

ONLINE SUBSCRIPTION AGREEMENT

Self-serve click-accept for SaaS subscriptions, online checkout, and account-based billing

This Online Subscription Agreement ("Agreement") is between **PLEVENN TECHNOLOGIES PRIVATE LIMITED**, a **Company** ("Provider"), and the person or entity accepting this Agreement ("**Customer**"). If an individual accepts this Agreement on behalf of a company or other legal entity, that individual represents that they have authority to bind that entity, and that entity is the Customer. By checking a box indicating acceptance, clicking an "agree," "accept," "start trial," "subscribe," or similar button, creating an account, placing an online order, adding a payment method, or accessing or using any Services, Customer agrees to this Agreement effective as of the date of that first acceptance or use (the "Effective Date"). If Customer does not agree, Customer must not access or use the Services.

1. AGREEMENT STRUCTURE AND ACCEPTANCE

1.1. Agreement Components. This Agreement includes its referenced Order Forms, Product Terms, the applicable Service Level Agreement ("SLA") (if any), the applicable Support Policy, service descriptions, Documentation, support or security descriptions, data processing addenda (if applicable), and other materials expressly incorporated by reference. Together, those materials form the complete contract for the Services purchased by Customer.

1.2. Online Acceptance. Customer may accept this Agreement electronically. Electronic acceptance, online checkout, electronic records, and electronic notices will have the same effect as a manually signed paper agreement to the fullest extent permitted by the governing law stated in this Agreement.

1.3. Business Use Only. The Services are offered for business and professional use, not for personal, family, or household purposes, unless Provider expressly states otherwise in the applicable pricing or product materials.

1.4. Authority and Customer Identity. The person accepting this Agreement confirms that they are at least the age of majority in their jurisdiction and have authority to bind Customer. If Services are accessed or ordered using a company-owned email domain, Provider may treat the relevant company as Customer where the surrounding facts reasonably show the account is being used for that company's business operations.

1.5. Order of Precedence. If there is a conflict among the contract documents, the following order of precedence applies: (a) a negotiated amendment or signed Order Form; (b) this Agreement; (c) Product Terms or service descriptions; (d) the applicable Service Level Agreement; (e) the applicable Support Policy; and (f) Documentation or other website policies. A higher-priority document controls only to the extent of the conflict and only for the specific Services it addresses.

1.6. Prospective Updates to Referenced Materials. Provider may update Product Terms, Documentation, the Support Policy, the SLA, or other website policies in the ordinary course. Any update will apply prospectively and will not materially reduce Customer's core rights or purchased entitlements during the then-current paid Subscription Term, except where the change is required for security, legal compliance, abuse prevention, or to address a material third-party platform dependency. For clarity, Provider will not reduce any committed service level or purchased support entitlement during the then-current paid Subscription Term except as permitted by this Section or agreed in writing.

2. DEFINITIONS

2.1. Account. "Account" means the online account, tenant, workspace, or similar environment through which Customer accesses and administers the Services.

2.2. Administrator. "Administrator" means an Authorized User designated by Customer to manage the Account, users, settings, purchases, renewals, or billing on Customer's behalf.

2.3. Affiliate. "Affiliate" means any entity that directly or indirectly controls, is controlled by, or is under common control with a party, where control means ownership of more than fifty percent (50%) of the voting interests or equivalent decision-making authority.

2.4. AI Service Credits. "AI Service Credits" means contractual usage units used to measure Customer's consumption of certain AI-enabled features. AI Service Credits are not legal tender, stored value, electronic money, or property, and have no cash value except as expressly stated by Provider in writing.

2.5. Authorized User. "Authorized User" means an individual authorized by Customer to access or use the Services under Customer's purchased subscription rights.

2.6. Customer Data. "Customer Data" means data, content, records, files, prompts, configurations, or other information submitted to the Services by or on behalf of Customer, excluding Usage Data, Provider technology, and third-party data independently provided to Provider.

