

Synthesys Terms of Service

Last Updated: August 4, 2026

THIS AGREEMENT CONTAINS BINDING CLASS ACTION AND JURY TRIAL WAIVER CLAUSES IN SECTION 11 BELOW THAT ARE APPLICABLE TO YOU AND US.

These Terms of Service (“Terms,” “Agreement”) are an agreement between Synthesys LLC FZ (“Synthesys,” “We,” “us”) and the person (natural or legal) (“You,” “Customer”) and govern Your access to and use of any website, platform, product, service, software, or offering provided by Synthesys (collectively, the “Services”), including but not limited to the www.synthesys.app website, the Synthesys Partner Program, the Partner Software License, and any other products or services offered by Synthesys now or in the future.

These Terms apply regardless of the platform or payment processor through which You purchase or access the Services, including Stripe, Whop, Fanbasis/Commas, or any other third-party payment processor or marketplace.

Your use of or purchase of any Services is conditioned on Your acceptance without modification of these Terms, the Privacy Policy, and any applicable product-specific policies (including the Synthesys Partner Program Refund Policy). If You are accessing or using the Services on behalf of Your company, You certify that You have the authority to accept this Agreement on behalf of it. By signing up, accessing, purchasing, or using any Services, You acknowledge Your acceptance of this Agreement and consent to be bound by its terms and conditions. Violations of these Terms may result in termination of Service and legal action against You.

Do not use the Services if You do not agree to the Terms or if Your jurisdiction will not honor them. Persons under the age of 13 are not authorized to use the Services.

1. Our Services

1.1 Cloud Service

Synthesys enables You to build call operation AI Agents. Our service includes a versatile API for voice interactions, number provisioning, call handling, and a dashboard for customization and integration, such as customer service, outbound sales calls, information gathering, and surveys.

1.2 Professional Services

Beyond standard technical support, Synthesys offers customized professional services which include personalized consultations, advanced implementation assistance, optimization strategies, and more, tailored to Your specific needs. Please contact us at <https://synthesys.app> with any questions or requests.

1.3 Partner Program and Third-Party Platforms

The Synthesys Partner Program and Partner Software License are Services under these Terms. Purchases of the Partner Program are also subject to the separate Synthesys Partner Program Refund Policy, which is incorporated herein by reference.

When You purchase any Services through a third-party platform or payment processor (including but not limited to Whop, Stripe, or Fanbasis/Commas), these Terms remain the governing agreement between You and Synthesys. The third-party platform's terms may apply to Your relationship with that platform, but they do not modify, limit, or replace Your obligations to Synthesys under these Terms, including payment obligations, restrictions on chargebacks, and indemnification.

The Synthesys Partner Program and Partner Software License are offered as a software access and training product only. They are not a business opportunity, franchise, business-in-a-box, or income guarantee. Synthesys makes no representations that You will earn any money or achieve any particular results. Any success depends solely on Your own efforts.

2. Payment Terms

2.1 Payment

The information about Synthesys's service plans is posted on <https://www.synthesys.app/pricing>. Services are charged on a monthly basis ("Subscription Period") or as otherwise stated at the time of purchase. Upon signing up or purchasing, You will provide Synthesys (or the applicable payment processor) with a valid payment method and billing information. You authorize Synthesys and its payment processors to charge and/or place a hold on Your payment method with respect to any unpaid charges related to the Services.

2.2 Subscription

If You wish to cancel a subscription-based Service, You must delete Your workspace or remove all subscription-based items (e.g., phone numbers) before the end of the current Subscription Period. Failure to do so will result in the automatic renewal of the subscription items for the next Subscription Period, and You will be responsible for the applicable fees.

2.3 Automatic Payment

You authorize Synthesys and/or any company acting as billing agent for Synthesys (including Stripe, Whop, Fanbasis/Commas, or any other processor) to charge Your payment method, and to continue to attempt to charge and/or place holds with respect to all sums described herein until such amounts are paid in full, subject to Synthesys's rights of suspension and termination and other remedies for non-payment set forth herein.

