

# TERMS OF SERVICE

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**Last Updated: January 15, 2026**

## 1. Introduction and Acceptance

Welcome to aimlinked.com (the "Service"), an XRM platform for setting, sharing, and achieving common goals, operated by Ksentra ("we", "us", "our", "Company").

These Terms of Service ("Terms") constitute a legally binding agreement between you ("you", "your", "User") and Ksentra. By accessing or using the Service, you agree to be bound by these Terms.

**IF YOU DO NOT AGREE TO THESE TERMS, DO NOT USE THE SERVICE.**

### **Company Information:**

- Company Name: Ksentra
- Address:
- Email: info@aimlinked.com
- Commercial Register:
- VAT ID:

## 2. Eligibility

### 2.1 Age Requirement

You must be at least 16 years old to use the Service. If you are between 16 and 18 years old, you represent that you have permission from your parent or legal guardian to use the Service.

### 2.2 Legal Capacity

You represent that you have the legal capacity to enter into these Terms and are not barred from using the Service under applicable law.

### 2.3 Corporate Accounts

If you register on behalf of an organization, you represent that you have authority to bind that organization to these Terms.

## 3. Description of Service

Aimlinked.com provides an XRM (eXtended Relationship Management) platform that enables users to:

- Create and manage personal and professional goals
- Share goals with team members, friends, and family
- Track progress through steps and milestones
- Collaborate with groups
- Use Objectives and Key Results (OKR) methodology
- Access multilevel goal structures (Pro and Corp plans)

## 4. Account Registration and Security

### 4.1 Account Creation

To use the Service, you must create an account by providing:

- Valid email address
- Secure password
- Required profile information

### 4.2 Account Responsibilities

You are responsible for:

- Maintaining the confidentiality of your login credentials
- All activities that occur under your account
- Notifying us immediately of any unauthorized access
- Ensuring all information provided is accurate and current

### 4.3 Account Restrictions

You may not:

- Share your account credentials with others
- Create multiple accounts without authorization
- Create accounts using automated means or false information
- Transfer or sell your account to another party

### 4.4 Account Termination

We reserve the right to suspend or terminate your account if you violate these Terms or engage in fraudulent, abusive, or illegal activity.

## 5. Subscription Plans and Pricing

### 5.1 Available Plans

#### **Free Plan**

- \$0 per user/month or per year
- Features: Goals, Groups, Cloud application, Online support
- Suitable for small teams and families

#### **Pro Plan**

- Monthly: \$7 per user/month
- Annual: \$42 per user/year (50% savings)
- Features: Multilevel goals, Groups, Cloud application, Online support
- Suitable for leaders
- **Currently available free during promotional period**

#### **Corp Plan**

- Monthly: \$12 per user/month
- Annual: \$72 per user/year (50% savings)
- Features: Multilevel goals, Organization structure, Goal approval workflow, Cloud/Private server, Online support
- Suitable for real business
- Requires contacting us for setup

## 5.2 Price Changes

We reserve the right to modify pricing with 30 days' notice to existing subscribers. Price changes will not affect your current billing cycle. You may cancel before the new pricing takes effect.

## 5.3 Taxes

All prices are exclusive of applicable taxes, fees, or duties imposed by taxing authorities. You are responsible for payment of all such taxes.

# 6. Payment Terms

## 6.1 Payment Authorization

By providing payment information, you authorize us to charge the applicable fees to your payment method. You represent that you have the legal right to use the payment method provided.

## 6.2 Billing Cycles

- **Monthly subscriptions:** Billed on the same day each month
- **Annual subscriptions:** Billed once per year on the anniversary of your subscription date

## 6.3 Automatic Renewal

Subscriptions automatically renew at the end of each billing period unless cancelled before the renewal date. You will be charged the then-current rate for your plan.

## 6.4 Payment Failures

If a payment fails:

- We will attempt to process payment again
- We will notify you via email
- Your access may be suspended after repeated failures
- You remain responsible for any uncollected amounts

## 6.5 Payment Processors

We use third-party payment processors to handle transactions. Your payment information is subject to their privacy policies and terms.

# 7. Cancellation and Refunds

## 7.1 Cancellation by User

You may cancel your subscription at any time through your account settings or by contacting support at [info@aimlinked.com](mailto:info@aimlinked.com).