2.7. Documentation. "Documentation" means Provider's then-current user guides, product descriptions, technical specifications, and published usage rules made available for the Services, excluding the SLA, Support Policy, and Product Terms unless expressly stated otherwise.

2.8. Order Form. "Order Form" means any ordering document, online checkout flow, subscription page, in-product purchase flow, renewal page, quote, or other electronic or written ordering mechanism through which Customer purchases Services, quantities, add-ons, support, or subscription upgrades.

2.9. Product Terms. "Product Terms" means Provider's service-specific terms, plan descriptions, usage metrics, quota mechanics, feature descriptions, or technical conditions applicable to the relevant Services.

2.10. Services. "Services" means the hosted software, platform functionality, support, and subscription services identified in an applicable Order Form, together with related Documentation and Product Terms.

2.11. Subscription Term. "Subscription Term" means the period during which Customer is entitled to access and use the applicable Services, as stated in the relevant Order Form.

2.12. Third-Party Services. "Third-Party Services" means products, applications, connectors, models, content, platforms, or services provided by a third party and not by Provider, even if interoperable with or embedded in the Services.

2.13. Usage Data. "Usage Data" means technical logs, telemetry, service analytics, operational metrics, and performance information derived from the operation, support, security, or improvement of the Services, provided that such data does not identify Customer except in de-identified or aggregated form unless identification is reasonably required for billing, support, security, or service administration.

2.14. Usage Limits. "Usage Limits" means the user, storage, AI Service Credit, environment, transaction, API, compute, feature, support, or other usage metrics stated in the applicable Order Form, pricing page, Product Terms, or Documentation.

2.15. Service Level Agreement or SLA. "Service Level Agreement" or "SLA" means Provider's then-current published service level agreement, if any, that states availability commitments, exclusions, claim procedures, and service credit remedies for eligible Services or plan tiers.

2.16. Support Policy. "Support Policy" means Provider's then-current published support policy that describes support channels, hours, severity levels, target response times, coverage scope, and other support terms applicable to the relevant Services or plan tiers.

3. ACCOUNT REGISTRATION AND ADMINISTRATION

3.1. Registration Information. Customer will provide accurate, current, and complete account, contact, billing, and tax information and will keep that information updated throughout the Subscription Term. Customer is responsible for the accuracy of its billing contacts, notice contacts, Administrator designations, and payment details.

3.2. Administrator Authority. Customer authorizes its Administrators to manage the Account and to take actions that may have contractual or billing effect, including accepting renewals, purchasing add-ons, increasing quantities, changing plans, enabling features, updating contact details, and designating or removing Authorized Users. Provider may rely on instructions coming from Customer's Account, Administrators, or payment settings unless Provider has actual knowledge that the instruction is unauthorized.

3.3. Account Security. Customer is responsible for maintaining the confidentiality of credentials and for all activities occurring through its Account, except to the extent caused by Provider's breach of this Agreement. Customer will promptly notify Provider of any known or reasonably suspected unauthorized access or compromise involving the Services or Account credentials.

3.4. Affiliated Accounts. An Affiliate may purchase Services under this Agreement only if the applicable Order Form expressly identifies that Affiliate or permits Affiliate use. Unless otherwise stated, the Customer entity that accepts this Agreement remains responsible for all obligations arising from purchases made through its Account.

3.5. Operational Communications. Customer agrees that Provider may send operational, billing, renewal, security, and legal notices to Customer's Administrators, billing contacts, and notice contacts by email or through the Services. Customer is responsible for monitoring those communication channels.

4. PROVIDER RESPONSIBILITIES

4.1. Provision of Services. Provider will make the Services available to Customer during the applicable Subscription Term substantially in accordance with this Agreement, the relevant Order Form, Product Terms, and Documentation.

4.2. Support. Unless otherwise stated in an Order Form, Product Terms, or the applicable Support Policy, Provider will provide its standard support for the Services at no additional charge. Support is provided in accordance with the Support Policy, the applicable Product Terms, and Customer's purchased plan tier. Enhanced support, implementation, migration, training, professional services, or managed services will be provided only if separately purchased.

