

USER AGREEMENT

Last updated: March 20, 2026

1. GENERAL

1.1 PLEASE READ THIS AGREEMENT CAREFULLY.

This User Agreement (hereinafter referred to as the "Agreement") is a legally binding agreement between you or the entity you represent (hereinafter referred to as "you" or the "User") and Waterdrop International Pte. Ltd. and its affiliates (collectively referred to as "we," "us," "our," or the "Company"). For the purposes of this Agreement, "Product" refers to GetaClaw, including its web-based functions, related local executable programs or components, and core functionalities; "Service" refers to the Product together with any related websites, features, content, subscription offerings, updates, and ancillary services made available by the Company. This Agreement governs your access to, download, installation, and use of the Service.

THIS IS A LEGAL AGREEMENT. PLEASE READ THE FOLLOWING TERMS CAREFULLY BEFORE USING THE SERVICE. BY DOWNLOADING, ACCESSING, INSTALLING, OR USING GetaClaw, OR BY CLICKING "ACCEPT" IN RESPONSE TO THIS AGREEMENT, YOU AGREE TO BE BOUND BY THIS AGREEMENT, AS WELL AS ANY OTHER POLICIES OR SERVICE RULES THAT HAVE BEEN PROVIDED TO YOU. IF YOU DO NOT AGREE TO THESE TERMS OR YOU ARE NOT ELIGIBLE (SEE SECTION 1.3), DO NOT DOWNLOAD, ACCESS, INSTALL, OR USE THE SERVICE.

1.2 CHANGES TO THE AGREEMENT.

WE MAY MODIFY THIS AGREEMENT FROM TIME TO TIME. IN THE EVENT OF ANY MATERIAL CHANGES TO THIS AGREEMENT, WE WILL POST THE REVISED TERMS ON THE WEBSITE OR THROUGH OTHER REASONABLE MEANS PRIOR TO THE EFFECTIVE DATE OF SUCH CHANGES. IF YOU DO NOT AGREE TO THE PROPOSED CHANGES, YOU MUST DISCONTINUE YOUR USE OF THE SERVICE BEFORE THE REVISED TERMS TAKE EFFECT. YOUR CONTINUED USE OF THE SERVICE FOLLOWING THE EFFECTIVE DATE OF THE UPDATED AGREEMENT SHALL CONSTITUTE YOUR ACCEPTANCE OF AND AGREEMENT TO BE BOUND BY THE MODIFIED AGREEMENT.

1.3 Eligibility.

You may use the Service only if you are legally capable of entering into this Agreement and meet the eligibility requirements set out below. By agreeing to this Agreement, you represent and warrant to us that:

(a) You are at least 18 years old or the legal minimum age of majority in your

jurisdiction, whichever is higher. The Service is strictly prohibited for use by minors. If you do not meet the age requirement, you must immediately stop using the Service.

(b) You have not been suspended from using the Service or removed from the Service due to a violation of this Agreement, other improper conduct or any other reason.

(c) You acknowledge and agree that the Service is not available to users in the Mainland China. You shall strictly comply with the laws and regulations of your jurisdiction and the place where the Service is operated, and shall not employ any technical means to circumvent geographical restrictions, so as to ensure that your network access activities are legal and compliant.

1.4 Service Description.

All features are provided:

(a) on an "**as-is** and **as-available**" basis without suitability or uptime guarantees unless stated in a separate enterprise agreement;

(b) with dynamically adjustable feature sets based on user subscription tiers;

(c) subject to ongoing modification, improvement, or enhancement of the Service from time to time to continuously optimize the user's experience. Some minor updates may be automatic and you will not receive any notice. Any updated or future versions of the Service are also subject to this Agreement.

1.5 Fees.

The Service is provided in the form of free services and paid services. The specific scope, content, price and other applicable terms shall be subject to the display and description on the subscription page.

(a) Nature of Service and Refund Policy

You understand and agree that the Service is a digitally delivered service. To the maximum extent permitted by applicable law, once your subscription order becomes effective and the relevant Service or related benefits have been activated or used, the applicable fees are non-refundable and non-transferable, except as otherwise expressly provided in this Agreement or required by mandatory laws or regulations. Your unilateral termination of the service does not constitute a valid justification for requesting a refund of fees already paid. Before purchasing a subscription, we recommend you fully utilize the free trial services, you should review the benefit details, price, subscription cycle, and usage rules, and carefully verify your account information to ensure a cautious purchase.