2.4 Payment Method on File

You will provide Synthesys with updated payment method information upon request and any time the information You previously provided is no longer valid. You are solely responsible for

maintaining and updating Your payment information. Synthesys is not liable for any penalties or fees assessed by Your payment provider for insufficient funds or other charges incurred as a result of attempts to charge Your payment method.

2.5 Billing

Synthesys may issue invoices in any format it determines. Requests for additional copies or detailed usage information may incur additional charges. Issuing invoices does not limit Synthesys's right to automatically charge Your payment method on file.

2.6 Late Payment Fee

If the automatic payment method fails, You will be issued an invoice with a 14-day due date. If the invoice remains unpaid by the due date, a 7-day grace period will be provided. Synthesys reserves the right to suspend or stop Services if payment is not received within this grace period. For amounts not paid by the due date, Synthesys may charge a late payment fee equal to the lesser of 10% of the past due amounts or the maximum allowed by law. You will be liable for all costs associated with collection efforts, including attorneys' fees and court costs.

2.7 Service Changes

Synthesys may change the rates at any time by posting such change at <https://www.synthesys.app/pricing>. The new rate will apply to Your next billing cycle after the new rates have been published. If You do not accept the new rates, do not use the Service.

2.8 Chargebacks, Disputes and Payment Recovery

You agree that You will not initiate any chargeback, payment dispute, financing cancellation, or similar action with Your bank, card issuer, or any payment processor (including Stripe, Whop, Fanbasis/Commas, or any Buy Now Pay Later provider) without first contacting Synthesys in writing at support@synthesys.app and allowing at least ten (10) business days for Synthesys to investigate and respond.

By purchasing the Software License — whether paid in full or through any financing, installment, or Buy Now Pay Later (BNPL) service (including Splitit, Afterpay, Klarna, ClarityPay, PayPal Pay in 4 / Pay Later, Affirm, or any similar product) — you agree as follows:

If You initiate a chargeback, dispute, or financing cancellation without prior written notice and opportunity for Synthesys to resolve the matter, or if any such action is determined to be fraudulent, abusive, or without valid basis (including “friendly fraud”), then:

- You remain fully liable for the entire License fee plus any financing charges you incurred;
- You authorize Synthesys to charge any payment method on file;
- Synthesys may take any and all measures to recover the amounts owed, including referral to debt collection agencies, credit reporting, litigation in the courts of Dubai, United Arab Emirates, and enforcement of any judgment in any jurisdiction where you

reside or hold assets, plus recovery of all actual costs incurred (chargeback fees, collection fees, attorneys' fees, and enforcement costs);

- Your Partner account and all associated access and benefits may be immediately suspended or permanently terminated; and
- Any partner commissions previously paid will be clawed back immediately upon the dispute in order to recover the disputed or charged-back amount.

This Section applies to all purchases of any Services, whether billed directly by Synthesys or through any third-party platform or processor.

2.9 Fees, Non-Refundability and Commitment Term

All fees paid or payable under these Terms are **non-refundable**, except solely as required by applicable law or as expressly stated in a product-specific policy (such as the Partner Program Refund Policy).

Where a Service is offered with a minimum commitment period (for example, a twelve (12) month term), that commitment period applies regardless of the billing cycle selected (monthly, quarterly, or yearly). Quarterly or other installment billing is offered solely as a payment convenience and does not reduce or alter the minimum commitment term.

2.10 Early Termination

If You terminate a Service that is subject to a minimum commitment period before the end of that period, or if Synthesys terminates the Service for Your breach, You shall pay an early termination fee equal to twenty-five percent (25%) of the total remaining fees that would have been owed for the balance of the commitment period.

You authorize Synthesys to charge any payment method on file immediately for all amounts due under these Terms, including recurring fees, overages, late fees, chargeback recovery amounts, and any early termination fees.