4.3. Availability. Provider will use commercially reasonable efforts to maintain the availability of the Services, subject to planned maintenance, emergency maintenance, Force Majeure Events, failures of networks or services outside Provider's reasonable control, downtime caused by Customer systems or misuse, and issues attributable to Third-Party Services. If Customer purchases Services or a plan tier that includes formal service level commitments, those commitments, exclusions, claim procedures, and any service credit remedies are set out solely in the applicable SLA. To the extent an SLA applies, any service credits expressly described in the SLA are Customer's sole and exclusive remedy, and Provider's sole and exclusive liability, for failure to meet the applicable formal service level commitments.

4.4. Security. Provider will maintain reasonable administrative, physical, and technical safeguards designed to protect the confidentiality, integrity, and security of Customer Data. Provider may update its security measures from time to time so long as it does not materially reduce the overall security posture of the Services during an active paid Subscription Term.

4.5. Personnel and Subcontractors. Provider is responsible for the performance of its personnel and subcontractors in relation to Provider's obligations under this Agreement.

4.6. Data Export and Deletion. For thirty (30) days after expiration or termination of the affected Services, Provider will make Customer Data available for export or retrieval in a commercially reasonable format, unless a longer period is stated in the applicable Product Terms. After that period, Provider may delete Customer Data from its active systems unless retention is required by law, a separate written agreement, or backup-cycle constraints.

4.7. Beta Services, Free Trials, and Promotional Access. If Provider makes beta features, preview services, evaluation accounts, promotional credits, or free trials available, those offerings are provided on an as-is basis, may be modified or discontinued at any time, may be subject to additional terms, and may be excluded from service commitments, indemnities, and warranties to the fullest extent permitted by contract.

5. CUSTOMER USE OF THE SERVICES

5.1. Subscription Rights. Customer may access and use the Services during the applicable Subscription Term solely for its internal business operations and only up to the quantities, capacity, and Usage Limits purchased or otherwise made available under the applicable Order Form, Product Terms, or Documentation.

5.2. Authorized Users. Customer is responsible for its Authorized Users' compliance with this Agreement. Customer will ensure that all Authorized Users are bound by use restrictions and confidentiality obligations at least as protective of Provider as those in this Agreement.

5.3. Customer Responsibilities. Customer is responsible for the accuracy, quality, legality, and rights necessary to submit Customer Data; for obtaining any required notices and consents; and for ensuring that its use of the Services complies with applicable law, this Agreement, Product Terms, and Documentation.

5.4. Usage Limits and Hard Quotas. The Services may be subject to hard limits on users, records, storage, environments, API calls, AI Service Credits, transactions, or other metrics. When a hard limit is reached, certain functionality may stop, become unavailable, switch to read-only mode, await the next reset period, or require Customer to purchase add-on capacity or upgrade its plan, as described in the applicable Order Form, Product Terms, or Documentation.

5.5. Storage and AI Service Credit Mechanics. Where the Services include storage allocations or AI Service Credits, the applicable Order Form, pricing page, checkout flow, or Product Terms will state the included quantities, measurement method, reset or expiry rules, add-on mechanics, and whether unused quantities roll over. Unless Provider expressly states otherwise, unused committed quantities expire at the end of the applicable measurement period or Subscription Term, are non-refundable, and cannot be exchanged for cash.

5.6. Restrictions. Customer will not, and will not permit any third party to: (a) sell, sublicense, rent, or provide the Services to third parties except as expressly authorized; (b) copy, modify, or create derivative works of the Services except as permitted by law and this Agreement; (c) reverse engineer, decompile, disassemble, or otherwise attempt to derive source code, underlying ideas, models, or non-public APIs of the Services except where such restriction is prohibited by law; (d) access the Services to build, benchmark, train, or improve a competing product or service, or publish comparative performance testing without Provider's prior written consent; (e) interfere with the security, integrity, or operation of the Services; or (f) transmit malicious code, unlawful material, or prohibited content through the Services.