(b) Payment Errors and Liability

In the event of a deduction error, both the Company and the User shall cooperate in good faith to identify the cause. Liability for losses shall be allocated as follows:

(i) Each party shall bear the losses resulting from its own fault.

(ii) In cases of comparative negligence, responsibility shall be apportioned based on the degree of each party's respective fault.

(iii) If both parties are at fault but the degrees of fault cannot be distinguished, liability shall be shared equally.

(c) Price Adjustments

The Company may, based on service planning, adjust the pricing standards and charging methods for future new subscriptions and renewal cycles. Any such adjustments will be prominently displayed in advance on the subscription pages. These adjustments will not affect the price or services of a subscription cycle that has already been paid for and is currently in effect. Before purchasing a new subscription or processing a renewal, you should review the latest published pricing information in advance.

(d) Third-Party Platform Payments

Payments for subscriptions initiated through our website will be processed directly by designated third-party payment gateways. All such transactions are subject to the terms of service and refund policies of the respective payment providers.

(e) Subscription Management

You acknowledge that you are solely responsible for managing your subscription settings, including renewals and cancellations, through your account settings on GetaClaw's website.

1.6 Licensing.

The Company grants you a limited, non-exclusive, non-transferable, revocable license to access and use the Service for your own personal, non-commercial purposes only. If you wish to use the Service for commercial purposes (or other unauthorized purposes), you must acquire separate written permission from the Company to do so.

1.7 Jurisdictional Issues

This Service shall be governed by the laws of Singapore, where the Company is located. You are responsible for ensuring that your access to and use of the Service complies

with Singapore laws and, where applicable, with additional requirements of your own jurisdiction. Access to this Service from any jurisdiction that deems the content or operation of this Service illegal is strictly prohibited.

2. PRODUCTS AND SERVICES

2.1 Functionality.

The Product provides functionalities including, but not limited to, basic AI conversational features and other AI-related functionalities:

(a) Based on the content of your interaction with this Product, the Product may parse your intent, understand the interface, and automatically plan and execute operational processes without requiring your manual clicks (collectively referred to as the "AI-Assisted Operation Capabilities"). You understand and agree that the AI-Assisted Operation Capabilities of this Product generate operational instructions automatically based on the results of the algorithm model's understanding of your intent. Therefore, prior to using the AI-Assisted Operation functions, you shall assess the potential risks of errors in such understanding and operation, and further agree to the following:

(b) You expressly authorize the Product, to the extent necessary for the realization of the AI-Assisted Operation Capabilities, to identify and parse your operational intent and execute corresponding operations based on the content and interaction instructions you input;

(c) The aforesaid authorization is a necessary authorization for achieving the operational purposes proactively initiated by you, and within the scope of this authorization, you agree that the Product may automatically generate and execute device operation instructions;

2.2 Special Provisions on the Product and Corresponding services.

GIVEN THE REAL-TIME NATURE OF THE AI-ASSISTED OPERATION CAPABILITIES, YOU SHALL EXERCISE DUE CAUTION WHEN ISSUING HIGH-RISK INSTRUCTIONS, IN PARTICULAR THOSE INVOLVING SYSTEM SETTINGS, FILE MODIFICATIONS, DATA DELETION AND THE LIKE.

At the same time, you shall independently make real-time judgments on and provide final confirmation for each operational action executed by the Product. To protect your legitimate rights and interests, the Product provides you with a visible operation interface and a "Stop" button, which you may click at any point during the execution process to interrupt the operation. We shall not be liable for any data loss caused by accidents occurring during the repair or cleaning process. Therefore, prior to using

functions that involve changes to files or system environments on your terminal, including but not limited to system repair, performance optimization, file organization and similar functions, we strongly recommend that you back up your important data. Notwithstanding the foregoing, the decision of whether to perform such backup shall be made by you in your sole discretion, and you shall bear all corresponding consequences arising therefrom.

2.3 Input and output of the Product.

The content generated by this Product does not represent the position of the Company. In circumstances that may have a material impact on you or relevant parties (e.g., professional scenarios or fields such as law, medical care, and finance), this Product shall not be a substitute for the professional advice provided by qualified professionals to you, and the relevant content is for your reference only. You shall be legally liable for any judgments made or subsequent relevant actions taken by you based on the generated content. You shall ensure that your use of the Product complies with the provisions of Section 4 User Usage Norms of this Agreement, and use the Service in a prudent, rational, and legal manner.

