Terms of Service

Last Updated: March 12, 2026

These Terms of Service ("Terms") are a legal agreement between you and **TechGamut Inc., a Delaware corporation** ("TechGamut," "we," "us," or "our") governing your access to and use of the **SmartDocs** mobile application, website, hosted portals, support experiences, and related services (collectively, the "Services").

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

1. SmartDocs and Sponsored Access

SmartDocs is a contractor support, document-assistance, and AI-assisted communication platform operated by TechGamut.

In some cases, access to SmartDocs is sponsored, paid for, configured, or administered by a distributor, employer, manufacturer, service organization, or other business customer (each, a "Sponsor"). If your access is provided by a Sponsor:

- your use of SmartDocs may be tied to that Sponsor relationship;
- the Sponsor may administer access, branding, support workflows, and certain account settings;
- the Sponsor may receive visibility into support activity, support records, and usage information as described in our Privacy Policy and these Terms.

2. Eligibility and Accounts

You may use the Services only if you can form a binding contract with TechGamut and are authorized to use the Services by your Sponsor, if applicable.

You are responsible for:

- providing accurate account information;
- maintaining the confidentiality of your login credentials;
- all activity that occurs under your account;
- promptly notifying us or your Sponsor of unauthorized access or security concerns.

We may suspend, restrict, or terminate access if we believe an account is being used in violation of these Terms, applicable law, security requirements, or Sponsor authorization rules.

3. Description of the Services

SmartDocs provides support, documentation, communication, AI-assisted responses, file and image handling, and related workflow tools.

The Services may include:

- AI-generated answers, summaries, and suggestions;
- distributor-branded or Sponsor-branded support experiences;
- chat and messaging tools;
- upload and processing of documents, images, screenshots, and other materials;
- escalation of support conversations to human personnel.

We may add, modify, suspend, or discontinue features from time to time.

4. Important AI Disclosures

SmartDocs includes automated and AI-assisted features. You acknowledge and agree that:

- AI-generated outputs may be inaccurate, incomplete, misleading, outdated, offensive, non-unique, or otherwise unsuitable for your situation;
- AI outputs may contain mistakes commonly referred to as "hallucinations";
- AI outputs are generated from patterns in data and do not constitute guarantees of truth, technical correctness, or fitness for any particular purpose;
- you are responsible for reviewing, evaluating, and independently verifying outputs before relying on them;
- SmartDocs is not a substitute for professional judgment, technical inspection, legal advice, safety review, engineering review, or other expert evaluation.

You must not rely on SmartDocs or AI-generated output as the sole basis for decisions involving safety-critical, legal, regulatory, compliance, employment, insurance, financial, or other high-risk matters without appropriate human review.

5. Support Escalation and Sponsor Visibility

SmartDocs may be used as a support communication channel between you, your Sponsor, TechGamut, and other authorized personnel.

You understand and agree that:

- support conversations may be monitored, reviewed, routed, or escalated to human support personnel;
- your Sponsor may have access to support conversations, uploaded materials, support history, and related records where necessary to provide support, administer the service, maintain business records, or manage its relationship with you;
- TechGamut personnel and service providers may access support content as reasonably necessary to provide, secure, maintain, troubleshoot, or improve the Services;
- support escalations may include the transfer of chat history, attachments, and related context to human reviewers.

6. User Content

You retain ownership of content you submit to the Services, including messages, documents, files, screenshots, and images ("User Content").

You grant TechGamut a non-exclusive, worldwide, royalty-free license to host, store, reproduce, transmit, display, modify, analyze, process, and use User Content as necessary to:

- provide and operate the Services;
- enable support, troubleshooting, and Sponsor-supported workflows;
- generate and deliver AI-assisted features you choose to use;
- maintain security, service integrity, auditability, and abuse prevention;
- comply with law and enforce our rights.

If your access is provided by a Sponsor, you also authorize TechGamut to make User Content and related support records available to that Sponsor to the extent necessary to operate Sponsor-supported workflows and support experiences.

7. Your Responsibilities and Acceptable Use

You agree that you will not:

- use the Services for unlawful, fraudulent, abusive, or deceptive purposes;
- upload content you do not have the right to use, disclose, or share;
- submit content that infringes intellectual property, privacy, confidentiality, or other third-party rights;
- attempt to gain unauthorized access to accounts, systems, or data;
- interfere with the operation, security, or performance of the Services;
- use the Services to create, distribute, or facilitate harmful, illegal, or infringing content;

- misuse AI outputs in a way that violates law, third-party rights, safety requirements, or applicable professional obligations;
- reverse engineer, scrape, copy, or extract the Services except as permitted by law or expressly authorized by us.

You are solely responsible for your use of the Services and for decisions you make based on information or outputs provided through the Services.

8. Third-Party Services

The Services may rely on third-party providers for authentication, hosting, storage, communications, billing, and AI-related processing.

We are not responsible for third-party products or services except as required by law. Your use of third-party services may also be subject to their terms and policies.

9. Fees and Sponsor-Paid Access

At this time, SmartDocs access may be paid for by a Sponsor rather than directly by the end user.

If we later offer paid features, subscriptions, or other paid services, additional terms, pricing, billing conditions, and refund rules may apply and will be presented at that time.