5.7. Suspension for Harmful or Excess Use. Provider may suspend or limit access to the affected Services if Customer's or an Authorized User's use poses a material security risk, materially disrupts the Services, violates law, breaches Section 5.6, or materially exceeds purchased Usage Limits in a way that threatens the stability, security, or integrity of the Services. Where practicable, Provider will provide prior notice and an opportunity to cure before suspension.

6. THIRD-PARTY SERVICES

6.1. Third-Party Services. Customer may choose to obtain or use Third-Party Services in connection with the Services. Any acquisition or use of Third-Party Services is solely between Customer and the relevant third party unless Provider expressly states otherwise in an applicable Order Form.

6.2. Interoperability. The Services may include features designed to interoperate with Third-Party Services. Provider does not guarantee the continued availability of any such integration and may change, suspend, or discontinue interoperability features if the applicable third party changes its technology, access terms, pricing, or legal requirements.

6.3. Third-Party Data Access. If Customer enables a Third-Party Service to access Customer Data or the Services, Customer instructs Provider to permit that access as technically required. Provider is not responsible for the acts, omissions, security, output, availability, or data handling practices of any Third-Party Service.

7. FEES, BILLING, RENEWAL, AND PLAN CHANGES

7.1. Fees. Customer will pay the fees stated in each applicable Order Form, online checkout, renewal page, or in-product purchase flow. Except as expressly stated otherwise in this Agreement, fees are based on subscriptions, quantities, support levels, and commitments purchased, are non-cancellable, and are non-refundable.

7.2. Billing Authorization. If Customer provides a payment card, bank mandate, or other electronic payment method, Customer authorizes Provider and its payment processors to charge that payment method for the initial Subscription Term, renewals, add-ons, variable usage charges expressly authorized by Customer, taxes, and any other amounts due under this Agreement. Customer is responsible for keeping its payment method valid and current.

7.3. Invoice Timing and Due Dates. Unless an Order Form states otherwise, recurring subscription fees are charged in advance of the applicable billing period. Add-ons, upgrades, overages expressly authorized by Customer, and professional services may be charged at the time of purchase or invoiced as stated in the relevant Order Form. Invoiced amounts are due within thirty (30) days from the invoice date unless the applicable Order Form specifies a different due date.

7.4. Taxes. Fees do not include taxes, levies, duties, withholding amounts, or similar governmental assessments. Customer is responsible for all such amounts associated with its purchases, excluding taxes based on Provider's net income, property, or employment. If Customer claims a tax exemption, Customer must provide valid documentation before the relevant charge date.

7.5. Automatic Renewal. Unless an Order Form or checkout flow states otherwise, each paid Subscription Term automatically renews for successive periods equal to the expiring Subscription Term or one (1) year, whichever is shorter, unless Customer cancels through the Account or gives notice of non-renewal before the date stated in the applicable Order Form, billing page, or Product Terms. Renewal charges may be processed using the payment method on file.

7.6. Upgrades, Add-Ons, and Quantity Increases. Customer may purchase additional users, storage, AI Service Credits, modules, environments, support, or other capacity during a Subscription Term through the Account, an Order Form, or another authorized ordering method. Unless otherwise stated, those additional purchases take effect immediately and may be billed immediately, prorated for the remainder of the current Subscription Term, or added to the next invoice, as stated at checkout or in the applicable Order Form.

7.7. Downgrades and Reductions. Unless Provider expressly permits an earlier change, downgrades, reductions in quantities, or removals of paid add-ons will take effect at the start of the next renewal term. Customer remains responsible for all fees committed for the current Subscription Term.

7.8. Payment Failure. If Customer's payment method is declined, expires, is reversed, or otherwise fails, Provider may retry the charge, require Customer to provide a new payment method, issue an invoice, suspend access to the affected Services, downgrade the Account, or cancel the renewal, in each case after any grace period stated in the applicable Product Terms or billing page. Customer remains liable for all undisputed amounts due.

