

# Anytime AI Fulfillment Policy

Last Updated: | March 19, 2026

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## 1. Definitions

### Definitions

For the purposes of this Fulfillment Policy:

- **Company** refers to Anytime AI Inc., a Delaware corporation (“Company”), the creator and provider of the Premier AI Legal Assistant Computer Software for Plaintiff Lawyers
- **Customer** refers to any individual or entity purchasing or using the Company's Licensed Software (“Customer”).
- **Licensed Software** (“Software”) refers to the computer software created by the Company to provide AI legal solutions for lawyers and legal assistants commonly known as Premier AI Legal Assistant for Plaintiff Lawyers, and any other enhancement, modification or update thereof.
- **Fulfillment Policy** or Fulfillment Process refers to the administrative process of delivering the Licensed Software for the Customer's use.
- **Service** refers to the entirety of the Company's performance of its Fulfillment Policy
- **User** refers to any individual who uses or interacts with the Licensed Software, whether directly or indirectly.
- **Intellectual Property Rights** refers to all patents, copyrights, trademarks, trade secrets, and other intellectual property rights of the Company, including without limitation all intellectual property and proprietary rights to the Licensed Software.

## 2. Service Description and Delivery Method

- The Company's Licensed Software offers an AI legal solution that is tailored to meet the unique needs of plaintiff's lawyers. *The Company's Licensed Software is offered entirely online with the following solutions:*
  - *Case Management*
  - *General AI Solution*
    - *Talk to Teddy*
    - *Document Summarization*
    - *Research*
    - *Draft*
    - *Language Translation*

- *Writing Enhancement*
  - *Bates Numbering*
  - *Document Comparison*
  - *AI Agent for Personal Injury & AI Agent for Nursing Home*
    - *Medical and Negligence Analysis*
    - *Demand Letter Draft*
    - *Discovery Response Draft*
    - *Lien Review*
  - *Prompt Library*
  - *Skills*
  - *Knowledge Database*
  - *Academy*
- The Company's general AI solution is offered on a subscription model with the AI Agent for Personal Injury solution operating on a pay-as-you-go model, allowing for flexibility and scalability based on usage and business needs. Both solutions come with complimentary access to Case Management, Legal Research and Prompt Library. For detailed information about what is included in each tier and how the solutions can be customized for your specific needs, please contact the Company's sales team.

**Delivery Method:**

- Digital Delivery: All Licensed Software and Services are delivered electronically online. Upon completion of the fulfillment process (see Section 3), the Customer will receive access credentials from the Company via email.
- Access Instructions: The email will contain instructions on how to access and use the Licensed Software, including any necessary setup information.
- System Requirements: The Customer is responsible for ensuring they have the necessary hardware, software, and internet connectivity to access and use the Licensed Software.

**3. Fulfillment Timeline and Process**

Fulfillment Timeline Process: The Company will use commercially reasonable efforts to initiate the Fulfillment Process within two (2) days from the date of order acceptance.

The Company reserves the right to modify fulfillment timelines based on the current demand, resource availability, and complexity of Customer requirements.

The Fulfillment Process shall be deemed complete ("Completion Period") upon the earlier of:

- The Customer's first use of the Licensed Software in a production environment, or
- Fourteen (14) days after the Company notifies the Customer that the Licensed Software is ready for use unless the Customer notifies the Company of defects within this period.

#### 4. Fulfillment Process Support and Onboarding

As part of the Fulfillment Process, Customers are entitled to receive premium start-up support during the Completion Period, including but not limited to:

- Multiple onboarding calls with Company representatives
- Assignment to an Account Manager

After the Completion Period, the Company will exercise good faith in providing timely and effective standard telephone support to all our customers on the following basis:

- Monday through Friday, 9:00 AM to 5:00 PM Eastern Standard Time (EST)
- Excluding U.S. federal holidays

Target Response Time: Within 24 hours during standard support hours

The Customer agrees to designate a primary point of contact (account manager) for all support-related communications.

The Company may provide additional setup and custom support services on a fee basis on mutually agreed terms with Customer.

The Company reserves the right to modify, amend, or discontinue any support services upon reasonable notice to the Customer.

The Company shall not be responsible for correction of any issues relating to Customer's operating system or Customer's configuration of its operating system with the Licensed Software and/or conflicts of the Licensed Software with any third-party software.

#### 5. Payment & Refund Policy

##### Refund Policy:

All fees are due and payable in accordance with the payment terms specified in the Customer's subscription agreement with the Company. All subscription sales are final. The Company maintains a **strict no-refund** policy for any fees paid, including but not limited to subscription fees and setup fees.

- **Exceptions:**
  - **Refunds will only be considered, at the sole discretion of the Company in the rare event that the Licensed Software is not delivered, or access is not provided as specified in Sections 2 and 3.**
    - This includes situations where the Customer does not receive the access credentials or cannot access the Licensed Software due to issues

attributable to the Licensed Software or other Company programming or credentialing.