3. YOUR ACCOUNT

3.1 Account Registration.

Before using the Service, you may need to complete the registration process and obtain an account in accordance with our requirements. When you register for an account to access the Service ("Account"), you are responsible for safeguarding any and all Account details and access credentials, and you shall be responsible for any use of the Account or Service and all activities that occur under your Account, regardless of whether the activities are authorized or undertaken by you. Any breach of this Agreement or any use of your Account by anyone will be treated as if the breach or use had been carried out by you, and will not relieve you of your obligations to us. We may deny you the right to create an Account.

3.2 Provision of Information.

You warrant and represent that the registration information you provide is true, accurate, legal, and valid, and shall update such information in a timely manner. If you choose to refuse to provide the registration information, or the materials submitted/information provided are inaccurate, untrue, non-standard, or if we have reasonable grounds to suspect that the information is erroneous, false or illegal, we shall have the right to refuse to provide you with the relevant functions, and you may be unable to use the Service or may have some functions restricted during use. If we

discover that you have engaged in illegal or irregular acts such as obtaining account registration by means of false information, as well as acts in breach of the provisions of this Agreement, we shall have the right to unilaterally take measures such as ordering correction within a time limit, suspending use, and canceling the account without prior notice.

3.3 Account Ownership and Use Restrictions.

The Account is for your personal use only and shall not be gifted, lent, leased or resold to any third party. You shall adopt necessary and effective measures to keep the Account and its password confidential and secure. All operations conducted under the Account shall be deemed to have been performed by you, and you shall bear all legal consequences arising therefrom. If the Company discovers or has reasonable grounds to believe that the actual user of the Account is not the original registrant, the Company shall be entitled to immediately suspend or terminate the provision of the Service to such registered Account, or cancel the Account, for the purpose of safeguarding Account security.

3.4 Accounts Created.

You may register an Account using direct verification methods provided by us (such as your mobile phone number) or, as may be supported by the Product from time to time, via a third-party platform. We have no obligation to retrieve Accounts created via third-party platform accounts or for such third-party accounts. You acknowledge and agree that if your Account is not directly registered and created via the Service and instead you register for an Account through a third-party platform account (e.g., through your Google account), then the applicable third party that operates the platform for the account through which you register (e.g. the relevant entity providing the Google account service) is responsible for that account and the information associated with that account, including the user ID or password used to create an Account. We have no obligation to retrieve such account or the information associated with that account, including the user ID or password used to create the Account or otherwise provide services in connection with such account or user ID. All matters relating to such third party account and user ID shall be resolved by you and the applicable third party, provided that you shall inform us in the event that the account or the information, including the user ID or password used to create the Account, is stolen or otherwise not used in an ordinary course.

3.5 Account Deletion

You may request to delete your Account at any time by contacting us at support@getaclaw.ai. Upon deletion, your right to use the Service and access your

Cloud Instances will cease. We will process your account deletion request within fifteen (15) working days. All associated data, including Account and connection data stored on our servers, will be permanently deleted or anonymized in accordance with our Privacy Policy, subject to applicable legal retention requirements. This action is irreversible. You acknowledge that your dialogue history and generated content are stored locally on your own device; therefore, we have no access to or control over such data, and it is your sole responsibility to manually delete those local files if you wish to remove them.

4. USER'S RIGHTS AND OBLIGATIONS

4.1 You shall be responsible for your use of the Product and the Service.

Unless permitted by law or with the Company's prior written consent, in the course of using the Product and the relevant Service, you shall not:

- (a) Interfere with, damage, modify, monitor, or copy the normal operation of the Product and the relevant Service, or commit any other acts that exert improper influence thereon;
- (b) Develop, train or operate any products, services, models or systems that are in competitive relationship with the Company or its affiliated parties by virtue of the Product;
- (c) Engage in any acts endangering the security of computer information systems, networks or data by means of or in respect of the Product and the relevant Service, including but not limited to:
 - (1) Illegally intruding into, controlling or interfering with the normal functions of others' computer information systems or networks, or stealing, tampering with or deleting network data;
 - (2) Developing, disseminating or providing programs, scripts, tools or methods specially designed for the aforesaid acts;
 - (3) Providing technical support, interface calls, promotion, payment and settlement or other assistance to others with knowledge that such persons are engaging in network security-endangering activities;
 - (4) Using, obtaining, managing or controlling any third-party systems, servers, devices or accounts without legal authorization;
 - (5) Accessing public computer networks or others' computer systems without permission and performing acts such as deleting, modifying, adding or copying stored

information;