#### **Effect of Cancellation:**

- Access continues until the end of your current billing period
- No refund for the current billing period
- No automatic renewal charges after cancellation
- Free Plan users may continue using the Service with Free Plan features

## 7.2 EU Right of Withdrawal

**For EU consumers:** You have the right to withdraw from this contract within 14 days without giving any reason, pursuant to EU Consumer Rights Directive (2011/83/EU).

**The withdrawal period expires 14 days from the day of contract conclusion (subscription purchase).**

To exercise the right of withdrawal, you must inform us (Ksentra, [address], [info@aimlinked.com](mailto:info@aimlinked.com)) of your decision by a clear statement (e.g., email or letter).

**Effect of Withdrawal:** If you withdraw from this contract, we shall reimburse all payments received from you without undue delay and in any event not later than 14 days from the day we receive notice of your withdrawal.

**Exception:** If you expressly request that the service begins immediately (by using paid features before the 14-day period expires), you acknowledge that you lose your right of withdrawal once the service has been fully performed.

## 7.3 Refund Policy

**General Policy:** We do not provide refunds except:

- Within the 14-day EU withdrawal period (as described above)
- For duplicate charges or billing errors
- At our sole discretion for exceptional circumstances

**No Refunds for:**

- Partial billing periods
- Unused features or storage
- Account termination by us due to Terms violation

## 7.4 Downgrading

You may downgrade from a paid plan to a lower tier or Free Plan at any time. The downgrade takes effect at the end of your current billing period. No refunds are provided for downgrades.

# 8. User Content and Conduct

## 8.1 User Content

"User Content" means all information, data, text, goals, steps, comments, messages, and other materials you submit or create using the Service.

## 8.2 Ownership

You retain all ownership rights to your User Content. You grant us a worldwide, non-exclusive, royalty-free license to use, store, display, and process your User Content solely to provide and improve the Service.

## 8.3 Content Responsibilities

You represent and warrant that:

- You own or have rights to all User Content you submit
- Your User Content does not violate any laws or third-party rights
- Your User Content does not contain malicious code or viruses

## 8.4 Public Content

Content you designate as "public" may be viewed by other users and may appear in:

- Public goal listings
- Public profile pages
- Search results
- Platform statistics and examples (anonymized)

## 8.5 Prohibited Content and Conduct

You may not use the Service to:

### **Illegal Activities:**

- Violate any laws, regulations, or third-party rights
- Engage in fraud, money laundering, or other illegal activity
- Infringe intellectual property rights

### **Harmful Content:**

- Post content that is defamatory, obscene, pornographic, or offensive
- Harass, threaten, or intimidate others
- Promote violence, discrimination, or hatred
- Share content involving minors inappropriately

### **Security Violations:**

- Attempt to gain unauthorized access to the Service
- Introduce viruses, malware, or malicious code
- Interfere with or disrupt the Service or servers
- Bypass security or authentication measures

### **Misuse:**

- Spam or send unsolicited messages

- Use automated tools (bots, scrapers) without authorization
- Impersonate others or misrepresent your affiliation
- Resell or redistribute the Service without permission
- Use the Service for competitor analysis or reverse engineering

## 8.6 Content Moderation

We reserve the right (but have no obligation) to:

- Monitor User Content
- Remove or refuse any User Content
- Suspend or terminate users who violate these Terms
- Report illegal activity to authorities

## 9. Intellectual Property

### 9.1 Our Intellectual Property

The Service, including all software, features, design, text, graphics, logos, and other content (excluding User Content), is owned by Ksentra and protected by copyright, trademark, and other intellectual property laws.

### 9.2 Limited License

We grant you a limited, non-exclusive, non-transferable, revocable license to access and use the Service for your personal or internal business purposes, subject to these Terms.

### 9.3 Restrictions

You may not:

- Copy, modify, or create derivative works of the Service
- Reverse engineer, decompile, or disassemble any software
- Remove or alter any proprietary notices
- Use our trademarks without written permission

### 9.4 Feedback

If you provide feedback, suggestions, or ideas about the Service, we may use them without any obligation to you.

## 10. Privacy and Data Protection

Your use of the Service is subject to our Privacy Policy, which is incorporated into these Terms by reference. Please review our Privacy Policy to understand our data practices.

