

SOFTWARE LICENSE AGREEMENT

Terms and Conditions

AddSalt AI Corp. — May 2026

Preamble

WHEREAS, AddSalt AI Corp., doing business as "AddSalt," has created certain AI-driven voice and text automation cloud-based subscription services designed to assist clients with managing incoming phone calls and voicemails (hereinafter referred to as the "Services");

NOW, THEREFORE, in consideration of the mutual promises and agreements contained herein, the Parties agree as follows:

1. The Services

1.1. License.

Subject to the Customer's adherence to the terms, conditions, and limitations of this Agreement, AddSalt grants the Customer a restricted, non-exclusive, non-transferable license to access and utilize the Services as described herein and in accordance with AddSalt's relevant user documentation, policies, and related materials.

1.2. Fees.

Customer acknowledges and agrees that AddSalt's fees are an annual flat fee in addition to a variable amount based on the number of calls to be processed through the Services on a monthly basis during the Term. By paying the first invoice, the Customer agrees to allow AddSalt to keep the Customer's payment on file for future recurring charges. All Fees are invoiced annually in advance unless otherwise specified in the Order Form.

1.3. Support.

AddSalt will provide support for the Services as outlined in Exhibit A.

1.4. Service Updates.

Periodically, AddSalt may introduce upgrades, enhancements, and/or modifications to the Services (referred to as "Updates"), which will become part of the Services and subject to the terms of this Agreement.

1.5. Telecommunications and Internet Connectivity.

The Customer acknowledges that use of the Services is dependent on access to telecommunications and Internet connectivity. The Customer is solely responsible for acquiring and maintaining all telecommunications and Internet services, as well as other hardware and software required to use the Services. AddSalt shall not be liable for any data loss, communication failures, or other damages resulting from the nonperformance of such telecommunications and/or Internet services.

1.6. Equipment; Passwords.

The Customer is responsible for obtaining and maintaining any equipment necessary to connect to, access, or otherwise use the Services, including modems, hardware, servers, software, operating systems, networking, web servers, and the like (collectively, "Equipment"). The Customer is also responsible for maintaining the security of the Equipment, user accounts, and passwords (including but not limited to administrative and user passwords), and for all uses of the Customer's account and Equipment.

1.7. Restrictions on Use.

The Customer shall not, and shall not permit its employees or any third party to:

- reverse engineer, decompile, decode, decrypt, disassemble, or otherwise attempt to derive the source code, object code, or underlying structure or algorithms of the Services;
- modify, translate, adapt, alter, or create derivative works from or based on the Services;
- copy, distribute, publicly display, transmit, sell, rent, pledge, lease, assign, or otherwise transfer or encumber rights to the Services;
- use the Services for the benefit of a third party or grant any third party access to or use of the Services;
- remove or alter any proprietary notices or labels from the Services;
- use the Services to build a competitive application or product;
- interfere with the proper functioning of the Services or any activities conducted on the Services;
- bypass any measures AddSalt uses to prevent or restrict access to the Services (or other accounts, computer systems, or networks connected to the Services);
- crawl, frame, scrape, or in-line link to any page, data, or portion of or relating to the Services, or use web crawlers, web spiders, or other automated means to access, copy, index, process, and/or store any content on the Services; or
- use the Services in violation of applicable laws or regulations in any jurisdiction, including those of the United States, United Kingdom, and Canada.

1.8. Feedback.

The Customer may occasionally provide suggestions, ideas, comments, or other feedback to AddSalt regarding the Services, including performance, functionality, features, or operation ("Feedback"). The Customer hereby irrevocably and unconditionally assigns and conveys to AddSalt any and all interest(s) in and to any and all Feedback.

2. Proprietary Rights

2.1. In Services and Related Materials.

Between the Parties, AddSalt retains all rights, title, and interest in and to: (a) the Services, including all modifications, enhancements, and customizations thereto, and all technology and intellectual property comprising, appurtenant to, and/or used to support and/or operate the Services; (b) all AddSalt documentation and videos related to the Services. AddSalt may update or modify the Services at its sole discretion, and all such updates and modifications shall be the sole property of AddSalt. (c) AddSalt shall comply with all accessibility guidelines, including

using all commercially reasonable efforts to make the Services accessible and usable to all people, including those with disabilities.