2.11 Immediate Termination Rights

Synthesys may terminate or suspend Your access to any or all Services immediately and without prior notice upon:

- Non-payment or failure to maintain a valid payment method;
- Any violation of applicable laws or misuse of the Services;
- Any material breach of these Terms or any applicable product-specific policy.

3. Acceptable Use Policy

3.1 In General

Synthesys's Acceptable Use Policy constitutes an integral part of these Terms and is designed to prevent fraud and abuse of the Services and facilitate compliance with applicable laws. Any use of the Services or any other action that disrupts the integrity of any Synthesys system or service, or any vendor system or service, whether directly or indirectly, is strictly prohibited and may result in immediate termination of the Services.

You agree that You will not use the Services in ways that violate laws, infringe the rights of others, or interfere with the users or equipment of the Services. You shall use the Services only for lawful purposes. Synthesys reserves the right to immediately terminate Your Services if, in its sole and absolute discretion, Synthesys determines that You have used the Services for an unlawful purpose, including but not limited to violating Synthesys's Know-Your-Customer requirements.

You shall not use the Services in any way that is threatening, abusive, harassing, defamatory, libelous, deceptive, fraudulent, invasive of another's privacy, or constitutes any similar behavior. Initiating fraudulent chargebacks or payment disputes constitutes a violation of this Acceptable Use Policy.

3.2 Telemarketing and Telecommunications Compliance

You must not use the Services in violation of any applicable laws governing the making and sending of calls, texts, or other communications in any jurisdiction. This includes, without limitation, the Telemarketing and Consumer Fraud and Abuse Prevention Act, the Telephone Consumer Protection Act (TCPA) and related FCC rules, the FTC's Telemarketing Sales Rule, state telemarketing and Do-Not-Call laws in the United States, and any equivalent or similar laws, regulations, or codes of practice in other countries (including but not limited to Canada's CASL, the UK's PECR, Australia's Spam Act, and the EU ePrivacy rules).

Among other things, these laws and regulations may:

- Require You to obtain the prior express consent (and in some cases prior express written consent) for auto-dialed, prerecorded, or artificial-voice calls or texts;
- Require documentation or other support of such consent;
- Prohibit altering caller ID information with the intent to defraud, cause harm, or wrongfully obtain anything of value;
- Require You to include a clear disclosure of AI or artificial voice use at the beginning of the call;
- Require You to notify parties that the call is being recorded and, where required, obtain prior express consent to recording and to the use of third-party vendors for analytics;
- Prohibit making certain types of calls before 8 a.m. or after 9 p.m. at the called party's location; and
- Prohibit calling numbers on national, state, or organization-specific do-not-call registries.

If consumer consent is required under applicable law to place calls or send messages using the Services, You are solely responsible for obtaining and documenting the required level of

consent for each consumer You contact. Such documentation must be preserved for at least the minimum period required by law, and in any event for no less than five (5) years. Synthesys retains the right to audit Your use of the Services to verify compliance. Customers using AI voice for outbound calls must ensure their systems regularly scrub phone numbers against applicable (federal, state, and Customer-specific) Do-Not-Call lists, and in no event less frequently than every thirty-one (31) days.

You represent, warrant, and agree on an ongoing basis that:

(a) You are the sole maker and seller of all calls, texts, and messages placed or sent using the Services;

(b) You are solely responsible for compliance with all applicable telemarketing, telecommunications, privacy, and consumer protection laws in every jurisdiction in which You operate or place communications;

(c) Synthesys is solely a technology provider and does not control, initiate, determine the content of, time, or select the recipients of any call or message You make using the Services; and

(d) You will not use the Services in any manner that would cause Synthesys to be deemed a telemarketer, seller, initiator, or maker of calls under applicable law.

Synthesys does not provide legal advice regarding telemarketing or telecommunications compliance. You are solely responsible for obtaining Your own legal counsel on these matters.