7.9. Late Payment. Overdue undisputed amounts may accrue interest at the lesser of one and one-half percent (1.5%) per month or the maximum rate permitted under the governing law stated in this Agreement. Customer will reimburse reasonable costs of collection for materially overdue undisputed amounts.

7.10. Price Changes. Provider may change pricing, subscription packaging, or plan inclusions on a prospective basis by providing notice before the relevant renewal date. Price changes will not apply retroactively to the then-current paid Subscription Term unless Customer expressly purchases additional Services or quantities during that term.

7.11. Purchase Orders and Customer Terms. Any Customer purchase order or procurement portal terms are for administrative convenience only and do not modify this Agreement unless Provider expressly agrees in writing in a signed amendment or Order Form.

8. DATA, INTELLECTUAL PROPERTY, AND FEEDBACK

8.1. Customer Ownership of Customer Data. As between the parties, Customer retains all right, title, and interest in and to Customer Data. Customer grants Provider a non-exclusive, worldwide, limited-term right to host, copy, transmit, display, process, and otherwise use Customer Data solely as necessary to provide, secure, support, and improve the Services, to prevent abuse, to comply with law, and as otherwise permitted by this Agreement.

8.2. Provider Ownership. Provider and its licensors retain all right, title, and interest in and to the Services, Documentation, Product Terms, software, models, algorithms, interfaces, templates, know-how, branding, and all related intellectual property rights. No rights are granted to Customer except the limited subscription and use rights expressly stated in this Agreement.

8.3. Usage Data. Provider may collect and use Usage Data to operate, secure, support, analyze, improve, and develop the Services, and for billing, usage reporting, capacity planning, benchmarking, and business analytics, provided that Provider will not publicly disclose Customer-identified Usage Data except as permitted by this Agreement or required by law.

8.4. Feedback. If Customer or any Authorized User provides suggestions, enhancement requests, recommendations, or other feedback relating to the Services, Provider may use that feedback without restriction or obligation, and Customer hereby grants Provider a perpetual, irrevocable, worldwide, royalty-free license to do so.

8.5. Privacy and Data Processing. To the extent Provider processes personal data on Customer's behalf, the parties will comply with the applicable data processing addendum, if any. Provider's processing of account and billing contact information for its own business purposes is governed by Provider's privacy notice referenced at [Privacy Policy](#).

9. CONFIDENTIALITY

9.1. Confidential Information. "Confidential Information" means non-public information disclosed by one party ("Discloser") to the other ("Recipient") that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure, including business plans, product roadmaps, security information, pricing, Order Forms, and Customer Data.

9.2. Protection Obligations. Recipient will use the same degree of care it uses to protect its own confidential information of a similar nature, and at least reasonable care, to protect Discloser's Confidential Information. Recipient may use Discloser's Confidential Information only to exercise rights or perform obligations under this Agreement and may disclose it only to employees, Affiliates, contractors, and advisers who have a need to know and are bound by confidentiality obligations at least as protective as those in this Agreement.

9.3. Exclusions. Confidential Information does not include information that Recipient can demonstrate: (a) is or becomes public through no breach of this Agreement; (b) was already known to Recipient without confidentiality restrictions; (c) is rightfully received from a third party without breach of any confidentiality obligation; or (d) is independently developed without use of or reference to the Confidential Information.

9.4. Compelled Disclosure. Recipient may disclose Confidential Information to the extent required by law, regulation, court order, or governmental request, provided that where legally permitted Recipient gives Discloser prompt notice and reasonably cooperates, at Discloser's expense, in seeking confidential treatment or other protective measures.

10. WARRANTIES AND DISCLAIMERS

10.1. Mutual Authority Warranty. Each party represents and warrants that it has validly entered into this Agreement and has the legal power and authority to do so.

10.2. Service Conformity Warranty. Provider warrants during each paid Subscription Term that the Services will perform in all material respects in accordance with the applicable Documentation. Customer's exclusive remedy for a breach of this warranty is for Provider to use commercially reasonable efforts to correct the non-conformity or, if Provider is unable to do so within a reasonable period, for Customer to terminate the affected non-conforming Services and receive a refund of prepaid fees covering the unused remainder of the terminated Subscription Term for those Services.

