



Terms of Service

Version 2.0 | Effective 2026-09-07 | Approved by Thore Stærk | AISolutions AS · Org. nr. 931 884 220

These terms govern the supply of AidEun and SalesQuote by AISolutions AS. Please read them before using the Services.

1. Parties and Scope

1.1 This agreement (the "Agreement") is between AISolutions AS, organisation number 931 884 220, Spannagevegen 152, 5535 Haugesund, Norway (the "Supplier") and the legal entity that registers for the Services (the "Customer").

1.2 The Services are supplied to businesses only. Norwegian consumer protection legislation, including the Right of Cancellation Act (angrerettloven) and the Consumer Purchases Act (forbrukerkjøpsloven), does not apply.

1.3 The Agreement comprises these terms, the Customer's order, and the Data Processing Addendum, which is incorporated as Annex A.

2. The Services

2.1 The Supplier provides access to cloud software as a service, as specified in the Customer's order. Depending on the products selected this includes:

AidEun, a platform for AI agents that connects business systems, allowing users to retrieve data, run workflows, update systems, and build automations, dashboards and reports through natural language instructions.

SalesQuote, an automated sales engine that converts pricing variables, SKU data and material costs into quotations and proposals.

2.2 The Services are self-service. The Customer is responsible for its own setup, configuration and administration.

2.3 The Supplier may modify or improve the Services provided it does not materially reduce the functionality the Customer has paid for. Where a change does materially reduce functionality, Section 13 applies.

3. Trial Period

3.1 New customers may use the Services free for 14 days from registration.

3.2 Unless the Customer cancels before the trial ends, the account converts to a paid subscription on the plan selected at registration. The Supplier will send a reminder before the trial ends.

3.3 The Supplier may restrict functionality during the trial.

4. Automation and Artificial Intelligence

4.1 The Services include functionality that processes tasks without human supervision ("Automation"). This may include reading incoming email, calculating prices, and sending quotations to third parties.

4.2 Automation acts on the Customer's configuration. The Supplier does not review the content of what Automation produces or sends.

4.3 Output produced by artificial intelligence may be inaccurate or incomplete. The Customer is responsible for deciding what level of human review is appropriate for its use, and for putting that review in place.

4.4 Where the Services communicate with a natural person on the Customer's behalf, the Customer is responsible for any disclosure required by applicable law that the person is interacting with an automated system.

5. Allocation of Responsibility

5.1 Configuration. The Customer is solely responsible for the parameters, templates, price lists and instructions it enters. Automation operates strictly on that configuration.

5.2 Binding effect. Quotations, agreements and messages sent through the Services, whether by a user or by Automation, are binding on the Customer. The Supplier is not a party to any agreement between the Customer and its business contacts.

5.3 Accuracy. The Supplier does not warrant that the Services will interpret text or data correctly in every case. Subject to Section 10, the Supplier is not liable for the consequences of an incorrect interpretation, including a mispriced quotation, a lost contract, or reputational harm.

5.4 System access. The Customer instructs the Supplier to process the contents of the Customer's email and connected systems to the extent necessary for the Services to function. That processing is governed by Annex A.

5.5 Account security. The Customer is responsible for the security of its user accounts and credentials, and for the acts of its users.

6. Data Processing and Privacy

6.1 For personal data processed within the Services, the Customer is the data controller and the Supplier is the data processor.

6.2 By accepting this Agreement the Customer also accepts the Supplier's Data Processing Addendum under Article 28 GDPR, which forms Annex A.

6.3 The current DPA is published at <https://www.aisolutions.no/dpa>.

6.4 The current register of sub-processors is published at <https://www.aisolutions.no/suppliers>. The Supplier gives 30 days' notice before adding or replacing a sub-processor, as set out in the DPA.

6.5 Where this Agreement and the DPA conflict on a matter of data protection, the DPA prevails.

7. Rights of Use and Intellectual Property

7.1 The Customer is granted a non-exclusive, non-transferable right to use the Services for its own internal business purposes for the term of the Agreement.

7.2 The Customer retains all rights to its own data ("Customer Data"), including data it submits and output generated for it by the Services.

7.3 The Supplier retains all rights in the software, source code, models, algorithms and design. Copying, reselling, sublicensing or reverse engineering the Services is not permitted.

7.4 The Supplier may use aggregated and anonymised usage statistics to operate and improve the Services, provided those statistics cannot be attributed to the Customer or to any individual.

8. Fees and Payment

8.1 The Services are invoiced annually in advance. Where the Customer requests monthly billing, a surcharge of 20% applies to the monthly price.