2.2. Customer Data.

Except as provided herein, all data related to the Customer's telephone calls processed by the Services ("Telephone Calls") shall be owned by the Customer. However, AddSalt shall be permitted to record Telephone Calls, create transcripts of those calls, and use and store such recordings and transcripts solely for the purpose of improving the Services. Additionally, AddSalt may use anonymized data related to the usage of the Services solely for the purpose of improving the Services. AddSalt's collection and use of personal data in connection with the Services shall comply with applicable data protection legislation in all relevant jurisdictions, including but not limited to the General Data Protection Regulation (GDPR) as it applies in the United Kingdom, Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), and applicable U.S. federal and state privacy laws.

3. Term and Termination

3.1. Term.

This Agreement shall commence on the Effective Date and shall last for 90 days, during which period the Customer may test the Services (the "Pilot Period"). The Customer may notify AddSalt at any time during the Pilot Period that it does not wish to continue using the Services (a "Pilot Period Termination Notice"). If AddSalt does not receive a Pilot Period Termination Notice during the Pilot Period, the Term of the Agreement shall automatically renew for one (1) year (the "Initial Term"). Following the expiration of the Initial Term, this Agreement shall automatically renew on a month-to-month basis (each, a "Renewal Term"), continuing to auto-renew unless either Party provides at least 30 days' written notice of termination prior to the end of the then-current monthly Renewal Term.

3.2. Termination for Material Breach.

In the event of a material breach of this Agreement by one Party, the other Party may terminate this Agreement if the breaching Party fails to cure such breach within 30 days (or 10 days for a breach of payment obligations) after receipt of notice. AddSalt may terminate this Agreement immediately upon notice if the Customer breaches any of the restrictions in Section 1.7.

3.3. Termination for Insolvency.

Either Party may immediately terminate this Agreement if the other Party: (a) admits in writing its inability to pay its debts as they become due, fails to satisfy any judgment against it, or otherwise ceases operations of its business in the ordinary course; (b) is adjudicated bankrupt or becomes insolvent; (c) winds up or liquidates its business voluntarily or otherwise; (d) applies for, consents to, or suffers the appointment of a receiver, custodian, assignee, trustee, liquidator, or similar fiduciary of itself or of all or any substantial portion of its assets; (e) makes a general assignment for the benefit of creditors; (f) commences a voluntary case under any state, federal, or applicable foreign bankruptcy or insolvency laws; (g) files a petition seeking to take advantage of any other law providing for the relief of debtors; (h) acquiesces to, or fails to have dismissed within 30 days, any petition filed against it in any involuntary case pursuant to such bankruptcy or insolvency laws; and/or (i) takes any action for the purpose of effecting any of the foregoing.

3.4. Effect of Termination.

Upon any termination or expiration of the Term, (a) all rights and licenses granted by AddSalt to the Customer herein with respect to the Services shall immediately terminate, (b) the Customer shall immediately pay any unpaid fees owed to AddSalt, and (c) each Party shall, except as otherwise set forth herein, return or destroy all Confidential Information of the other Party in its possession or control.

4. Fees

4.1. Fees.

The Customer shall pay AddSalt the fees for the Service set forth in the Order Form ("Fees"). Unless otherwise specified in the Order Form, all Fees shall be invoiced annually in advance and all invoices issued under this Agreement are payable in U.S. dollars (or, where agreed in writing, in British Pounds Sterling or Canadian Dollars) within thirty (30) days of the invoice date. Past due invoices are subject to interest on any outstanding balance of the lesser of 1.5% per month or the maximum amount permitted by applicable law. All Fees paid are non-refundable and are not subject to set-off. The Customer shall reimburse AddSalt for the costs of collection of any unpaid amounts owed hereunder.

4.2. Taxes.

The Customer agrees to pay all applicable taxes, including sales, use, excise, purchase, goods and/or services, value-added tax (VAT), harmonized sales tax (HST), goods and services tax (GST), and other taxes levied against, imposed upon, or otherwise arising in connection with the provision of the Services in the applicable jurisdiction, exclusive, however, of taxes based on AddSalt's net income. For Customers located in the United Kingdom, AddSalt will include applicable VAT on invoices as required by UK law. For Customers located in Canada, AddSalt will apply applicable GST/HST as required by Canadian federal and provincial tax law.

