Terms Of Service

Effective Date: 1 July 2026 | Last Updated: 1 July 2026

Vazeeray Pvt Ltd | www.vazeeray.com

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1. Introduction and Acceptance of Terms

These Terms Of Service ("Terms") constitute a legally binding agreement between you ("Client", "you", or "your") and Vazeeray Pvt Ltd ("Vazeeray", "we", "us", or "our") governing your access to and use of the Vazeeray platform, services, software, and all related tools and features (collectively, the "Platform" or "Services").

By registering for an account, accessing the Platform, or using any of our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms in their entirety. If you do not agree to these Terms, you must not access or use the Platform.

These Terms apply to all users of the Platform, including individual real estate agents, agencies, brokerages, property developers, and any other entity or person accessing the Platform in any capacity.

We reserve the right to modify these Terms at any time. We will notify you of material changes by email or through the Platform. Your continued use of the Services following the notification of changes constitutes your acceptance of the updated Terms.

2. Description of Services

Vazeeray provides an AI-powered voice calling and automation platform designed for real estate professionals. Our Services include, but are not limited to:

- AI voice agents capable of conducting outbound and inbound telephone calls
- Lead qualification, scoring, and management tools
- Automated follow-up via SMS
- CRM integration and synchronisation capabilities
- Call transcription, recording, and sentiment analysis
- Workflow automation and scheduling tools
- Analytics and performance reporting dashboards
- AI chatbot functionality for website and messaging channels

The specific features and capabilities available to you depend on your active subscription plan. Vazeeray reserves the right to modify, update, or discontinue features with reasonable notice to active Clients.

Vazeeray is a software and technology platform. We do not operate as a telecommunications carrier, licensed real estate agent, financial advisor, or legal advisor. We make no representations regarding the suitability of the Platform for any specific regulatory environment or business purpose beyond its described functionality.

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3. Account Registration and Security

3.1 Registration Requirements

To access the Platform, you must register for an account by providing accurate, complete, and current information. You must be at least 18 years of age and have the legal authority to enter into binding contracts on behalf of yourself or your organisation. By registering, you represent and warrant that all information provided is truthful and accurate.

3.2 Account Credentials

You are responsible for maintaining the confidentiality of your account login credentials, including your email address and password. You agree to notify Vazeeray immediately at support@vazeeray.com if you become aware of any unauthorised access to or use of your account.

3.3 Account Responsibility

You are solely responsible for all activities that occur under your account, whether or not you authorised such activities. Vazeeray shall not be liable for any loss or damage arising from unauthorised use of your account credentials where such use results from your failure to maintain adequate security of your login information.

3.4 Sub-Accounts and Team Access

Where your subscription plan permits multiple user seats, you are responsible for all activities conducted by any users added to your account. You must ensure that all users are aware of and comply with these Terms.

4. Subscription Plans and Billing

4.1 Subscription Plans

Vazeeray offers tiered subscription plans with varying features, agent allocations, and capabilities. The specific details of each plan are set out on our website at www.vazeeray.com and may be updated from time to time. Your subscription commences on the date your account is activated and renews on a monthly basis unless cancelled.

4.2 Subscription Fees

Subscription fees are billed monthly in advance on your billing date. All fees are quoted in the currency displayed at the time of purchase. Fees are exclusive of applicable taxes, which will be

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charged in addition where required by law. Vazeeray reserves the right to change subscription fees with a minimum of thirty (30) days' written notice to active Clients.

4.3 Wallet System and Usage Charges

In addition to the monthly subscription fee, usage of certain platform features, including but not limited to AI voice calling, incurs usage-based charges that are automatically deducted from your pre-funded Platform wallet.

You must maintain a positive wallet balance to enable usage features. Vazeeray will notify you when your wallet balance falls below a threshold, and you may enable automatic top-up to ensure uninterrupted service. Usage charges vary based on call duration, configuration settings, language parameters, and other technical factors and are communicated to you through your Platform dashboard. Vazeeray reserves the right to adjust usage rates with reasonable notice.

4.4 Wallet Top-Up and Payment Processing

Wallet top-ups and subscription payments are processed through Stripe, our third-party payment processor. By providing your payment details, you authorise Vazeeray and Stripe to charge your nominated payment method for all applicable fees and wallet top-ups. Stripe's terms of service and privacy policy govern the processing of your payment information, which can be found at stripe.com.