3.3 Fraud Prevention and Rights of Publicity

You shall not use the Services to offer or otherwise make fraudulent goods, services, schemes, or promotions available to others, including make-money-fast schemes, Ponzi and pyramid schemes, or for phishing, pharming, harvesting, or similar deceptive practices. Providing altered, deceptive, or false information about the sender's identity or a call's origin is expressly prohibited.

You shall only use the AI voices You have the rights to use under the applicable laws and licenses. You must not use the voices of real people (or deceptively similar voices) without their consent, and You must not use real people's voices (or deceptively similar voices) for any purpose the relevant person has not authorized.

4. Indemnification

You agree to indemnify, defend, and hold harmless Synthesys, its officers, directors, employees, agents, and affiliates from and against any and all claims, losses, liabilities, damages, costs, and expenses (including reasonable attorneys' fees) arising out of or related to:

- (a) Your use of the Services, including any calls, messages, or communications made using the Services;
- (b) Any claim that Your use of the Services violated any law, regulation, or third-party right (including telemarketing, TCPA, privacy, or consumer protection laws);
- (c) Any chargeback, dispute, or payment claim initiated by You or by any third party in connection with Your account;
- (d) Your violation of these Terms or any applicable product-specific policy; and
- (e) Any content, data, or instructions You provide to the Services.

Synthesys reserves the right, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by You, in which event You will fully cooperate with Synthesys in asserting any available defenses.

You acknowledge and agree that You bear full legal responsibility for Your use of the Services and for any outputs generated by the Services. Synthesys shall have no liability for any legal or regulatory action, claim, fine, or penalty arising from how You use the Services or the content, calls, messages, or outputs produced by the Services.

5. WARRANTY DISCLAIMER

THE SERVICES PROVIDED HEREUNDER ARE PROVIDED “AS IS” AND “AS AVAILABLE” AND SYNTHESYS MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY SIMILAR WARRANTY WHETHER SAID WARRANTY ARISES UNDER PROVISIONS OF ANY LAW OF THE UNITED STATES OR ANY STATE THEREOF. SYNTHESYS MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE SERVICES ARE FREE OF RIGHTFUL CLAIMS OF ANY THIRD PARTY FOR INFRINGEMENT OF PROPRIETARY RIGHTS. THE ENTIRE RISK ASSOCIATED WITH THE SERVICES’ USE SHALL BE BORNE SOLELY BY CUSTOMER. SYNTHESYS MAKES NO WARRANTY THAT THE SERVICES WILL MEET CUSTOMER’S REQUIREMENTS, THAT THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, OR THAT ANY DEFECTS IN THE SERVICES WILL BE CORRECTED. SYNTHESYS IS NOT RESPONSIBLE FOR MESSAGES OR INFORMATION LOST OR MISDIRECTED DUE TO INTERRUPTIONS OR FLUCTUATIONS IN THE SERVICES OR THE INTERNET IN GENERAL. SYNTHESYS DOES NOT WARRANT THE ACCURACY OR RELIABILITY OF THE RESULTS OBTAINED THROUGH THE USE OF THE SERVICES OR ANY DATA OR INFORMATION DOWNLOADED OR OTHERWISE OBTAINED OR ACQUIRED THROUGH THE USE OF THE SERVICES. CUSTOMER ACKNOWLEDGES THAT ANY DATA OR INFORMATION DOWNLOADED OR OTHERWISE OBTAINED OR ACQUIRED THROUGH THE USE OF THE SERVICES ARE AT CUSTOMER’S SOLE RISK AND DISCRETION, AND SYNTHESYS WILL NOT BE LIABLE OR RESPONSIBLE FOR ANY DAMAGE TO CUSTOMER OR CUSTOMER’S PROPERTY. NO

ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY CUSTOMERS FROM SYNTHESYS, ITS EMPLOYEES, OR THROUGH OR FROM THE SERVICES SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THESE TERMS AND CONDITIONS. SOME JURISDICTIONS DO NOT PERMIT THE DISCLAIMER OF CERTAIN IMPLIED WARRANTIES, SO CERTAIN OF THE FOREGOING DISCLAIMERS MAY NOT APPLY TO CUSTOMER.

