Eligibility & Account Registration

You must be 18 years or older and legally competent to use this service.

You are responsible for:

- Maintaining your account credentials securely
- Providing accurate information during signup
- All activity under your account

2. About the Service

EasyReply is a subscription-based SaaS platform that helps businesses generate smart, SEO-optimized replies to customer reviews using AI. You are responsible for reviewing and approving the responses before using them on any public platform.

3. Subscription Plans, Payments & Renewals

- Plans, pricing, and included features are displayed on the site.
- All payments are upfront and handled securely.
- One credit = one AI reply. Booster credits do not reset plan validity.
- Plans may require manual renewal unless otherwise specified.

4. Refunds & Cancellations

- Refunds are allowed only if the service could not be activated.
- Used credits are non-refundable.
- Refund requests must be submitted within 7 days to support@easyreply.app.

5. Service Access & Availability

- We aim for >99% uptime, but we do not guarantee uninterrupted access.
- Maintenance or third-party outages may temporarily affect availability.

6. Usage Guidelines

You agree not to:

- Use EasyReply for abusive, unlawful, or unethical content
- Resell or white-label the platform without permission
- Reverse-engineer, tamper with, or abuse the system

7. AI Disclaimer & Limitation of Liability

- Our AI aims to assist, not replace human judgment.
- Replies may vary in quality and relevance.
- The platform is provided “as is”; we are not liable for reputational or business loss due to AI-generated content.

8. Intellectual Property

All elements of EasyReply — including content, code, and interface — are the intellectual property of **Super AI Labs Solutions**. You may not reuse or replicate them without written permission.

9. Force Majeure

We are not liable for service delays due to uncontrollable events like natural disasters, cyberattacks, regulatory actions, or internet outages.

10. Governing Law & Jurisdiction

These Terms are governed by the laws of **India**. Any dispute will be under the exclusive jurisdiction of the courts in **Bangalore, Karnataka**.

11. Termination

Accounts may be suspended or terminated for:

- Violating these Terms
- Illegal or fraudulent activity
- Abuse of platform functionality

Unused credits will not be refunded upon termination.

12. Updates to Terms

We may update these Terms from time to time. Continued use of the platform after such updates implies your acceptance of the revised Terms.

13. Data & Privacy Protection

We are committed to protecting your data.

- We collect only the information necessary to deliver and improve our services.
- Your data is never sold or misused.
- Third-party tools (Firebase, OpenAI, Cashfree, etc.) are used strictly for functionality and protected under secure protocols.
- Refer to our [Privacy Policy](#) for full details.

14. Fair Usage Policy

To maintain a stable and equitable user experience:

- You may not use automation or excessive generation outside the normal scope of human usage.
- Bots, scraping tools, or auto-reply systems are prohibited without written permission.
- We reserve the right to limit, pause, or terminate accounts showing unusual or abusive usage behavior.

15. Contact Us

Have questions?

 Email:

support@easyreply.app  Phone: +91-8830720742

 Managed by: **Super AI Labs Solutions**

 Owner: **Govind Baliram Moghekar**