



TERMS OF SERVICE – "THE VAULT"

Last Updated: 01/04/2026

1. Acceptance of Terms

By subscribing to and accessing "The Vault" (the "Service"), you agree to be bound by these Terms of Service. If you are entering into this agreement on behalf of a company or other legal entity, you represent that you have the authority to bind such entity.

2. Subscription and Account Limits

The Service is provided on a subscription basis. Each organization's subscription is strictly limited to a maximum of **5 (five) user seats**. Account credentials may not be shared outside of these designated seats or with any unauthorized third parties.

3. Intellectual Property Rights

All content provided within The Vault, including but not limited to AI-generated training videos, operational workflows, and documentation, is the exclusive Intellectual Property of Simple Solutions.

- Clients are granted a limited, non-exclusive, non-transferable license to view the content for internal business purposes only.
- **Strict Prohibition:** Clients may not download, rip, screen-record, resell, sub-license, or externally distribute any training videos or materials. Any breach of this clause will result in immediate account termination and potential legal action.

4. No Refund Policy

Subscriptions to the Service are billed on a month-to-month basis. You may cancel your subscription at any time to prevent future charges. Due to the digital nature of the content and the immediate access granted upon subscription, we do not offer prorated refunds for partially used months. All subscription fees paid are non-refundable, regardless of usage, subject to the following strict exception:

- **Technical Outage Guarantee:** If a verifiable technical error originating exclusively from our systems prevents access to The Vault for a continuous



period exceeding 48 (forty-eight) hours, a full refund for that specific billing cycle will be issued upon written request.

5. Termination

We reserve the right to suspend or terminate your access to the Service at any time, without notice or liability, if we determine that you have breached these Terms.