(6) Detecting, scanning or testing the vulnerabilities, weaknesses or security mechanisms of the Product or any third-party systems;

(7) Uploading or posting any virus, worm, spyware or any other computer code, file or program that may or is intended to disable, overburden, impair, damage or hijack the operation of any hardware, software or telecommunications equipment or any other aspect of the Service or communications equipment and computers connected to the Service;

(8) Forging or tampering with network data packets or communication protocol identifiers;

(9) Maliciously registering accounts, including but not limited to bulk account registration, frequent account switching, circumventing risk control mechanisms, etc;

(10) Other acts endangering the security of computer information systems, networks or data in any form.

(d) When using the functions of the Product with AI-assisted operation capabilities, you shall ensure that:

(1) The relevant operations are limited to the devices, systems, accounts or environments for which you yourself legally hold the right to use, manage or control;

(2) You shall not obtain or attempt to exercise any unauthorized control, access or operation over others' devices, accounts or systems by means of impersonating others' identities, stealing accounts or other such methods;

(e) Engage in any illegal, irregular or improper activities by virtue of the Product and the relevant Service, including but not limited to fraud, deception, misleading conduct, phishing, money laundering, illegal marketing, academic misconduct, and passing off artificially generated content.

4.2 You fully understand and agree that you shall be solely responsible for all your acts in using the Product and the Service, including any content you post, input or upload and any consequences arising therefrom.

You shall not induce the AI-related Service to generate content in violation of applicable laws and regulations, social morality or public order and good morals by inputting content, thereby producing outputs that result in unfriendly conversations, interfere with the normal operation of the Service, or infringe upon the legitimate rights and interests of others, among other such outcomes. "Input Content" means the

content entered by the User for the purpose of using the Product. You shall bear sole responsibility for any disputes or risks arising from your Input Content, including but not limited to:

(a) abusive, bullying, defamatory, harassing, harmful, hateful, inaccurate, infringing, libelous, objectionable, obscene, offensive, pornographic, shocking, threatening, unlawful, violent, vulgar, pedophilic, invasive of another's privacy including bodily privacy, insulting or harassing on the basis of gender, libelous, racially or ethnically objectionable, relating or encouraging money laundering or gambling, or otherwise inconsistent with or contrary to the applicable laws in force;

(b) promoting any product, good or service, or bigotry, discrimination, hatred, intolerance, racism or inciting violence (including suicide);

(c) belonging to another person over which you do not have any right;

(d) harming minors in any way;

(e) deceiving or misleading the addressee or recipient of such information about the origin of such information;

(f) threatening the unity, integrity, defense, security or sovereignty of any country, friendly relations with foreign states, or public order or causes incitement to the commission of any cognizable offence or prevents investigation of any offence or is insulting other nation.

(g) patently false or untrue and having been written or published with the intent to harass or mislead for financial gain, or causing injury to any person; or is patently false or misleading, but knowingly and intentionally communicated as it can be reasonably perceived as a fact;

(h) infringing any patent, trademark, copyright or other proprietary rights;

The uploading or posting of any objectionable content may subject you to third party claims and none of the rights granted to you in this Agreement may be raised as a defense against any third party claims arising from your uploading or posting of such objectionable content. You also agree not to use the Service for illegal or unlawful purposes, including, without limitation, to stalk any other User or to encourage any User to harm himself or herself or any other person. If you encounter any objectionable content on the Service, then please immediately email or inform us through the functionality offered on the Service. You acknowledge and agree that GetaClaw provides you with the ability to report objectionable content as a courtesy, and GetaClaw has no obligation to take any other action with respect to any objectionable

content on the Service that you report to us, noting that dialogue history is stored locally on your device.

However, we, in our sole discretion, may take any actions we deem necessary and/or appropriate against any User who uploads or posts objectionable content on the Service, including, but not limited to, warning the User, suspending or terminating the User's Account, removing all of the User's content uploaded or posted on the Service and/or reporting the User to law enforcement authorities, either directly or indirectly.

4.3 Unless you have obtained legal authorization, you shall not use any content materials with intellectual property rights in this product that are not provided by this product, including but not limited to texts, pictures, videos, etc.