5. Representations and Warranties; Disclaimer

5.1. Representations and Warranties.

Each Party represents, warrants, and covenants to the other Party that: (a) it has the full right, power, and authority to enter into and perform the acts required of it under this Agreement; (b) the execution and delivery of this Agreement do not conflict with, or constitute a default under, any covenant, agreement, judgment, law, order, or contract to which it is subject; and (c) this Agreement constitutes the legal, valid, and binding obligation of such Party when executed and delivered.

5.2. Additional Representations by Customer.

The Customer further represents, warrants, and covenants that: (a) it shall comply (and ensure that its employees comply) with all applicable federal, state, provincial, and local laws, rules, and regulations in its use of the Services, including those of the United States, the United Kingdom, and Canada; (b) it has the right to grant AddSalt the right to use all data provided to AddSalt hereunder, and AddSalt's use of such data to perform the Services shall not violate the rights of any third party; and (c) where applicable, it shall comply with all relevant data protection obligations, including GDPR (UK), PIPEDA (Canada), and applicable U.S. federal and state privacy laws.

5.3. Disclaimer.

EXCEPT AS SPECIFICALLY PROVIDED ELSEWHERE IN THIS AGREEMENT, EACH PARTY HEREBY DISCLAIMS ALL WARRANTIES, ORAL OR WRITTEN, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. EACH PARTY ACKNOWLEDGES AND AGREES THAT IT HAS NOT ENTERED INTO THIS AGREEMENT ON THE BASIS OF ANY REPRESENTATIONS OR PROMISES NOT EXPRESSLY CONTAINED HEREIN. WITHOUT LIMITING THE FOREGOING, CUSTOMER AGREES THAT ITS USE OF THE SERVICES IS AT CUSTOMER'S SOLE RISK AND ACKNOWLEDGES THAT THE SERVICES ARE PROVIDED ON AN "AS-IS" AND "AS AVAILABLE" BASIS AND AddSalt DOES NOT MAKE ANY WARRANTIES WITH RESPECT TO THE OPERATION, AVAILABILITY, ACCURACY, RELIABILITY, COMPLETENESS, OR ADEQUACY OF THE SAME. AddSalt DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE OR THAT THEY WILL PERFORM AS DESCRIBED OR FUNCTION OR OPERATE IN CONJUNCTION WITH ANY OTHER PRODUCT.

6. Indemnification

6.1. By Customer.

The Customer shall indemnify, defend, and hold AddSalt, its affiliates, and their respective directors, officers, employees, suppliers, contractors, agents, and assigns harmless, at its own cost and expense, from and against any and all third-party claims or actions, and all resulting liabilities, losses, damages, injuries, costs, and expenses, including reasonable attorneys' fees and costs, judgments, and any amounts paid in any settlement (collectively, "Claims") arising out of or relating to (a) the Customer's use of the Services, except to the extent the Customer is required to be indemnified by AddSalt pursuant to Section 6.2 below or (b) any breach by the Customer of its representations, warranties, or obligations under this Agreement.

6.2. By AddSalt.

AddSalt shall indemnify, defend, and hold the Customer, its affiliates, and their respective directors, officers, employees, suppliers, contractors, agents, and assigns harmless, at its own cost and expense, from and against any Claims that allege that the Services infringe a registered U.S. patent, a registered UK patent, a registered Canadian patent, or any other intellectual property rights of a third party; provided, however, that AddSalt shall have no obligation to so defend or indemnify the Customer if such Claims arise out of or relate to (i) any information, technology, materials, or data not created or provided by AddSalt (including any data provided by the Customer), (ii) any modification to the Services not made or authorized by AddSalt in writing, or any combination of the Services with third-party products, components, processes, or materials not authorized in writing by AddSalt, (iii) the Customer's continuation of allegedly infringing activity after being notified thereof or after being informed of modifications that would have avoided the alleged infringement, or (iv) the Customer's non-compliance with the terms and conditions of this Agreement.