10.3. Disclaimers. Except as expressly stated in this Agreement, the Services, Documentation, Product Terms, beta features, free trials, AI-enabled functionality, and any related deliverables are provided "as is" and "as available," and each party disclaims all implied, statutory, or other warranties, including implied warranties of merchantability, fitness for a particular purpose, title, and non-infringement, to the maximum extent permitted by contract. Provider does not warrant that the Services will be uninterrupted or error-free or that all outputs generated by the Services or any embedded AI features will be accurate, complete, or suitable for Customer's use case without human review.

11. MUTUAL INDEMNIFICATION

11.1. Indemnity by Provider. Provider will defend Customer against any third-party claim alleging that the paid Services, when used by Customer in accordance with this Agreement, directly infringe that third party's patent, copyright, trademark, or trade secret rights, and Provider will pay damages finally awarded or amounts included in an approved settlement, provided that Customer promptly notifies Provider, gives Provider sole control of the defense and settlement, and reasonably cooperates at Provider's expense. Provider may modify the Services, obtain a license, or terminate the affected Services and refund prepaid unused fees if an infringement claim is likely or sustained.

11.2. Exclusions from Provider Indemnity. Provider has no obligation under Section 11.1 to the extent a claim arises from: (a) Customer Data; (b) Third-Party Services; (c) combinations of the Services with items not supplied by Provider, if the claim would not have arisen without the combination; (d) use of the Services contrary to this Agreement, Product Terms, or Documentation; or (e) Customer's continued use of the allegedly infringing Services after notice of the claim or after Provider has offered a commercially reasonable workaround or replacement.

11.3. Indemnity by Customer. Customer will defend Provider and its Affiliates against any third-party claim arising from Customer Data, Customer's unlawful or unauthorized use of the Services, Customer's breach of Section 5, or Customer's use of Third-Party Services with the Services, and Customer will pay damages finally awarded or amounts included in an approved settlement, subject to the same notice, control, and cooperation requirements stated in Section 11.1.

11.4. Exclusive Remedy. This Section 11 states the indemnifying party's sole liability, and the indemnified party's exclusive remedy, for the third-party claims described in this Section.

12. LIMITATION OF LIABILITY

12.1. Direct Damages Cap. Except for Excluded Claims, each party's aggregate liability arising out of or relating to this Agreement will not exceed the fees paid or payable by Customer for the affected Services during the twelve (12) months preceding the event giving rise to the claim.

12.2. Excluded Damages. Except for Excluded Claims, neither party will be liable for lost profits, loss of revenue, loss of goodwill, business interruption, cover damages, or any indirect, special, incidental, exemplary, or consequential damages, whether arising in contract, tort, or otherwise, even if advised of the possibility of such damages.

12.3. Excluded Claims. "Excluded Claims" means: (a) Customer's obligation to pay fees; (b) a party's gross negligence, fraud, or willful misconduct; (c) a party's breach of Section 9; (d) either party's indemnification obligations under Section 11; and (e) Customer's violation of Provider's intellectual property rights or the usage restrictions in Section 5.6.

12.4. Scope. The limitations in this Section apply to all claims arising out of or relating to this Agreement and apply regardless of the legal theory, except to the extent a limitation is unenforceable under the governing law specified in this Agreement.

13. TERM, SUSPENSION, AND TERMINATION

13.1. Term of Agreement. This Agreement starts on the Effective Date and continues until all Subscription Terms have expired or been terminated, unless earlier terminated in accordance with this Agreement. If Customer uses a free account or free trial without purchasing a paid subscription, this Agreement continues until the free access ends or either party terminates the applicable free access.

13.2. Termination for Cause. Either party may terminate this Agreement or an affected Order Form for cause if the other party materially breaches this Agreement and fails to cure that breach within thirty (30) days after receiving written notice describing the breach. Either party may also terminate if the other party becomes subject to insolvency, receivership, liquidation, or a similar proceeding that is not dismissed within sixty (60) days.