Unless expressly stated otherwise in writing, Sponsor fees and commercial arrangements are governed by separate agreements between TechGamut and the applicable Sponsor, not by these Terms.

10. Privacy and Data Handling

Your use of the Services is also subject to our Privacy Policy, which describes how we collect, use, share, retain, delete, and anonymize information.

If you request account deletion:

- access to the Services is revoked;
- your account is disabled;
- certain personal identifiers may be deleted or anonymized;
- de-identified support, business, analytics, audit, fraud-prevention, or compliance records may be retained as described in the Privacy Policy.

11. Intellectual Property

The Services, including software, designs, workflows, branding elements provided by TechGamut, text, graphics, interfaces, and related technology, are owned by TechGamut or its licensors and are protected by intellectual property laws.

Except for the limited right to use the Services under these Terms, no rights are granted to you by implication, estoppel, or otherwise.

12. Feedback

If you provide ideas, suggestions, or feedback regarding the Services, you grant TechGamut a non-exclusive, worldwide, perpetual, irrevocable, royalty-free license to use, modify, incorporate, and exploit that feedback without restriction or compensation to you.

13. Suspension and Termination

We may suspend or terminate your access to the Services at any time if:

- you violate these Terms;
- your Sponsor requests deactivation or removal of access;
- we believe suspension is necessary for security, legal compliance, fraud prevention, or protection of users or the Services;
- the applicable Sponsor relationship or service arrangement ends.

Termination or suspension does not limit any rights or remedies available to TechGamut.

14. Disclaimers

THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE" TO THE MAXIMUM EXTENT PERMITTED BY LAW.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, TECHGAMUT DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, ACCURACY, AND QUIET ENJOYMENT.

WITHOUT LIMITING THE FOREGOING, TECHGAMUT DOES NOT WARRANT THAT:

- THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE;
- AI OUTPUTS WILL BE ACCURATE, COMPLETE, RELIABLE, CURRENT, OR SUITABLE;

- FILES, RECORDS, OR COMMUNICATIONS WILL NEVER BE LOST, DELAYED, OR CORRUPTED;
- THE SERVICES WILL MEET YOUR REQUIREMENTS OR YOUR SPONSOR'S REQUIREMENTS.

15. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, TECHGAMUT AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, LICENSORS, CONTRACTORS, AND AGENTS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR ANY LOSS OF PROFITS, REVENUE, GOODWILL, DATA, BUSINESS OPPORTUNITIES, OR OTHER INTANGIBLE LOSSES, ARISING OUT OF OR RELATING TO:

- YOUR USE OF OR INABILITY TO USE THE SERVICES;
- YOUR RELIANCE ON AI OUTPUTS OR OTHER CONTENT MADE AVAILABLE THROUGH THE SERVICES;
- SUPPORT ESCALATIONS, SPONSOR ACTIONS, OR SPONSOR-PROVIDED SUPPORT;
- UNAUTHORIZED ACCESS, SECURITY INCIDENTS, OR DATA EXPOSURE NOT CAUSED BY OUR BREACH OF LAW;
- SERVICE INTERRUPTIONS, DEFECTS, OR ERRORS.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, TECHGAMUT'S TOTAL LIABILITY FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THE SERVICES OR THESE TERMS WILL NOT EXCEED THE GREATER OF:

- $100 USD; OR
- THE AMOUNT PAID TO TECHGAMUT FOR YOUR USE OF THE SERVICES DURING THE 12 MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM.

SOME JURISDICTIONS DO NOT ALLOW CERTAIN LIMITATIONS, SO SOME OF THE ABOVE MAY NOT APPLY TO YOU.

16. Indemnification

You agree to defend, indemnify, and hold harmless TechGamut and its affiliates, officers, directors, employees, contractors, licensors, and agents from and against claims, losses, liabilities, damages, judgments, settlements, costs, and expenses, including reasonable attorneys' fees, arising out of or related to:

- your use of the Services;
- your User Content;
- your violation of these Terms;
- your violation of applicable law or third-party rights.

17. Governing Law

These Terms are governed by the laws of the State of Delaware, without regard to conflict-of-law principles.

Any dispute arising out of or relating to these Terms or the Services will be brought exclusively in the state or federal courts located in Delaware, and you consent to those courts' personal jurisdiction and venue, except where applicable law requires otherwise.

18. Changes to These Terms

We may update these Terms from time to time. If we make material changes, we may provide notice through the Services, by email, by Sponsor communication channels, or by posting updated Terms. Your continued use of the Services after the updated Terms become effective means you accept the updated Terms.

19. General

If any provision of these Terms is held unenforceable, the remaining provisions will remain in full force and effect.

Our failure to enforce a provision of these Terms is not a waiver of our right to do so later.

You may not assign or transfer these Terms without our prior written consent. We may assign these Terms in connection with a merger, acquisition, reorganization, or sale of assets.

These Terms, together with the Privacy Policy and any applicable additional terms presented to you, are the complete agreement between you and TechGamut regarding the Services, except to the extent a separate written agreement governs a Sponsor's commercial relationship with TechGamut.

20. Contact Information

If you have questions about these Terms, contact:

TechGamut Inc.
hello@smart-docs.io