6.3. Procedure.

The indemnifying Party shall conduct the defense of any such claim or action and all negotiations for its settlement or compromise; provided, however, that (a) no settlement or compromise shall be entered into or agreed to without the indemnified Party's prior written approval and (b) the indemnified Party has the right to participate, at its own expense, in the defense and/or settlement of any such claim or action in order to protect its own interests.

7. Limitation of Liability

NOTWITHSTANDING ANYTHING TO THE CONTRARY HEREIN, EXCEPT WITH RESPECT TO A PARTY'S INDEMNIFICATION OBLIGATIONS OR EXCEPT FOR DAMAGES THAT DIRECTLY FLOW FROM A PARTY'S FRAUD, GROSS NEGLIGENCE, OR WILLFUL MISCONDUCT: (A) IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR ANY LOST PROFITS; DATA LOSS; COST OF PROCUREMENT OF SUBSTITUTE SERVICES; ERROR OR INTERRUPTION OF USE, OR FOR LOSS OR INACCURACY OR CORRUPTION OF DATA OR FOR ANY MATTER BEYOND EITHER PARTY'S REASONABLE CONTROL; OR INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THIS AGREEMENT, REGARDLESS OF THE FORM OF ACTION OR THE BASIS OF THE CLAIM OR WHETHER OR NOT SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; AND (B) IN NO EVENT SHALL AddSalt'S AGGREGATE LIABILITY TO THE CUSTOMER IN CONNECTION WITH THIS AGREEMENT EXCEED THE AMOUNT OF THE SERVICE FEES PAID BY THE CUSTOMER IN THE TWELVE (12) MONTHS PRIOR TO THE EVENT GIVING RISE TO SUCH CLAIM.

8. Confidential Information

8.1. Proprietary Information.

Each Party (the "Receiving Party") acknowledges that the other Party (the "Disclosing Party") has disclosed or may disclose business, technical, or financial information related to the Disclosing Party's business (referred to herein as "Proprietary Information" of the Disclosing Party). Proprietary Information of AddSalt includes the terms of this Agreement (in accordance with Section 8.3 below) as well as non-public information regarding features, functionality, business plans, techniques, methods, processes, pricing, and performance of the Services. Proprietary Information of the Customer includes non-public data provided by the Customer to AddSalt to enable the provision of the Services ("Customer Data").

8.2. Obligations.

The Receiving Party agrees: (i) to take reasonable precautions to protect the Disclosing Party's Proprietary Information, and (ii) not to use (except in performance of the Services or as otherwise permitted herein) or disclose to any third party such Proprietary Information. The Disclosing Party agrees that the foregoing shall not apply to any information that the Receiving Party can document: (a) is or becomes publicly known through no act or omission of the Receiving Party, (b) was in its possession or known by it prior to receipt from the Disclosing Party, (c) was rightfully disclosed to it without restriction by a third party, (d) was independently developed without use of any Proprietary Information of the Disclosing Party, or (e) is required to be disclosed by law or by any governmental or regulatory authority in any applicable jurisdiction, provided that the Disclosing Party gives the non-Disclosing Party sufficient advance notice of the authority's request for the information to enable the non-Disclosing Party to exercise any rights it may have to challenge or limit the authority's authority to receive such confidential information.

8.3. Agreement Confidentiality.

The terms and conditions of this Agreement shall be considered the confidential information of both Parties and shall not be disclosed except to such party's advisors, accountants, attorneys, investors (and prospective investors), and prospective acquirers who have a reasonable need to know such information, provided that any such third parties shall, before accessing such

information, either (a) execute a binding agreement to maintain the confidentiality of such information or (b) be subject to a professional obligation to maintain the confidentiality of such information.

8.4. Ownership.

Except as otherwise set forth herein, the Customer shall own all rights, title, and interest in and to the Customer Data. AddSalt shall own and retain all rights, title, and interest in and to (a) the Services and all related software and improvements, enhancements, or modifications thereto, (b) any software, applications, inventions, or other technology developed in connection with implementation services or support, and (c) all intellectual property rights related to any of the foregoing.

