

Terms of Service

AI Solutions AS | Last updated: 28th July 2026

Commercial AI Software Agreement

This Agreement lays out the terms, responsibilities, and service levels governing AI Solutions AS and its commercial AI software solutions, AidEun and SalesQuote. Please review these conditions before operating our platform.

1. Execution of Agreement and Parties

This agreement ("the Agreement") is entered into between AI Solutions AS, organisation number 931 884 220 ("the Supplier"), and the legal entity registering for the service ("the Customer").

B2B Only: The Services are offered exclusively to commercial businesses and entities. Consumer protection legislation (including the Norwegian Right of Cancellation Act and Consumer Sales Act) does not apply to this contractual relationship.

2. The Services

The Supplier provides the Customer with access to cloud-based software as a service (SaaS) specified in the Customer's order (hereinafter "the Services"). Depending on product selection, this includes:

- **AidEun:** An enterprise platform for autonomous AI agents that connects all company systems—allowing users to retrieve data, process workflows, update systems bidirectionally, and build custom automations, dashboards, and reports using simple natural language prompts.
- **SalesQuote:** An automated B2B sales engine that converts complex pricing variables, SKU data, and material costs into instant, high-precision quotations and proposals.

The Services are delivered on a self-service basis. The Customer is solely responsible for setup, administration, and use.

3. Trial Period

New customers are offered a free trial period of 14 days from the registration date.

If the Customer does not cancel the subscription prior to the expiration of the trial period, the account will automatically convert to a paid subscription in accordance with the selected plan.

The Supplier reserves the right to restrict functionality during the trial period.

4. Special Terms for Automation and AI

The Services contain functionality enabling automated processing of tasks without human supervision ("Automation"). This may include reading incoming emails, calculating prices, and automatically dispatching binding quotes to third parties.

5. Allocation of Responsibility

The Customer acknowledges and accepts the following allocation of responsibility:

5.1 Customer Configuration: The Customer is solely responsible for all parameters, templates, price lists, and instructions entered into the system. Automation operates strictly based on the Customer's configuration.

5.2 Binding Nature: Quotations, agreements, or messages sent via the Service (whether manually or via Automation) are legally binding on the Customer. The Supplier is not a party to agreements entered into between the Customer and its business contacts.

5.3 Error Handling: The Supplier does not guarantee that AI interpretations of text or data are always accurate. The Supplier is not liable for consequences resulting from incorrect interpretations, including mispriced quotes, lost contracts, or reputational damage resulting from automated actions.

5.4 System Access: The Customer grants the Supplier permission to process the contents of the Customer's emails and systems to the extent necessary for the Automation functionality to operate.

6. Data Processing and Privacy

6.1 Role Allocation: The parties agree that the Customer is the Data Controller and the Supplier is the Data Processor for personal data processed within the Services (AidEun, SalesQuote, etc.).

6.2 Incorporation of DPA: By accepting this Customer Agreement, the Customer simultaneously enters into and accepts the Supplier's standard Data Processing Addendum (DPA) pursuant to GDPR Art. 28, which constitutes an integrated Annex A to this Agreement.

6.3 Availability: The applicable DPA is accessible at all times and can be read in full here: <https://www.aisolutions.no/dpa>. An up-to-date register of active sub-processors is maintained on this page.

6.4 Precedence: In the event of any conflict between this Customer Agreement and the DPA regarding privacy or data protection matters, the DPA shall take precedence.

7. Right of Use and Intellectual Property Rights

The Customer is granted a time-limited, non-exclusive, and non-transferable right to use the Services for its internal business operations.

The Customer retains all rights to its own data ("Customer Data").

The Supplier retains all rights (copyrights, patents, trademarks, etc.) to the software, source code, algorithms, and design. Copying, reselling, or reverse engineering the Service is strictly prohibited.

8. Fees and Payment

The Service is invoiced in advance on an annual basis. If the Customer requests monthly billing, a 20% surcharge will apply to the monthly price.

All prices are stated exclusive of Value Added Tax (VAT / MVA).

In the event of overdue payment, statutory interest on late payments applies. The Supplier reserves the

right to temporarily suspend access to the Service if payment is withheld beyond 14 days after the due date.

9. Limitation of Liability

The Services are provided on an "as-is" basis without warranties of any kind regarding error-free operation or uptime guarantees.

Under no circumstances shall the Supplier be liable for indirect losses, including but not limited to:

- Loss of profit or revenue.
- Loss of data or business interruption.
- Losses resulting from errors in automated calculations or transmissions.
- Third-party claims against the Customer.

The Supplier's total aggregate liability during the term of the Agreement is limited to an amount equivalent to 3 months of fees paid by the Customer for the specific Service in question.

10. Indemnification

The Customer agrees to indemnify and hold harmless the Supplier from any third-party claims arising from the Customer's use of the Service, including the use of Automation that infringes third-party rights, transmits unsolicited emails (spam), or enters into unauthorised contracts.

11. Termination

By the Customer: The subscription may be canceled at any time via account settings. The cancellation takes effect at the end of the current billing period. Paid fees are non-refundable.

By the Supplier: The Supplier may terminate the Agreement with 30 days' written notice. In the event of material misuse of the Service, the Agreement may be terminated with immediate effect.

12. Amendments

The Supplier may amend these terms. In the event of material changes affecting the Customer's rights negatively, the Customer shall be notified at least 30 days before the changes take effect.

13. Governing Law and Disputes

This Agreement is governed by Norwegian law. The parties shall seek to resolve disputes amicably. If an amicable resolution cannot be reached, Oslo District Court (Oslo tingrett) is agreed upon as the exclusive venue.

14. Changes to Terms

We reserve the right to modify these Terms at any time. We will provide notice of material changes, for example, by email or by posting a notice on our Service. Your continued use of the Service after such changes constitutes your acceptance of the new Terms.

15. Contact Information

If you have any questions about these Terms, please contact us at:

AI Solutions AS

Spannavegen 152, 5535 Haugesund, NORWAY

Email: Thore@AISolutions.no

[Read The DPA](#) | [Privacy Policy](#)