

Snarai

Terms of Service

Effective Date: 16 June 2026

1. Acceptance of Terms

By accessing or using the Snarai platform (the "Service"), you agree to be bound by these Terms of Service (the "Terms"). If you do not agree, please do not use the Service. These Terms form a legally binding agreement between you ("User") and Chelevenild Technologies ("Company", "we", "us", or "our"), operating under the laws of Malaysia.

2. Description of Service

Snarai is an AI-powered task management and productivity platform that allows users to create, organise, and manage to-do lists with enhanced features. The Service includes AI-assisted task suggestions and management, real-time collaboration with invited users, and push and in-app notifications. We may modify, suspend, or discontinue the Service at any time without notice and shall not be liable to you or any third party for doing so.

3. Account Registration

To access the Service you must register an account. You agree to: (a) provide accurate and complete information; (b) keep your account information current; (c) maintain password security; (d) notify us immediately of any unauthorised use; and (e) accept responsibility for all activities under your account. You must be at least 18 years old to register.

4. Collaboration Features

The Service allows you to invite other registered users to view or edit your task lists ("Collaborators"). By inviting a Collaborator, you grant them access to the content you share with them. You are solely responsible for managing Collaborator permissions and for any content shared. Chelevenild Technologies is not responsible for actions taken by Collaborators you have invited. You may revoke Collaborator access at any time through your account settings.

5. Notifications

The Service may send you push notifications, in-app alerts, and email notifications relating to your tasks, reminders, and Collaborator activity. You may manage your notification preferences within your account settings or through your device settings. Disabling notifications may affect your ability to receive important Service updates.

6. Subscription and Payment

Certain features of Snarai require payment of applicable fees ("Subscription"). Subscriptions are available on a monthly or annual billing cycle. By subscribing, you authorise us to charge your designated payment method on the selected recurring basis. All fees are stated in Malaysian Ringgit (MYR) unless otherwise specified and exclude applicable taxes. We use third-party payment processors and do not store your full card details on our servers. Subscriptions auto-renew unless cancelled before the renewal date. Refunds are at our discretion except where required by applicable law.

7. Price Changes

Chelevenild Technologies reserves the right to adjust Subscription pricing at any time. We will provide at least thirty (30) days advance notice of any price changes via email or in-app notification before the new pricing takes effect. Your continued use of the Service after the price change takes effect constitutes your acceptance of the new pricing. If you do not agree to the new pricing, you may cancel your Subscription before the change takes effect.

8. Acceptable Use

You agree not to: (a) use the Service for any unlawful purpose; (b) violate applicable law or regulation; (c) transmit spam or unsolicited communications through the Service; (d) upload malicious code or viruses; (e) attempt unauthorised access to any part of the Service or another user's account; (f) interfere with the Service's integrity or performance; (g) reverse-engineer or decompile any portion of the Service; or (h) use AI features to generate harmful, abusive, or illegal content.

9. Intellectual Property

The Service and its content, features, and AI models are owned by Chelevenild Technologies and protected by Malaysian and international intellectual property laws. You are granted a limited, non-exclusive, non-transferable licence to use the Service for personal or internal business purposes only. You may not copy, modify, distribute, sell, or lease any part of the Service without our prior written consent.

10. User Content

You retain ownership of all task data, notes, and other content you create through the Service ("User Content"). By using the Service, you grant Chelevenild Technologies a limited, non-exclusive, royalty-free licence to host, store, and process your User Content solely to provide the Service, including its AI features. You warrant that your User Content does not infringe any third-party rights.

11. AI Features

The Service includes AI-powered features to assist with task organisation and productivity. AI-generated suggestions are provided for informational purposes only and may not always be accurate. You are solely responsible for reviewing and acting on any AI-generated content.

Chelevenild Technologies makes no warranty regarding the accuracy, completeness, or suitability of AI-generated output.

12. Disclaimer of Warranties

The Service is provided on an "AS IS" and "AS AVAILABLE" basis without warranties of any kind, express or implied, including warranties of merchantability, fitness for a particular purpose, or non-infringement. We do not warrant that the Service will be uninterrupted, error-free, or free from harmful components.

13. Limitation of Liability

To the maximum extent permitted by Malaysian law, Chelevenild Technologies shall not be liable for any indirect, incidental, special, consequential, or punitive damages including loss of profits, data, or goodwill. Our total aggregate liability shall not exceed the fees you paid us in the twelve (12) months preceding the claim.

14. Indemnification

You agree to indemnify and hold harmless Chelevenild Technologies and its officers, directors, employees, and agents from any claims, liabilities, damages, losses, or expenses (including legal fees) arising from your use of the Service, breach of these Terms, or violation of any third-party rights.

15. Termination

We may suspend or terminate your access at our sole discretion without notice for conduct we believe violates these Terms or is harmful to other users or third parties. Upon termination your right to use the Service ceases immediately. All provisions that by their nature should survive termination shall do so.

16. Governing Law and Dispute Resolution

These Terms are governed by the laws of Malaysia. Disputes shall first be addressed through good-faith negotiation. If unresolved within thirty (30) days, the dispute shall be submitted to the exclusive jurisdiction of the courts of Malaysia.

17. Changes to These Terms

We may modify these Terms at any time. We will notify you of material changes by updating the effective date above or via email. Continued use of the Service after changes constitutes acceptance of the revised Terms.

18. Contact Us

For questions about these Terms, contact us at: chelevenild.tech@gmail.com