You represent that you are authorised to use the payment method provided and that the payment information you supply is accurate and complete. Vazeeray does not store complete credit or debit card numbers; payment data is handled directly by Stripe in accordance with PCI-DSS standards.

4.5 Failed Payments

If a payment fails or is declined, Vazeeray may suspend access to your account until payment is successfully processed. We will attempt to notify you of failed payments via the email address associated with your account. Continued failure to settle outstanding amounts may result in termination of your account in accordance with Section 12 of these Terms.

4.6 Non-Refundable Fees

All subscription fees and wallet top-ups are non-refundable unless otherwise required by applicable law. Unused wallet balances at the time of account termination are non-refundable. Vazeeray does not offer credits, refunds, or partial-month rebates for periods of non-use, downtime within our SLA limits, or early cancellation of a subscription.

5. Client Obligations and Compliance

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5.1 General Obligations

You agree to use the Platform lawfully, ethically, and in accordance with these Terms. You are responsible for all content, scripts, lead data, and instructions you input into the Platform, and for all calls made through the Platform under your account.

5.2 Telecommunications Compliance

You are solely and exclusively responsible for ensuring that all calling activities conducted through the Platform comply with applicable telecommunications laws and regulations in all jurisdictions in which you operate or in which your leads are located. This includes, without limitation:

- Compliance with the UAE Telecommunications and Digital Government Regulatory Authority (TDRA) regulations and the Do Not Call Registry (DNCR) requirements for Clients operating in the UAE
- Compliance with the Telecom Regulatory Authority of India (TRAI) regulations, the National Do Not Call (NDNC) registry, and all provisions of the Telecom Commercial Communications Customer Preference Regulations for Clients operating in India
- Compliance with any other national, regional, or local telecommunications regulations applicable to your operations

Vazeeray connects to telephony infrastructure provided by you or procured by you through third-party providers. Vazeeray does not independently verify the regulatory compliance of your calling lists, lead data, or telephony setup. The responsibility for pre-call screening, number compliance, and regulatory adherence rests entirely with you.

You acknowledge that calling a number registered on a Do Not Call or Do Not Disturb list may expose you to regulatory penalties, fines, or sanctions. Vazeeray shall bear no liability whatsoever for any regulatory action, penalty, or complaint arising from your calling activities.

5.3 Calling Hours

You are responsible for configuring calling hours within the Platform in compliance with applicable regulations. In the UAE, telemarketing calls are generally restricted to 9:00 AM to 6:00 PM local time. In India, unsolicited commercial communications are generally restricted to 9:00 AM to 9:00 PM local time. You must ensure your campaigns are configured accordingly.

5.4 Data Accuracy and Lead Lists

You are responsible for the accuracy, legality, and compliance of all lead lists, contact databases, and data uploaded to the Platform. You represent and warrant that you have the lawful right to contact all individuals included in your lead lists, that you have obtained any required consents, and that your data has been obtained through lawful means.

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5.5 Script and Content Responsibility

You are responsible for all scripts, prompts, responses, and content configured within your AI agent. You warrant that your scripts do not contain false or misleading information, do not violate any applicable consumer protection laws, and do not make representations you are not authorised to make. Vazeeray provides the technology platform; the content and communications delivered through it are yours.

5.6 Professional Licences

Where applicable, you represent that you hold all necessary professional licences, registrations, and approvals required to conduct real estate activities in your jurisdiction, including but not limited to RERA registration in the UAE or RERA approvals in India.

6. Prohibited Uses

You must not use the Platform for any of the following purposes:

- Calling individuals on Do Not Call or Do Not Disturb registries in violation of applicable regulations
- Conducting unsolicited commercial communications in violation of applicable law
- Disseminating false, misleading, fraudulent, or deceptive content
- Harassing, threatening, or abusing any person
- Collecting or processing personal data in violation of applicable data protection laws
- Impersonating any person, organisation, or regulatory body
- Attempting to gain unauthorised access to the Platform, other accounts, or any connected systems
- Using the Platform to transmit malware, viruses, or any malicious code
- Reselling, sublicensing, or otherwise commercialising your access to the Platform without express written authorisation from Vazeeray
- Reverse engineering, decompiling, or disassembling any part of the Platform
- Using automated tools to scrape, harvest, or extract data from the Platform
- Using the Platform in any manner that violates applicable law, regulation, or third-party rights

Violation of these prohibitions may result in immediate suspension or termination of your account without notice or refund, and may expose you to civil or criminal liability.

