

Terms of Service

Last Updated: Sep 1, 2025

These Terms of Service (“**Terms**,” also referred to as “**Terms and Conditions**”) constitute a legal agreement between **Graztech Private Limited** (“**EdviseMe**,” “**Company**,” “**we**,” “**our**,” or “**us**”) and you (“**you**,” “**user**,” or “**student**”) governing your access to and use of EdviseMe’s websites, applications, platforms, and AI-powered services (collectively, the “**Services**”).

By accessing or using our Services, you agree to these Terms. If you do not agree, you may not access or use the Services.

1. Definitions

- “**Account**”: Your registered profile on EdviseMe.
- “**AI Outputs**”: Content or recommendations generated by our AI models in response to your Inputs.
- “**Cashback**”: Credits, scholarships, or monetary incentives offered under promotional campaigns.
- “**Content**”: All text, data, information, graphics, videos, or other material accessible through the Services.
- “**Inputs**”: Information, queries, or content you provide to the Services.
- “**User Content**”: Content created, uploaded, or shared by you when using the Services.
- “**Third-Party Services**”: External platforms, payment providers, or tools integrated with our Services (e.g., Razorpay, Google, LinkedIn).

2. Eligibility

- Minimum age: 13 years.
- Users under **18 in India** or under the **age of digital consent in the EU/UK (13–16 depending on country)** must have parental/guardian consent.
- By using the Services, you represent and warrant that you meet the minimum age requirement or have obtained required consent.

3. Account Registration


- You must provide accurate, complete, and up-to-date information.
- You are responsible for maintaining confidentiality of your credentials.

- You may not impersonate others or misrepresent your identity.
 - We may suspend or terminate accounts for violations of these Terms.
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4. Services

EdviseMe provides AI-powered academic and career advisory tools including:

- University discovery and program comparison.
- Personalized academic, financial, and career planning reports.
- Psychometric and career assessments.
- AI-generated recommendations and insights.

 **Disclaimer:** AI Outputs may be inaccurate, incomplete, or outdated. They are **not a substitute** for independent research or professional advice. Users must **verify critical information** before making decisions (e.g., admissions deadlines, scholarship rules, visa requirements).

5. User Obligations

When using the Services, you agree to:

- Use the Services only for lawful purposes.
 - Not upload unlawful, harmful, discriminatory, or infringing content.
 - Not attempt to bypass security features, reverse-engineer, or misuse AI models.
 - Not use Outputs for purposes involving medical, legal, financial, or safety-critical decisions without human oversight.
 - Comply with all applicable laws, including export controls, sanctions, and data protection laws.
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6. Payments & Pricing

- Fees are displayed before purchase.
 - Payments are processed via **Razorpay** and other authorized providers.
 - Subscriptions auto-renew unless cancelled in advance.
 - Price changes will be communicated at least **30 days before renewal**.
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7. Cashback, Credits & Promotions

1. Cashback & Credits

- From time to time, EdviseMe may offer Cashback in the form of credits or promotional rewards.
- Unless expressly stated otherwise, Cashback is non-transferable and usable only within EdviseMe.

2. Guaranteed Cashback

- Applies only when eligibility criteria set forth in the promotional terms are fully met.
- Criteria may include successful applications, referrals, or purchases.

3. Limitations & Exclusions

- Cashback is conditional and subject to verification.
- We may withhold or claw back Cashback in cases of fraud, abuse, or chargebacks.

4. Modifications

- We reserve the right to modify or discontinue Cashback offers at any time.

5. Taxes

- Cashback may be considered taxable income. Users are responsible for compliance with tax obligations.

8. Cancellation & Refund Policy

- **All sales are final and non-refundable**, except:
 - Duplicate charges, unauthorized transactions, or billing errors.
 - Where required by applicable law (e.g., EU/UK 14-day withdrawal right).
- No refunds for partial use, dissatisfaction, or failure to cancel before renewal.
- Refunds, if applicable, are processed within **5–10 business days** via Razorpay.
- Billing inquiries: **billing@edviseme.com**

9. Intellectual Property

- All Services, content, and AI models are the property of Graztech Private Limited or licensors.
 - You retain ownership of your Inputs and Outputs, but grant us a license to use them for providing and improving Services.
 - Feedback you provide may be used without restriction.
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10. Third-Party Services

- The Services may integrate with third-party platforms (e.g., Razorpay, Google, LinkedIn).
 - Use of third-party services is subject to their own terms and privacy policies.
 - We are not responsible for availability, security, or accuracy of third-party services.
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11. Data & Privacy

- Your use is subject to our **Privacy Policy**.
 - We may collect, process, and use data in accordance with law and your consents.
 - Data may be stored or processed across jurisdictions.
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12. Indemnification

You agree to indemnify and hold harmless **Graztech Private Limited**, its officers, employees, and affiliates against any claims, damages, or expenses arising from:

- Your use of Services.
 - Reliance on Outputs.
 - Violation of these Terms or laws.
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13. Limitation of Liability

- Services are provided “**as is**” without warranties.
 - We disclaim all implied warranties, including merchantability, fitness for purpose, or accuracy.
 - Our liability is limited to the total fees paid by you in the **12 months preceding the claim**.
 - We are not liable for indirect, incidental, or consequential damages.
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14. Force Majeure

We are not responsible for delays or failures caused by events beyond our reasonable control, including natural disasters, strikes, internet outages, cyberattacks, regulatory actions, or war.



15. Termination

- We may suspend or terminate accounts for violations, misuse, or legal/safety concerns.
- Sections on intellectual property, disclaimers, liability, and indemnities survive termination.

16. Governing Law & Dispute Resolution

- These Terms are governed by the laws of **India**.
- Disputes will be resolved by **arbitration** under the **Arbitration and Conciliation Act, 1996**, seated in **Hyderabad, Telangana**.
- Users waive class action rights to the extent permitted by law.

17. Notices

- Official notices may be sent to your registered email.
- You may contact us at:
 -  General: hello@edviseme.com
 -  Billing: billing@edviseme.com

18. Assignment

- You may not assign or transfer rights under these Terms without our prior written consent.
- We may assign our rights in connection with mergers, acquisitions, or restructurings.

19. Severability

If any provision of these Terms is found invalid, the remaining provisions remain in effect.

20. Entire Agreement

These Terms, together with our Privacy Policy, Cookie Policy, and other referenced documents, constitute the entire agreement between you and Graztech Private Limited regarding the Services.