4.4 To comply with legal and regulatory requirements, the Company has the right to use technical or manual means to review users' behaviors in using this service. It also has the right to take reasonable disposal measures, such as stopping generation, stopping transmission, and elimination, to deal with content that we or the competent regulatory authorities believe violates any law, this Agreement, or the privacy policy. However, such review does not mean that we assume additional responsibilities, and you shall be fully responsible for all conduct under your registered account.

4.5 High-Risk Prohibitions. The Product may not be used with content that:

(a) supports the operation of critical infrastructure (e.g., nuclear facilities, medical devices);

(b) promotes illegal activities or harms the Company's reputation.

4.6 Violations of Section 4 may result in:

(a) immediate account termination;

(b) legal liability for damages;

(c) reporting to authorities where required by law.

5. PRIVACY AND CONFIDENTIALITY

All Personal Information provided by you to the Company shall be maintained in strict confidence and protected in accordance with the Company's Privacy Policy. The Company shall not disclose your Personal Information except for the following statutorily permitted circumstances:

5.1 The Company shall fully cooperate with the disclosure requirements of a valid court order, subpoena or other legal process issued by a competent law enforcement or

governmental authority of Singapore or any applicable jurisdiction;

5.2 The Company may disclose your Personal Information when the Company in good faith and reasonably determines that such disclosure is necessary to:

- (a) comply with applicable laws, rules and regulations;
- (b) enforce the Company's legal agreements with you;
- (c) protect the legitimate legal rights, property or personal safety of the Company, its consumers, or the general public;
- (d) respond to a valid request from a governmental authority;
- (e) detect, prevent or address fraud, security breaches or other illegal activities.

5.3 By accepting this Agreement, you agree to hold the Company harmless from any third-party claims arising out of the Company's good faith compliance with the above disclosure provisions or any actions taken by law enforcement authorities based on the information disclosed in accordance with this Section. This provision shall not limit or waive any statutory privacy rights you may have under applicable Singapore laws (including the Personal Data Protection Act), which cannot be waived by contractual agreement.

5.4 You acknowledge and agree that to provide the AI-Assisted Operation Capabilities, the text instructions you input may be securely transmitted via our API proxy to third-party Large Language Model (LLM) providers for real-time processing. The processing of such transmitted data by third-party LLM providers shall be subject to their respective privacy policies and data retention practices, and the Company assumes no liability for the data processing activities of such third parties, except to the extent required by applicable law.

6. OWNERSHIP AND INTELLECTUAL PROPERTY

6.1 All intellectual property rights in and to the trademarks, service marks, URLs, text, service names and any combinations thereof (collectively, the "Marks") of the Product, as well as the copyrights, trademark rights, patent rights, trade secrets and other intellectual property rights in and to the Product, are owned by us or our affiliated companies and protected by intellectual property laws. Without the prior permission of us or our affiliated companies, you shall not display, use, apply to register as trademarks, register as domain names or otherwise deal with the aforesaid Marks in isolation or in any combination, nor shall you act in a manner that expressly or impliedly represents to any third party that you have the right to display, use or otherwise dispose of such Marks. You shall warrant that you will not attack the Service in any

manner, modify, adapt or translate the software, technologies, materials or the like used in the Service, nor shall you attempt to discover the source code, technologies of the Product, impose technical restrictions or engage in other similar acts through reverse engineering, decompilation, disassembly, reverse-engineering of models, algorithms or system architectures or any other analogous acts; otherwise, you shall be liable for all legal consequences arising therefrom, and we shall have the right to pursue your legal liability in accordance with the law. Notwithstanding the foregoing, if any component of the Product (such as the local gateway program) is provided under an open-source license, your rights to reverse engineer, decompile, or modify that specific component shall be governed strictly by the applicable open-source license terms.

6.2 Without our prior written consent, you shall not, for any commercial or non-commercial purpose, independently or authorize any third party to exercise, exploit or transfer the aforesaid intellectual property rights, and we reserve the right to pursue legal liability for any such acts.

6.3 If any third party institution or individual raises a challenge or complaint regarding the ownership of intellectual property rights, disclosure of trade secrets or the like in connection with the relevant content involved in your use of the Service, or raises any relevant challenge or complaint regarding such rights in respect of the Service used by you, you shall be responsible for providing relevant right certification materials and cooperating with the relevant complaint handling work of such third party. You shall be responsible for resolving any claims, lawsuits or potential lawsuits arising therefrom and bear all costs and losses incurred thereby, whether such costs and losses are borne by you directly or advanced by the Company first.