6. LIMITATION OF LIABILITY

SYNTHESYS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES, INCLUDING DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, OR DATA OR OTHER LOSSES, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. WITHOUT LIMITING THE FOREGOING, SYNTHESYS SHALL HAVE NO LIABILITY FOR ANY LEGAL OR REGULATORY ACTION, CLAIM, FINE, OR PENALTY ARISING FROM YOUR USE OF THE SERVICES OR ANY OUTPUTS GENERATED BY THE SERVICES. OUR AGGREGATE LIABILITY UNDER THESE TERMS WILL NOT EXCEED THE GREATER OF THE AMOUNT YOU PAID FOR THE SERVICE THAT GAVE RISE TO THE CLAIM DURING THE 12 MONTHS BEFORE THE LIABILITY AROSE OR ONE HUNDRED DOLLARS (\$100). THE LIMITATIONS IN THIS SECTION APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. SOME COUNTRIES AND STATES DO NOT ALLOW THE DISCLAIMER OF CERTAIN WARRANTIES OR THE LIMITATION OF CERTAIN DAMAGES, SO SOME OR ALL OF THE TERMS ABOVE MAY NOT APPLY TO YOU, AND YOU MAY HAVE ADDITIONAL RIGHTS. IN THAT CASE, THESE TERMS ONLY LIMIT OUR RESPONSIBILITIES TO THE MAXIMUM EXTENT PERMISSIBLE IN YOUR COUNTRY OF RESIDENCE.

7. Intellectual Property Rights

7.1 In General

All rights, title, and interests in the Services, Site, and any content contained therein are the exclusive property of Synthesys, except as otherwise stated. The Services are for Your legitimate business use only. Synthesys and its licensors own the entire website and platform, including the names, logos, trademarks, service marks (collectively, the “Marks”), and any related or underlying technology, except User Content. The content may also be covered by applicable copyright or other intellectual property laws and treaties. Without the prior written consent of Synthesys LLC FZ, You are not permitted to make use of any of its Marks.

7.2 Limited License

Subject to Your compliance with these Terms, Synthesys grants You a limited, non-exclusive, non-transferable, and revocable license to access and use the Services for Your personal or internal business purposes. This license does not include any right to:

- Modify, adapt, or hack the Services

- Reverse engineer, decompile, or disassemble the Services
- Sublicense, sell, rent, lease, transfer, assign, or distribute the Services
- Create derivative works based on the Services

7.3 User-Generated Content

You retain ownership of any content You submit, upload, or provide to the Services, including software, text, audio, video, images, user-generated content, reviews, testimonials, forum posts, and social media posts (“User Content”). By submitting User Content, You grant Synthesys a worldwide, non-exclusive, royalty-free license to use, reproduce, modify, adapt, publish, translate, and distribute such User Content in connection with the Services.

7.4 AI-Generated Content

The ownership and intellectual property rights to any AI-generated content offered by Synthesys in the provision of Services (“AI-Generated Content”) are subject to the following terms. Synthesys or its licensors retain ownership of the underlying AI models and algorithms used to generate the AI-Generated Content. You are granted a license to use the AI-Generated Content for Your personal or internal business purposes, subject to the restrictions outlined in these Terms. Synthesys does not claim ownership of ideas or information You provide as inputs for the creation of AI-Generated Content.

7.5 Feedback

If You provide Synthesys with any feedback, suggestions, or ideas regarding the Services (“Feedback”), You grant Synthesys a perpetual, irrevocable, worldwide, royalty-free license to use, modify, and incorporate such Feedback into the Services without any obligation to compensate You.

7.6 Third-Party Intellectual Property

The Services may incorporate third-party intellectual property. Synthesys does not claim ownership of such third-party content, and You agree to comply with any applicable third-party terms and conditions.