13.3. Provider Suspension Rights. Without limiting Provider's other rights, Provider may suspend or restrict the affected Services immediately if required to prevent material harm to the Services or other customers, to address a security incident, to comply with law, to respond to repeated payment failure, or to stop material misuse. Provider will, where practicable, limit the suspension to the affected portion of the Services and provide notice describing the basis for suspension.

13.4. Effect of Termination. Upon expiration or termination of the affected Services, Customer's right to access and use those Services ends immediately, except as otherwise expressly stated in this Agreement. If Customer terminates for Provider's uncured material breach, Provider will refund prepaid fees covering the unused remainder of the terminated Subscription Term for the affected Services. If Provider terminates for Customer's uncured material breach, Customer will pay any unpaid fees for the remainder of the then-current Subscription Term to the extent stated in the applicable Order Form or permitted by the governing law stated in this Agreement.

13.5. No Refund on Convenience Cancellation. Except where this Agreement expressly provides otherwise, or where required under the governing law stated in this Agreement, Customer will not receive a refund, credit, or pro rata repayment for unused time, unused quantities, or unconsumed AI Service Credits resulting from Customer's cancellation, downgrade, non-use, or partial discontinuation of the Services before the end of the current Subscription Term.

13.6. Survival. Sections that by their nature should survive termination or expiration, including Sections 7 through 14 and any accrued payment obligations, will survive.

14. GENERAL PROVISIONS

14.1. Independent Contractors. The parties are independent contractors. This Agreement does not create a partnership, joint venture, fiduciary relationship, franchise, or agency.

14.2. Assignment. Neither party may assign this Agreement without the other party's prior written consent, except that either party may assign this Agreement in its entirety without consent to an Affiliate or in connection with a merger, reorganization, or sale of substantially all of its business or assets relating to this Agreement. Any other attempted assignment is void.

14.3. Notices. Legal notices under this Agreement must be in writing and delivered by email to the notice addresses designated by the parties, or through another delivery method expressly accepted in writing by the receiving party. Provider may deliver operational notices, renewal notices, billing notices, security notices, and changes to the Services or Product Terms by email, through the Account, or by posting in the applicable administrative console or billing page. Notices to Provider should be sent to:

PLEVENN TECHNOLOGIES PRIVATE LIMITED
B 906, THE PLATINA
GACHIBOWLI, HYDERABAD
TELANGANA, INDIA – 500032

14.4. Force Majeure. Neither party is liable for delay or failure to perform caused by events beyond its reasonable control, including natural disasters, acts of government, labor disputes, cyberattacks by third parties, internet failures, utility failures, or war, except that Force Majeure does not excuse Customer's payment obligations for Services already provided.

14.5. Export and Sanctions Compliance. Each party will comply with export control, sanctions, and trade laws applicable to its performance under this Agreement. Customer will not use the Services in a prohibited destination or for a prohibited end use.

14.6. Entire Agreement. This Agreement and the documents expressly incorporated into it constitute the entire agreement between the parties regarding their subject matter and supersede all prior or contemporaneous understandings relating to that subject matter.

14.7. Amendments and Waiver. No amendment to this Agreement is effective unless in writing and accepted by both parties, except as stated in Section 1.6 regarding prospective updates to referenced materials. No waiver is effective unless in writing and signed or electronically accepted by the waiving party.

14.8. Severability. If any provision of this Agreement is held unenforceable, the remaining provisions will remain in full force and effect, and the unenforceable provision will be interpreted to most closely reflect the parties' original intent.

14.9. Governing Law and Venue. This Agreement and any dispute arising out of or relating to it will be governed by the laws of India, excluding conflict-of-law principles. The state or national courts located in Hyderabad, Telangana will have exclusive jurisdiction, and each party consents to that jurisdiction and venue.

14.10. Electronic Contracting. The parties agree that this Agreement may be accepted electronically and that electronic records maintained in the ordinary course of business may be used to document acceptance, renewals, purchases, upgrades, add-ons, and other transactions under this Agreement.