6.4 All intellectual property rights owned by each party prior to the execution of this Agreement shall remain the property of the respective party or the original right holder; no transfer of intellectual property rights or other rights shall occur by virtue of the execution or performance of this Agreement by the parties. We make no representations or warranties as to the ownership or validity of any intellectual property rights in or to any content you input into or generate through the Service. You shall be solely responsible for determining the ownership and validity of such intellectual property rights, and for resolving any disputes arising therefrom. The Company shall not be liable for any losses or liabilities arising out of or in connection with such matters, and you shall indemnify and hold the Company harmless from and against any claims, losses, damages, or expenses arising therefrom.

6.5 Due to the nature and characteristics of artificial intelligence and machine learning, the output you created may have certain similarities with the other output created by

other users on GetaClaw, we do not guarantee the uniqueness of the output you obtained. You shall pay special attention to and be fully aware of the fact that, due to the particularity and complexity of AIGC and the uncertainty of copyright law, we does not guarantee that your output generated through your use of GetaClaw can be used for copyright registration. You acknowledge and voluntarily undertake all the risks that may arise from such legal risks (e.g., the inability to register copyrights, etc.) and the subsequent unfavorable changes in laws and regulations.

6.6 The Company provides technical support for the development and operation of the Product, and shall own all rights in and to all data and information generated in the course of the development, operation and other processes of the Product to the extent permitted by applicable laws and regulations.

6.7 We respect the intellectual property rights and other legitimate rights and interests of right holders and actively take effective measures to protect others' intellectual property rights and other legitimate rights and interests. If a right holder of intellectual property rights or other rights believes that this service infringes upon their legitimate rights and interests, they may report or file a complaint through the designated customer support email, provide us with their opinions, and submit corresponding supporting materials. We will attach great importance to such opinions and take handling measures in accordance with the law.

7. EXPORT COMPLIANCE

You agree not to use, export, re-export, transfer, or make the Product or the Service available in any manner that violates applicable export control laws and regulations of Singapore or other relevant jurisdictions, including but not limited to restrictions on dual-use technologies, embargoed destinations, prohibited end-users, or military applications.

8. THIRD PARTY WEBSITE

You acknowledge and agree that the availability of the Service may be dependent on third party websites ("Third Party Websites") from which you access the Service. You acknowledge that this Agreement is between you and the Company, and not with the applicable Third Party Websites. Each Third Party Website may have its own terms and conditions to which you must agree before accessing the Service from it. You agree to comply with, and your license to use the Service is conditioned upon, your compliance with, the applicable Third Party Website terms and conditions. To the extent that other terms and conditions from the applicable Third Party Website are less restrictive than, or otherwise conflict with, the terms and conditions of this Agreement, the more restrictive or conflicting terms and conditions in this Agreement will apply.

9. COMPLAINTS AND SUGGESTIONS

9.1 If you believe that the Service infringes your intellectual property rights or other legitimate rights, or if you discover any illegal, false information or any use that violates this Agreement, you shall promptly contact the Company (support@getaclaw.ai, or other publicly disclosed contact methods available in the Product for reaching us). Upon receipt of your complaint, we will process it and take reasonable remedial measures in a timely manner, including ceasing generation, suspending transmission and removing the relevant content.

9.2 The Company attaches great importance to the compliance of the output content and shall adopt reasonable and necessary security measures to filter and review inappropriate content. If you discover that the content outputted or the processing results returned by the Product and the relevant Service are unreasonable, defective or have other issues, you are welcome to provide feedback to us at any time via the aforementioned contact methods. We sincerely appreciate your supervision and support.

9.3 We will provide an initial response to your relevant feedback within 15 working days after you submit a complaint or suggestion.

10. WARRANTY DISCLAIMER

10.1 We perform our statutory network security protection obligations in accordance with applicable law, adopt reasonable security protection measures, and use reasonable efforts to maintain the operation of the Product and the Service. We shall not be liable for any losses arising from Force Majeure events, network failures of telecommunication operators, malfunctions of your own equipment, improper operations by you, or malicious third-party attacks that cannot be avoided despite our performance of applicable statutory security protection obligations. For service interruptions, data leaks or property losses caused by our failure to perform statutory security protection obligations or inherent technical defects of the Product, we shall bear corresponding compensation liability in accordance with applicable Singapore laws.