8.5. Data Usage.

Notwithstanding anything to the contrary herein, AddSalt shall have the right to collect and analyze data and other information relating to the provision, use, and performance of various aspects of the Services and related systems and technologies (including, without limitation, information concerning Customer Data and data derived therefrom), and AddSalt will be free (during and after the Term) to (i) use such information and data to improve and enhance the Services and for other development, diagnostic, and corrective purposes in connection with the Services and other AddSalt offerings, and (ii) disclose such data solely in aggregate or other de-identified form in connection with its business. Any such use of personal data shall comply with applicable data protection laws, including GDPR (UK), PIPEDA (Canada), and applicable U.S. privacy laws.

8.6. International Data Transfers.

Where AddSalt processes personal data of individuals located in the United Kingdom or Canada, AddSalt shall ensure that any transfer of such data outside the relevant jurisdiction complies with applicable data protection legislation. For UK Customers, this includes compliance with the UK GDPR and, where applicable, the use of appropriate safeguards such as the UK International Data Transfer Agreement (IDTA). For Canadian Customers, AddSalt shall comply with PIPEDA and applicable provincial privacy legislation regarding cross-border data transfers.

8.7. GDPR and Data Protection Compliance.

The Customer is solely responsible for ensuring compliance with the General Data Protection Regulation (GDPR), the UK Data Protection Act 2018, and any other applicable data protection legislation in the jurisdictions in which it operates. AddSalt strongly recommends that the Customer inform its own customers and end users that their personal data, including data arising from telephone calls processed through the Services, is held by AddSalt on the Customer's behalf and may be shared with authorized third-party hospitality technology agents in connection with the provision of the Services. AddSalt shall not be liable for any data protection breaches caused by or attributable to the Customer, nor shall AddSalt bear any responsibility for the Customer's obligations to notify or inform its customers or end users regarding the personal data held or processed on their behalf.

9. General

9.1. Relationship.

Each Party is an independent contractor, and each Party's personnel are not employees or agents of the other Party for federal, state, provincial, local, or other tax purposes or any other purposes whatsoever. Personnel of one Party have no authority to make representations, commitments, bind, or enter into contracts on behalf of or otherwise obligate the other Party in any manner whatsoever. Nothing in this Agreement shall be construed or deemed to constitute, create, give effect to, or otherwise recognize a joint venture, partnership, business entity of any kind, nor constitute one Party an agent of the other Party.

9.2. Notices.

All notices and other communications required or permitted under this Agreement shall be in writing and delivered personally, mailed via first class mail (or equivalent international postal service), postage prepaid, or via an internationally recognized overnight courier, to the applicable Party at the addresses set forth below, unless, by notice, a Party changes or supplements the addressee and addresses for giving notice. All notices shall be deemed given on the date personally delivered or when placed in the mail as specified.

9.3. Publicity; Press Releases.

AddSalt may refer to the Parties' relationship for sales and marketing purposes. AddSalt will obtain the Customer's written consent to include any information about the relationship with the Customer in any press releases. AddSalt may identify the Customer as a client (and use the Customer's logos in connection with the same) on AddSalt's website during the Term. Any other use of the Customer's logos and marks shall be subject to the Customer's prior written approval.

9.4. Governing Law and Jurisdiction (Revised – Delaware)

This Agreement and all disputes, claims, actions, suits, or other proceedings arising out of or relating to this Agreement shall be governed by and construed in accordance with the laws of the State of Delaware, without regard to its conflicts of law principles.

Each Party irrevocably submits to the exclusive jurisdiction of the state and federal courts located within the State of Delaware for the resolution of any such disputes and waives any objection to venue or claim that such forum is inconvenient.

Notwithstanding the foregoing, either Party may seek injunctive or equitable relief in any court of competent jurisdiction to protect its intellectual property rights or confidential information.

For Customers located in the United Kingdom or Canada, the Parties acknowledge that mandatory local consumer, commercial, and data protection laws may apply and shall not be excluded or limited to the extent prohibited by applicable law.