7. Intellectual Property

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7.1 Vazeeray's Intellectual Property

The Platform, including all software, technology, algorithms, designs, interfaces, documentation, trade marks, and content developed or provided by Vazeeray, is and remains the exclusive intellectual property of Vazeeray Pvt Ltd. Nothing in these Terms grants you any ownership rights in the Platform or any component thereof.

7.2 Licence to Use

Subject to your compliance with these Terms and payment of applicable fees, Vazeeray grants you a limited, non-exclusive, non-transferable, non-sublicensable licence to access and use the Platform solely for your internal business purposes during the term of your active subscription.

7.3 Client Content

You retain ownership of all scripts, content, lead data, and other materials you upload to or create within the Platform ("Client Content"). You grant Vazeeray a limited, non-exclusive licence to process, store, and use your Client Content solely to the extent necessary to provide the Services to you. Vazeeray does not claim ownership of your Client Content.

7.4 Feedback

If you provide Vazeeray with suggestions, feedback, or ideas regarding the Platform, you grant Vazeeray a perpetual, irrevocable, royalty-free right to use such feedback for any purpose without obligation to you.

8. Confidentiality

Each party may have access to confidential information of the other during the course of the relationship. You agree to keep confidential any non-public information about the Platform's features, pricing, technical architecture, or business operations that you become aware of through your use of the Services. Vazeeray agrees to keep your Client Content and account information confidential in accordance with our Privacy Policy.

You must not disclose, share, or distribute any Vazeeray proprietary information, including but not limited to internal platform features, API structures, or pricing arrangements, to any third party without prior written consent from Vazeeray.

9. Privacy and Data

Your use of the Platform is also governed by our Privacy Policy, available at www.vazeeray.com/privacy, which is incorporated into these Terms by reference. By using the

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Platform, you consent to the collection, processing, and use of your data as described in the Privacy Policy.

You acknowledge that the Platform processes personal data of your leads and contacts on your behalf. In this capacity, you are the data controller and Vazeeray acts as a data processor. You are responsible for ensuring you have a lawful basis for processing the personal data of your leads and that all applicable data protection laws are complied with in your use of the Platform.

Call recordings and transcripts generated through the Platform may contain personal data of third parties. You are responsible for informing such parties that their communications may be recorded where required by applicable law.

10. Service Availability and Performance

Vazeeray aims to maintain high Platform availability. We target a 99.9% uptime for the Platform on an annual basis, excluding scheduled maintenance windows and circumstances beyond our reasonable control. We will use reasonable endeavours to provide advance notice of scheduled maintenance.

From time to time, the Platform may be unavailable due to maintenance, technical issues, infrastructure outages, or other factors. Vazeeray shall not be liable for any loss or damage arising from Platform unavailability, provided that such unavailability does not exceed our stated uptime commitment on a sustained basis.

Vazeeray does not guarantee the quality, speed, or connectivity of the telephony infrastructure connected to the Platform, as this is provided by third-party telecommunications providers and is outside our direct control.

11. Limitation of Liability and Disclaimers

11.1 Disclaimer of Warranties

THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR UNINTERRUPTED SERVICE. VAZEERAY DOES NOT WARRANT THAT THE PLATFORM WILL MEET YOUR REQUIREMENTS, THAT IT WILL BE ERROR-FREE, OR THAT ANY DEFECTS WILL BE CORRECTED.

11.2 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, VAZEERAY'S TOTAL CUMULATIVE LIABILITY TO YOU FOR ANY CLAIM ARISING OUT OF OR RELATING TO

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THESE TERMS OR THE PLATFORM, WHETHER IN CONTRACT, TORT, STATUTE, OR OTHERWISE, SHALL NOT EXCEED THE TOTAL SUBSCRIPTION FEES PAID BY YOU TO VAZEERAY IN THE TWO (2) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM.

11.3 Exclusion of Indirect Damages

IN NO EVENT SHALL VAZEERAY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF DATA, LOSS OF GOODWILL, OR LOSS OF BUSINESS OPPORTUNITY, ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF OR INABILITY TO USE THE PLATFORM, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

11.4 Regulatory Compliance Liability

Vazeeray shall bear no liability for any fines, penalties, regulatory actions, or legal proceedings arising from your failure to comply with applicable telecommunications regulations, data protection laws, real estate regulations, or any other legal requirement applicable to your use of the Platform.