7.7 Trademarks

All trademarks, service marks, and trade names used on or in connection with the Services are the property of their respective owners. You may not use any trademarks, service marks, or trade names appearing on the Services without the owner’s prior written consent. You grant Synthesys the right to identify You as a user of the Services, using Your Marks on Synthesys’s Site and in its marketing materials. For the duration of the Agreement, You grant Synthesys a non-exclusive, royalty-free license to use Your Marks in connection with any marketing, promotion, or advertising of Synthesys or the Services.

8. Call Recording and Third-Party Vendors

If You do not opt out of recording, You give Synthesys permission to record calls made using the Services and process communication data (“Communications”) and User Content for offering AI-powered analytics and the development, training, and improvement of artificial intelligence and machine learning models that are included in the Services. Before being used for these purposes, the data will be de-identified and aggregated using commercially reasonable industry-standard technologies. Nothing in this section shall lessen or restrict Your obligations under the applicable laws, as described in Section 3.

Synthesys may collect and analyze usage data and metadata generated through Your use of the Services, including call volume, keyword usage, performance metrics, and system behavior. You expressly agree that Synthesys may aggregate and anonymize such data for internal analysis, benchmarking, AI model improvement, product development, and marketing insights. No personally identifiable or client-specific data will be sold or disclosed in its raw form without Your prior written consent. This right survives termination of the Agreement.

9. DMCA Policy

Synthesys respects the intellectual property rights of others and expects users of the Services to do the same. We will respond to notices of alleged copyright infringement that comply with applicable law and are properly provided to us.

If You believe that Your copyrighted work has been copied in a way that constitutes copyright infringement, please provide our copyright agent with the following information:

- A physical or electronic signature of the copyright owner or a person authorized to act on their behalf
- Identification of the copyrighted work claimed to have been infringed
- Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit us to locate the material
- Your contact information, including Your address, telephone number, and an email address
- A statement by You that You have a good faith belief that the use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law
- A statement that the information in the notification is accurate and, under penalty of perjury, that You are authorized to act on behalf of the copyright owner

10. Modifications to Terms

Synthesys reserves the right to modify these Terms at any time in its sole discretion. Updated versions of the Terms will be posted on the Website and are effective immediately. Your continued use of the Services after any such changes constitutes Your acceptance of the new Terms. The most current version of the Terms will supersede all previous versions. Synthesys encourages You to periodically review the Terms to stay informed of our updates.

11. Dispute Resolution

11.1 Pre-Dispute Resolution Procedure

Prior to initiating any formal legal proceedings, the parties agree to engage in good-faith efforts to resolve any dispute, controversy, or claim arising out of or relating to this Agreement. The aggrieved party must first provide written notice to the other party describing the nature of the dispute in reasonable detail, including the factual and legal basis of the claim and the relief sought. This notice must be delivered to the address provided in Section 16. Upon receipt of such notice, the parties shall engage in sincere efforts to resolve the dispute within sixty (60) calendar days. Only after the expiration of this period without resolution may either party proceed with formal dispute resolution as set forth below.

If You fail to remit any amounts due and payable under this Agreement, Synthesys reserves the right to assign the outstanding debt to a licensed collections agency or initiate legal action for the sole purpose of recovering such past-due amounts, along with any accrued interest or costs of collection, to the maximum extent permitted under applicable law.

11.2 Class Action Waiver

Each party expressly agrees that all claims brought against the other shall be initiated solely in an individual capacity, and not as a plaintiff or class member in any purported class, collective, consolidated, or representative proceeding. To the fullest extent permitted by applicable law, the parties irrevocably waive any right to participate in or initiate any class action or class-wide arbitration. If a competent court or tribunal determines that this class action waiver is unenforceable in any particular case, then this provision shall be severed with respect to that proceeding only, and all other provisions shall remain in full force and effect.

11.3 Waiver of Jury Trial

To the extent permitted by applicable law, the parties knowingly, voluntarily, and irrevocably waive any right to a trial by jury in any proceeding arising out of or relating to this Agreement or the transactions contemplated herein. This waiver applies to both contractual and non-contractual claims.