9.5. Force Majeure.

Notwithstanding anything to the contrary herein, neither Party shall be liable for any loss or damage, delay, or failure in performance of any of its obligations under this Agreement resulting from any cause beyond a Party's reasonable control, including the elements, fire, flood, severe weather, earthquake, vandalism, pandemics, accidents, sabotage, power failure, denial of service attacks or similar attacks, Internet failure, acts of God and the public enemy, acts of war, acts of terrorism, riots, civil or public disturbances, strikes, lock-outs or labor disruptions, any

laws, orders, rules, regulations, acts or restraints of any government or governmental body or authority, civil or military, including the orders and judgments of courts.

9.6. Entire Agreement; Third-Party Beneficiaries.

This Agreement, together with the Exhibits attached hereto and the Order Form, constitutes the entire agreement between the Parties and supersedes any prior or inconsistent agreements, negotiations, representations, and promises, written or oral, with respect to the subject matter hereof. This Agreement is for the sole benefit of the Parties and their authorized successors and permitted assigns. Nothing herein, express or implied, is intended to or shall confer upon any person or entity, other than the Parties and their authorized successors and permitted assigns, any legal or equitable right, benefit, or remedy of any nature whatsoever.

9.7. Counterparts; Interpretation; Construction.

This Agreement may be executed in any number of counterparts (including electronic counterparts), all of which taken together shall constitute one single agreement between the Parties. Headings are for convenience only and are not to be considered in construing or interpreting this Agreement. The terms "include," "includes," and "including," whether or not capitalized, mean "include, but are not limited to," "includes, but is not limited to," and "including, but not limited to," respectively, and are to be construed as inclusive, not exclusive. The Parties have participated jointly in the negotiation and drafting of this Agreement. In the event an ambiguity or question of intent or interpretation arises, this Agreement shall be construed as if drafted jointly by the Parties, and no presumption or burden of proof shall arise favoring or disfavoring any Party by virtue of the authorship of any of the provisions of this Agreement. Except as otherwise explicitly set forth in this Agreement, in the event that a provision in an Order Form conflicts with any other provision in this Agreement, the Order Form shall govern to the extent necessary to resolve the conflict.

9.8. Amendment; Waiver; Severability.

No amendment, modification, waiver, or discharge of any provision of this Agreement shall be valid unless made in writing and signed by an authorized representative of the Party against whom enforcement is sought. No failure or delay by either Party to exercise any right or enforce any obligation shall impair or be construed as a waiver or ongoing waiver of that or any other right or power unless made in writing and signed by both Parties. If any provision of this Agreement is held to be illegal, invalid, or unenforceable under applicable law in any jurisdiction, the remaining provisions of this Agreement shall be unimpaired and remain in full force and effect.

9.9. Assignment/Successors.

Neither Party may assign or transfer this Agreement, in whole or in part, without the other Party's written consent except in the event of a Change of Control (as defined below). Any attempted assignment or transfer in violation of this Section will be null and void. "Change of Control" means, with respect to a Party: (a) the direct or indirect acquisition of either (i) the majority of voting stock of such Party or (ii) all or substantially all of the assets of such Party, by another entity in a single transaction or a series of transactions; or (b) the merger of such Party with another entity. This Agreement shall be binding upon, and enforceable by, and shall inure to the benefit of the Parties hereto and their respective successors and permitted assigns.

9.10. Consents; Further Assurances; Remedies.

Except as specifically set forth in this Agreement, all consents, requests, and approvals to be given by either Party under this Agreement shall (a) be in writing and (b) not be unreasonably withheld. Each Party shall make only reasonable requests to the other under this Agreement. Further, each Party shall provide such further documents or instruments required by the other Party as may be reasonably necessary, appropriate, or desirable to give effect to this Agreement and to carry out its provisions. Notwithstanding anything set forth in this Agreement to the contrary, all rights and remedies provided in this Agreement are cumulative and not exclusive of any other rights or remedies that may be available to the Parties, whether provided by law, equity, statute, in any other agreement between the Parties, or otherwise.

9.11. Survival.

Sections 1.7, 1.8, 3.4, 5.3, and Articles 2, 6, 7, 8, and 9 shall survive the cancellation, expiration, or termination of this Agreement.

Signatures

IN WITNESS WHEREOF, the representatives of the two parties hereby sign as follows:

Company

Signature: _____

Name: _____

Title: _____

Date: _____

AddSalt AI Corp.