10.2 The Service are deeply integrated with artificial intelligence (AI) technology, and its underlying AI capabilities are realized by calling interfaces of compliant third-party Large Language Models (LLMs). You fully acknowledge and agree that AI technology has inherent technical limitations, which are subject to multiple factors including technology maturity, algorithm logic, iteration of third-party LLMs, and service rules of third-party LLMs:

(a) We always recommend that you conduct independent and prudent verification,

judgment and screening of the AI-generated output content before using the Service, and independently evaluate the accuracy, completeness and applicability of the output results. The content generated by the Product is for reference only and does not constitute professional advice in any field including but not limited to law, medical treatment and finance. To the fullest extent permitted by applicable Singapore laws, we make no express or implied warranty on the absolute accuracy, completeness or applicability of the output content beyond the scope of the core functions published on the Product page. Any risks and legal consequences arising from any decisions, operations or actions you make based on the output content shall be borne solely by you.

(b) You understand and agree that the realization of AI-assisted operation capabilities depends on multiple objective factors, including intent recognition and algorithm analysis of third-party LLMs, system compatibility, network status, equipment environment, and rules of third-party platforms. The execution results of such capabilities have inherent risks including but not limited to recognition deviation, execution delay and function adaptation failure. To the fullest extent permitted by applicable Singapore laws, we make no express or implied warranty on the accuracy, completeness, applicability, timeliness of the AI-assisted operation results, or their consistency with your expectations. Furthermore, as the local execution depends on certain open-source components, we do not warrant that such components are entirely free from defects or vulnerabilities inherent in their respective open-source versions.

(c) To help you better mitigate usage risks, we always recommend that you carefully check the instruction content, confirm the operation scope, and perform your prudent verification obligation before initiating any instruction or executing any operation. If equipment abnormalities, operation deviations, response errors of third-party applications, data losses or other related issues occur due to your failure to perform the prudent verification obligation, vague instruction wording, non-compliant operations, or execution based on your independent decision-making, you shall independently evaluate and bear the corresponding risks and consequences. To the fullest extent permitted by applicable Singapore laws, we shall not be liable for any losses arising under the aforesaid scenarios.

(d) For the relevant issues caused by the inherent technical limitations of third-party LLMs (including but not limited to output hallucinations, factual deviations, incorrect technical solutions, intent recognition errors, interface service interruptions, and function adaptation failure caused by model iteration), we shall not be liable to you for breach of contract or compensation for the aforesaid inherent technical risks of the LLMs.

10.3 We will use our reasonable endeavours to ensure the compatibility between the Product and third-party platforms. However, you acknowledge and agree that the continuous availability of certain functions depends on the interface, page structure, and service rules of such third parties. If the relevant functions of the Product become unavailable or defective due to changes, updates, or restrictions imposed by third-party platforms, we shall not be liable for any resulting service interruptions. In such events, our sole obligation is to strive for adaptation and optimization within a commercially reasonable period, but we do not guarantee that all functions can be fully restored to their original state.

10.4 To the fullest extent permitted by applicable Singapore laws, in no event shall we be liable to you for any indirect, consequential, incidental, punitive or exemplary damages, including but not limited to loss of profits, loss of goodwill, loss of data, or losses arising from business interruption, whether such liability is based on contract, tort (including negligence), strict liability or any other legal theory, even if we have been advised of the possibility of such damages.

10.5 Except for the warranties expressly set out in this Clause, to the fullest extent permitted by applicable Singapore laws, we make no other express or implied warranties in respect of the Product and the Service, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, and non-infringement of third-party rights. The Product and the Service are provided to you on an "as is" and "as available" basis.

10.6 No advice or information, whether oral or written, obtained by you from us shall create any warranty not expressly stated in this Agreement. Your use of the Product and the Service is solely at your own risk.

11. ARBITRATION AGREEMENT

Please Read This Following Clause Carefully. It May Significantly Affect Your Legal Rights, Including Your Right to File a Lawsuit in Court.

11.1 We are available by email at support@getaclaw.ai to address any concerns you may have regarding your use of the Service. Most concerns may be quickly resolved in this manner. Each of you and the Company agree to use best efforts to settle any dispute, claim, question, or disagreement directly through consultation and good faith negotiations which shall be a precondition to either party initiating a lawsuit or arbitration.