8.2 Prices are exclusive of value added tax.

8.3 Late payment accrues statutory interest under the Norwegian Late Payment Interest Act (forsinkelsesrenteloven).

8.4 Where payment is more than 14 days overdue, the Supplier may suspend access after giving the Customer written notice and a further 7 days to pay.

8.5 Annual Price Adjustment. Subscription fees shall automatically increase by 5.5% annually at each renewal date to reflect inflation (consumer price index adjustments), platform maintenance, infrastructure enhancements, and the ongoing addition of new features and functionality.

8.6 Other Price Changes. The Supplier may introduce other discretionary price changes with effect from the start of a renewal term, on at least 30 days' written notice before the renewal date.

9. Availability and Support

9.1 The Supplier will use reasonable efforts to keep the Services available, and to give advance notice of planned maintenance where practicable.

9.2 The Supplier does not offer a contractual uptime guarantee under these terms. Where a service level agreement has been separately agreed in writing, that agreement applies.

9.3 Support is provided by email during Norwegian business hours.

10. Limitation of Liability

10.1 The Services are provided without warranty as to uninterrupted or error-free operation.

10.2 Neither party is liable for indirect or consequential loss, including loss of profit, loss of revenue, loss of data, business interruption, or losses arising from errors in automated calculation or transmission.

10.3 The Supplier's total aggregate liability under this Agreement is limited to an amount equal to three months of the fees paid by the Customer for the affected Service, calculated on the fees paid in the twelve months preceding the event giving rise to the claim.

10.4 Nothing in this Agreement limits or excludes liability for death or personal injury, for gross negligence or wilful misconduct, for a party's liability to a data subject under Article 82 GDPR, or for any other liability that cannot be limited under Norwegian law.

11. Indemnity

11.1 The Customer shall indemnify the Supplier against third-party claims arising from the Customer's use of the Services, including use of Automation that infringes third-party rights, transmits unsolicited commercial communications, or enters into contracts the Customer did not authorise.

11.2 The Supplier shall indemnify the Customer against third-party claims that the Services, used in accordance with this Agreement, infringe that third party's intellectual property rights in the EEA.

12. Term and Termination

12.1 The Agreement runs for the subscription term selected and renews automatically for successive terms of the same length unless either party gives notice.

12.2 By the Customer. The subscription may be cancelled at any time through account settings. Cancellation takes effect at the end of the current billing period. Fees already paid are not refunded, except where the Customer terminates under Section 13.2 or for the Supplier's material breach.

12.3 By the Supplier. The Supplier may terminate on 30 days' written notice. Where the Customer is in material breach, and has not remedied it within 14 days of written notice, the Supplier may terminate with immediate effect. Where the breach cannot be remedied, or consists of unlawful use of the Services, the Supplier may terminate immediately.

12.4 On termination the Customer may export its Customer Data for 30 days. After that period, deletion or return follows Annex A.

13. Changes to these Terms

13.1 The Supplier may amend these terms. Where a change materially and adversely affects the Customer's rights, the Supplier will give at least 30 days' written notice before it takes effect.

13.2 Where the Customer does not accept such a change, it may terminate the affected Services with effect from the date the change takes effect, and receive a pro-rata refund of fees paid for the remaining term.

13.3 Continued use of the Services after a non-material change constitutes acceptance of that change. Continued use does not constitute acceptance of a material change to which the Customer has objected under Section 13.2.

14. General

14.1 Force majeure. Neither party is liable for failure to perform caused by an event beyond its reasonable control, including war, natural disaster, failure of a public telecommunications network, or the failure of a cloud infrastructure provider. The affected party shall notify the other and resume performance as soon as practicable. Where the event continues for more than 60 days, either party may terminate.

14.2 Assignment. Neither party may assign this Agreement without the other's written consent, except that either may assign it to a successor in connection with a merger or a sale of substantially all of its business, on written notice.

14.3 Entire agreement. This Agreement, including Annex A and the Customer's order, is the entire agreement between the parties on its subject matter, and supersedes any prior representation or understanding.

14.4 Severance. If a provision is held unenforceable, the remainder continues in effect.

14.5 Notices. Notices under this Agreement are given in writing by email to the address each party has registered, and are deemed received on the next business day.

15. Governing Law and Disputes

15.1 This Agreement is governed by Norwegian law.

15.2 The parties shall attempt to resolve any dispute amicably. Failing that, Oslo District Court (Oslo tingrett) is the exclusive venue.

16. Contact

AI Solutions AS Spannagevegen 152, 5535 Haugesund, Norway post@aisolutions.no

For data protection questions: privacy@aisolutions.no To report a security vulnerability:
security@aisolutions.no