11.4 Governing Law

This Agreement and any dispute arising out of or in connection with it shall be governed by, interpreted under, and construed in accordance with the laws of the United Arab Emirates, without regard to its conflict of law principles.

11.5 Exclusive Jurisdiction

Subject to Section 11.1, any legal proceedings arising out of or in connection with this Agreement shall be submitted to the exclusive jurisdiction of the competent courts of the

Emirate of Dubai, United Arab Emirates. Each party irrevocably consents to the exclusive jurisdiction of such courts.

11.6 Venue

The proper and exclusive venue for any legal or equitable action brought in connection with this Agreement shall be the courts located in Dubai, and each party waives any right to assert that such forum is not convenient or otherwise improper.

11.7 Consent to Jurisdiction and Waiver of Objections

Each party irrevocably submits to the personal and subject-matter jurisdiction of the courts of Dubai and waives any and all objections to such jurisdiction or venue, including objections based on forum non conveniens, lack of personal jurisdiction, or improper venue.

12. Severability

If any provision of these Terms is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that these Terms shall otherwise remain in full force and effect and enforceable.

13. Assignment

You may not transfer or assign this Agreement or any of Your rights or obligations under it, by operation of law or otherwise, without our prior written consent. We may transfer or assign all or part of this Agreement or Your debts to us without notice. Upon our transfer or assignment of this Agreement, Synthesys shall be released from all liability with respect to this Agreement.

14. Force Majeure

Neither party shall be liable for any default or delay in the performance of its obligations hereunder (excluding any payment obligations) if and to the extent that such default or delay arises out of causes beyond their reasonable control, including, without limitation, acts of God, weather-related phenomena, earthquakes, and floods; fires; acts of war or terrorism; civil disorders, including riots, rebellions, and insurrections; labor disputes, including strikes, lockouts, and work stoppages; medical emergencies, including pandemics and quarantine restrictions; network problems, including cable cuts, power outages, network failures, and computer viruses; and any other catastrophes, national emergencies, or government orders or acts. The time for any performance required hereunder shall be extended by the delay incurred as a result of such force majeure event, and if either party is unable to perform as a result of such event, it shall act with diligence to correct or mitigate such event.

15. Enforcement and Waiver

Synthesys has the right, but not the obligation, to monitor, investigate, restrict, enforce, bring civil litigation, press charges, or engage in any other self-help regarding any actual, attempted, or suspected violation of this Agreement. Synthesys will determine, in its sole discretion, whether You violated or attempted to violate any of the provisions of this Agreement or the Acceptable Use Policy. If we determine or suspect that You violated or attempted to violate this Agreement, we may terminate, suspend, modify, or limit Your Service. Additionally, we may report actual or suspected criminal offenses to appropriate law enforcement authorities. Synthesys will cooperate with law enforcement investigations where criminal activity is suspected, and You agree to cooperate with any such investigations. Any waiver of or failure to enforce any provision or prohibition in this Agreement in one instance shall not be construed as a waiver of any provision or right in another instance.

16. Contact Us

If You have any questions, concerns, comments, or complaints regarding Your Services, Your bill, or this Agreement, please get in touch with Synthesys LLC-FZ Customer Service using the following information:

Synthesys LLC-FZ

Meydan Grandstand, 6th floor, Meydan Road, Nad Al Sheba, Dubai, UAE

Email Address: support@synthesys.app

Telephone number: +971 52 182 8368

17. Entire Agreement

These Terms, together with the Privacy Policy and any applicable product-specific policies (including the Partner Program Refund Policy), constitute the entire agreement between You and Synthesys regarding the Services and supersede all prior or contemporaneous agreements, representations, and understandings. No amendment or waiver of any provision shall be effective unless in writing and signed by both parties (or, in the case of Synthesys, posted as an updated version of these Terms). No joint venture, partnership, employment, or agency relationship is created by these Terms.