11.2 If we do not reach an agreed upon solution within a period of thirty (30) days from the time informal dispute resolution is pursued pursuant to Article 11.1, then either

party may initiate binding arbitration. Any dispute, controversy or claim arising out of or relating to this Agreement, including the validity, invalidity, breach or termination thereof, shall be settled by the Singapore International Arbitration Centre (SIAC) under the SIAC Arbitration Rules in force when the Notice of Arbitration is submitted. The number of arbitrators shall be three unless parties agree on a sole arbitrator. The arbitration shall be conducted in English language. The arbitral award shall be binding and final.

11.3 You and the Company each further agree that any arbitration shall be conducted in your respective individual capacities only and not as a class action or other representative action, and you and the Company each expressly waive your respective right to file a class action or seek relief on a class basis. If any court or arbitrator determines that the class action waiver set forth in this paragraph is void or unenforceable for any reason or that an arbitration can proceed on a class basis, then the arbitration provision set forth above in Article 11.2 shall be deemed null and void in its entirety and the parties shall be deemed to have not agreed to arbitrate disputes.

11.4 This Agreement and all matters arising out of or relating to this Agreement shall be governed by and construed in accordance with the laws of Singapore, without reference to its conflict of laws principles.

12. CONTACT INFORMATION.

ALL QUESTIONS, NOTICES, REQUESTS OR REQUESTS REGARDING THIS AGREEMENT AND THE PRIVACY POLICY SHALL BE SENT TO THE COMPANY:

FOR TECHNICAL SUPPORT: support@getaclaw.ai

13. TERM AND TERMINATION OF THIS AGREEMENT

13.1 Term.

This Agreement is effective from the date you first use the Service and shall continue as long as you use the Service or until the Agreement is terminated by you or the Company.

13.2 Termination by you.

You may terminate this Agreement at any time by ceasing your access and use of the Service.

13.3 Termination by the company.

If the Company has reason to believe that you have violated any of the terms of this Agreement, the Company can terminate this Agreement unilaterally without prior

notice. The Company can also terminate this Agreement with written notice to you.

13.4 Survival.

The provisions of this Agreement which by their nature should survive the termination of this Agreement shall remain in full force and effect after such termination.

14. INDEMNIFICATION

14.1 Indemnification.

To the fullest extent permitted by applicable law, you agree to indemnify, defend, and hold harmless the Company, its affiliates, third-party partners, and their directors, officers, agents, employees, and representatives, for any losses, costs, liabilities, and expenses (including but not limited to court costs, legal fees, awards, or settlements) relating to or arising out of your use of the Service, including any breach by you of this Agreement.

15. MISCELLANEOUS

15.1 Entire agreement.

Except as stated herein, this Agreement constitutes the entire and exclusive agreement between you and the Company regarding your use of the Service. This Agreement supersedes and replaces any and all prior oral or written understandings or agreements between you and the Company regarding your use of the Service.

15.2 Force majeure.

The Company will not be responsible for any failure to perform its obligations under this Agreement due to circumstances beyond its reasonable control, including, without limitation, acts of God, war, riot, terrorism, embargoes, acts of civil or military authorities, fire, flood, or accidents.

15.3 Assignment.

Neither the rights nor obligations arising under this Agreement may be assigned by you, and any such attempted assignment shall be void and have no effect.

15.4 No waiver.

No failure or delay by the Company in exercising any right, power, or remedy under this Agreement shall operate as a waiver thereof, nor shall any single or partial exercise of any such right, power, or remedy preclude any other or further exercise thereof. Any waiver of any provision of this Agreement shall be effective only if it is in writing and signed by an authorized representative of the Company.

15.5 Severability.

When any provision of this Agreement is held to be invalid or unenforceable, the provision shall be deemed modified to be valid and enforceable to the maximum extent permitted by law. If the provision cannot be so modified, then such provision shall be considered omitted and the remaining terms will still be valid and binding.

15.6 Modification of this Agreement.

The Company reserves the right to modify, amend, or update this Agreement from time to time at its sole discretion. Any such changes will be effective immediately upon posting the updated Agreement within the Product interface or on our official website. It is your responsibility to review this Agreement periodically. Your continued use of the Product following the posting of the revised Agreement constitutes your binding acceptance of such changes. If you do not agree to the modified terms, your sole remedy is to cease using the Service.