12. Indemnification

You agree to indemnify, defend, and hold harmless Vazeeray Pvt Ltd and its officers, directors, employees, agents, and successors from and against any and all claims, damages, losses, liabilities, costs, and expenses (including reasonable legal fees) arising out of or relating to:

- Your use of the Platform or Services
- Your breach of these Terms
- Your violation of any applicable law or regulation
- Your calling activities, scripts, or communications delivered through the Platform
- Any claim by a third party that your Client Content or use of the Platform infringes their rights
- Your failure to maintain required regulatory licences or approvals

13. Term and Termination

13.1 Term

These Terms commence on the date you first access the Platform and continue until your subscription is terminated, either by you or by Vazeeray in accordance with this Section.

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13.2 Cancellation by Client

You may cancel your subscription at any time through your account dashboard or by contacting our support team at support@vazeeray.com. Cancellation takes effect at the end of your current billing period. You will retain access to the Platform until the end of the paid period. No refund will be issued for any portion of an unused subscription period.

13.3 Termination by Vazeeray

Vazeeray may suspend or terminate your account at any time with immediate effect, without notice or liability, if we reasonably believe that you have:

- Breached any provision of these Terms
- Used the Platform for any prohibited purpose
- Engaged in fraudulent, deceptive, or unlawful activity
- Failed to pay any outstanding fees after a reasonable cure period
- Acted in a manner that poses a risk to the Platform, other users, or third parties

Vazeeray may also terminate these Terms and your account for any reason upon thirty (30) days' written notice to you..

13.4 Effect of Termination

Upon termination, your access to the Platform will cease immediately. Vazeeray may delete your account data in accordance with our data retention policy as set out in the Privacy Policy. Any accrued payment obligations survive termination. Sections relating to intellectual property, confidentiality, limitation of liability, indemnification, and governing law survive termination of these Terms.

14. Governing Law and Dispute Resolution

14.1 Governing Law

These Terms shall be governed by and construed in accordance with applicable law. The parties agree to attempt to resolve any dispute arising out of or in connection with these Terms through good faith negotiation in the first instance.

14.2 Dispute Resolution

If a dispute cannot be resolved through negotiation within thirty (30) days, either party may refer the matter to binding arbitration under rules mutually agreed upon by the parties. The language

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of arbitration shall be English. Each party shall bear its own costs in the first instance unless otherwise ordered by the arbitrator.

14.3 Injunctive Relief

Nothing in this Section shall prevent either party from seeking urgent injunctive or other equitable relief from a court of competent jurisdiction where necessary to protect its intellectual property rights or confidential information.

15. General Provisions

15.1 Entire Agreement

These Terms, together with the Privacy Policy and any executed Service Agreement, constitute the entire agreement between you and Vazeeray with respect to the subject matter hereof and supersede all prior or contemporaneous representations, understandings, or agreements.

15.2 Severability

If any provision of these Terms is found to be invalid, unenforceable, or void by a court of competent jurisdiction, that provision shall be modified to the minimum extent necessary to make it enforceable, and the remaining provisions shall continue in full force and effect.

15.3 Waiver

No failure or delay by Vazeeray in exercising any right under these Terms shall constitute a waiver of that right. No waiver of any breach shall be deemed a waiver of any subsequent breach of the same or any other provision.

15.4 Assignment

You may not assign or transfer your rights or obligations under these Terms without prior written consent from Vazeeray. Vazeeray may assign its rights and obligations under these Terms in connection with a merger, acquisition, or sale of assets without your consent.

15.5 Force Majeure

Vazeeray shall not be liable for any failure or delay in performance resulting from causes beyond our reasonable control, including but not limited to natural disasters, acts of government, telecommunications failures, internet outages, or other force majeure events.

15.6 Notices

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Notices to you under these Terms will be sent to the email address associated with your account. Notices to Vazeeray should be sent to legal@vazeeray.com. Notices are deemed received within 24 hours of sending by email.

16. Contact Information

If you have any questions, concerns, or complaints regarding these Terms, please contact us:

Vazeeray Pvt Ltd

Email: support@vazeeray.com

Website: www.vazeeray.com

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