Signature: _____

Name: Christopher Curran

Title: CEO

Date: _____

EXHIBIT A: Support Terms

AddSalt will provide Technical Support to the Customer via electronic mail on weekdays during the hours of 9:00 am through 5:00 pm Eastern Time (ET), excluding U.S. Federal Holidays ("Support Hours"). For Customers located in the United Kingdom or Canada, AddSalt will use commercially reasonable efforts to accommodate reasonable support requests within normal business hours, taking into account applicable time zone differences. If the Customer continues to pay the applicable subscription fee, any service requests will not incur an additional fee.

The Customer may initiate a helpdesk ticket during Support Hours by emailing support@addsalt.ai.

AddSalt will use commercially reasonable efforts to respond to all helpdesk tickets within one (1) business day.

META PLATFORM TERMS AND DATA DELETION ADDENDUM

The following sections are incorporated into and form part of the AddSalt AI Corp. Terms and Conditions for the purposes of integrations with Meta-owned platforms including Instagram, WhatsApp, and Facebook.

Section 1 — Terms of Service

1. Acceptance of Terms

By accessing or using AddSalt AI Corp.'s website, products, or services (collectively, the “Services”), you agree to be bound by these Terms of Service. If you do not agree, do not use the Services.

2. Description of Services

AddSalt AI provides AI-powered conversational tools that enable businesses to automate customer interactions across messaging channels including email, voice, Instagram, WhatsApp, and other third-party platforms.

3. Eligibility and Accounts

You must be at least 18 years old and capable of entering into a binding contract to use the Services. You are responsible for maintaining the confidentiality of your account credentials and all activity under your account.

4. Acceptable Use

You agree not to use the Services to transmit unlawful, harassing, defamatory, or infringing content; attempt to reverse-engineer or disrupt the Services; send unlawful unsolicited communications; or impersonate any person or entity.

5. Customer Data and Third-Party Platforms

When you connect a third-party platform, including Meta-owned services, you authorize AddSalt AI to access, process, and store data from that platform solely for the purpose of delivering the Services.

6. Intellectual Property

All content, software, and materials provided through the Services, excluding Customer Data, are owned by AddSalt AI Corp. or its licensors and are protected by intellectual-property laws.

7. Disclaimer of Warranties

The Services are provided “as is” and “as available” without warranties of any kind, whether express or implied.

8. Limitation of Liability

To the fullest extent permitted by law, AddSalt AI Corp. shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or related to use of the Services. AddSalt AI Corp.'s aggregate liability shall not exceed the total fees paid by the Customer under this Agreement prior to the event giving rise to the claim.

9. Termination

AddSalt may suspend or terminate access to the Services at any time for breach of these Terms or other lawful reasons.

10. Changes to These Terms

AddSalt may update these Terms from time to time. Continued use of the Services after changes are posted constitutes acceptance of the revised Terms.

11. Governing Law

These Terms are governed by the laws of the State of Delaware, United States, without regard to conflict-of-laws principles.

12. Contact

Questions about these Terms may be sent to support@addsalt.ai.

Section 2 — Data Deletion Instructions

1. Scope

This section explains how to request deletion of personal data processed through AddSalt AI Corp.'s Services, including data received from Meta platforms such as Instagram, WhatsApp, and Facebook.

2. Who Can Request Deletion

Business customers and end-users who have interacted with businesses using AddSalt AI may request deletion of their personal data.

3. How to Request Deletion

Send an email to support@addsalt.ai with the subject line "Data Deletion Request" and include your full name, email address, the Meta platform/account involved, the business interacted with (if known), and a description of the data you want deleted.

4. Identity Verification

AddSalt may request additional information to verify identity before processing deletion requests.

5. What Will Be Deleted

Upon verification, AddSalt will delete or irreversibly anonymize message content, conversation history, identifiers, metadata, and related analytics tied to the requesting individual, except where retention is required by law.

6. Timeline

AddSalt will acknowledge deletion requests within seven (7) calendar days and complete deletion within thirty (30) calendar days where applicable.

7. Third-Party Platforms

Deletion of data held by AddSalt does not delete data held independently by Meta or other third-party platforms.

8. Contact

Data deletion requests and related questions should be directed to support@addsalt.ai.