- **Refunds will not be granted based on the Licensed Software features or not meeting the Customer's specific needs or expectations.**
  - In subscribing to the Licensed Software, Customer is deemed to have evaluated the features of the Licensed Software and selected it based on its design and suitability for Customer's intended use.
  - Dissatisfaction with features, performance, or suitability for the Customer's intended purpose does not qualify Customer for a refund.
- **Request Procedure:**
  - Any refund requests must be made in writing within seven (7) days of the delivery date of the Licensed Software.
  - All refund requests are subject to verification and approval by the Company **in its sole discretion**.
  - Approved refunds will be processed within thirty (30) days of approval.
- **Statutory Rights:**
  - This refund policy does not affect or supersede any statutory rights that may be available to the Customer under applicable law.
- Except as otherwise provided in a subscription agreement, the Company reserves the right to change its fees and payment terms at any time, with such changes taking effect in the next billing cycle. **For Additional Pay-As-You-Go Support Services:**

The Company may in its discretion provide pay-as-you-go support services pursuant to a separate written agreement between customer and the Company.

- **Discontinuation:**
  - Unless otherwise provided in the separate agreement, Customers may terminate such support services at any time without prior notice.
- **Billing:**
  - Customers will be billed only for the support services used up to the point of discontinuation.

## 6. Renewal Termination Policy

- **Subscription Services Renewal or Termination of the use of the Licensed Software shall be in accordance with the terms and conditions of the Customer's subscription agreement.**
  - **No Prorated Refunds:**
    - No prorated refunds will be provided for any unused portion of any subscription service.

## 7. Warranties and Disclaimers

IN ADDITION TO ANY WARRANTIES OR LIMITATION OF WARRANTIES OR DISCLAIMERS MADE IN THE COMPANY'S SUBSCRIPTION AGREEMENT WITH CUSTOMER, THE

COMPANY PROVIDES THE SOFTWARE "AS IS" AND "AS AVAILABLE" WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES. THE COMPANY EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN THE COMPANY OR ITS AUTHORIZED REPRESENTATIVES SHALL BE DEEMED TO CREATE A WARRANTY OR IN ANY WAY INCREASE, ALTER, AMEND OR MODIFY THE SCOPE OF ANY WARRANTY. THE COMPANY DOES NOT WARRANT THAT THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE.

## **8. Licensed Software Updates and Modifications**

The Company may, at its sole discretion, provide updates, patches, or modifications to the Licensed Software. While the Company attempts to employ reasonable efforts to minimize disruption to Customers' use of the Licensed Software, it makes no guarantees regarding the timing, or potential effects of such updates.

The Customer agrees to promptly implement any critical security updates provided by the Company. The Company reserves the right to modify or discontinue any features of the Licensed Software upon reasonable notice to Customer.

## **9. Limitation of Liability**

IN ADDITION TO THE LIMITATION OF LIABILITIES OR DISCLAIMERS OR INDEMNITIES MADE IN THE COMPANY'S SUBSCRIPTION AGREEMENT WITH CUSTOMER, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL COMPANY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF PROFITS, DATA, USE, GOODWILL, OR OTHER INTANGIBLE LOSSES, RESULTING FROM THE CUSTOMER'S USE OR INABILITY TO USE THE SOFTWARE.

IN ANY CASE, COMPANY'S TOTAL LIABILITY UNDER THIS AGREEMENT SHALL NOT EXCEED THE AMOUNTS ACTUALLY PAID BY THE CUSTOMER TO COMPANY FOR THE SOFTWARE IN THE TWELVE (12) MONTHS PRECEDING THE EVENT GIVING RISE TO THE LIABILITY. THE CUSTOMER AGREES TO INDEMNIFY AND HOLD THE COMPANY HARMLESS FROM ANY CLAIMS, DAMAGES, OR EXPENSES ARISING FROM THE CUSTOMER'S USE OF THE SOFTWARE IN VIOLATION OF THE SUBSCRIPTION AGREEMENT OR APPLICABLE LAWS.

IN THE EVENT OF A CONFLICT BETWEEN THE FOREGOING LIMITATION OF LIABILITIES OR DISCLAIMERS OR INDEMNITIES, THE PROVISIONS OF THE CUSTOMER' S SUBSCRIPTION AGREEMENT SHALL CONTROL.

## **10. Intellectual Property Rights**

Customer acknowledges each and every obligation of Customer under the Subscription Agreement and agrees to perform such obligations in accordance with the terms of such Agreement. In addition, Customer acknowledges Company's Intellectual Property Rights in the Licensed Software, including any modifications and updates thereof, and that said Software remains the exclusive property of Company. In accordance with and subject to the provisions of the Subscription Agreement, the Customer is granted a limited, non-exclusive, non-transferable license to use the Licensed Software solely for its internal business purposes. The Customer agrees not to reverse engineer, decompile, or attempt to derive the source code of the Licensed Software.

## **11. Force Majeure**

Neither Company or Customer shall be liable for any failure or delay in performance due to circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, riots, embargoes, acts of civil or military authorities, fire, floods, accidents, strikes, or shortages of transportation facilities, fuel, energy, labor or materials.

## **Contact Information**

For any questions or concerns regarding this Fulfillment Policy, please contact us at:

- **Email:** [admin@anytime-ai.com](mailto:admin@anytime-ai.com)
- **Phone:** + 917-667-9965
- **Address:** 44 South Broadway, White Plains, New York, 10601 (Office 136)