Key points:

- We collect and process personal data as described in the Privacy Policy
- We comply with GDPR and applicable data protection laws
- You have rights regarding your personal data under GDPR
- We do not sell your personal data to third parties

## 11. Third-Party Services and Links

The Service may contain links to third-party websites or integrate with third-party services. We are not responsible for:

- The content, accuracy, or practices of third-party sites
- Your interactions with third parties
- Third-party terms and privacy policies

Your use of third-party services is at your own risk and subject to their terms.

## 12. Disclaimers and Limitations of Liability

### 12.1 Service "As Is"

**TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO:**

- Warranties of merchantability, fitness for a particular purpose, or non-infringement
- Warranties that the Service will be uninterrupted, error-free, or secure
- Warranties regarding the accuracy or reliability of content

### 12.2 No Professional Advice

The Service provides goal-setting tools but does not constitute professional, financial, legal, medical, or other advice. You should consult appropriate professionals for specific advice.

### 12.3 Limitation of Liability

**TO THE MAXIMUM EXTENT PERMITTED BY LAW, KSENTRA AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR:**

#### **Indirect Damages:**

- Indirect, incidental, special, consequential, or punitive damages
- Loss of profits, revenue, data, or business opportunities
- Loss of goodwill or reputation

**Direct Damages Cap:** Our total liability for direct damages shall not exceed the greater of:

- Amounts paid by you to us in the 12 months preceding the claim, or
- €100

**Exceptions:** These limitations do not apply to:

- Personal injury or death caused by our negligence
- Fraud or fraudulent misrepresentation
- Any liability that cannot be excluded under applicable law

### 12.4 German Law Considerations

Under German law (§ 309 BGB), limitations of liability may not apply for damages arising from:

- Intentional or grossly negligent breaches of duty
- Injury to life, body, or health
- Breach of essential contractual obligations (cardinal duties)

## 13. Indemnification

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

- Your use of the Service
- Your User Content
- Your violation of these Terms
- Your violation of any laws or third-party rights

## 14. Availability and Maintenance

### 14.1 Service Availability

We strive to maintain the Service's availability but do not guarantee uninterrupted access. The Service may be unavailable due to:

- Scheduled maintenance
- Emergency maintenance
- Technical failures
- Circumstances beyond our control

### 14.2 Maintenance Notice

We will provide reasonable advance notice of scheduled maintenance when possible. Emergency maintenance may occur without notice.

### 14.3 Data Backup

While we perform regular backups, you are responsible for maintaining your own backups of important User Content.

## 15. Modifications to the Service and Terms

### 15.1 Service Changes

We reserve the right to modify, suspend, or discontinue any aspect of the Service at any time with or without notice. We are not liable for any modification, suspension, or discontinuation.

### 15.2 Terms Changes

We may update these Terms from time to time. We will notify you of material changes by:

- Posting updated Terms on the Service
- Sending email notification
- Providing in-app notification

**Continued use after changes constitutes acceptance.** If you do not agree to the modified Terms, you must stop using the Service.

## 16. Termination

### 16.1 Termination by You

You may terminate your account at any time by:

- Using account deletion features in settings
- Contacting us at [info@aimlinked.com](mailto:info@aimlinked.com)
- Cancelling your subscription (paid plans)

### 16.2 Termination by Us

We may suspend or terminate your account immediately if:

- You violate these Terms
- Your account is inactive for extended periods
- Required by law or regulatory authority
- We discontinue the Service

### 16.3 Effect of Termination

Upon termination:

- Your access to the Service ends immediately
- Your User Content may be deleted after a reasonable period
- You remain liable for any outstanding fees
- Sections that by their nature should survive will continue to apply

### 16.4 Data Export

Before termination, you should export your User Content. We are not obligated to retain your data after termination, except as required by law.

## 17. Dispute Resolution and Governing Law

### 17.1 Governing Law

These Terms are governed by the laws of the Federal Republic of Germany, without regard to conflict of law principles.

### 17.2 Jurisdiction

For disputes arising from these Terms:

**EU Consumers:** You may bring claims in the courts of your country of residence or in German courts, as provided by EU Regulation 1215/2012.

**Business Users and Non-EU Users:** Exclusive jurisdiction lies with the courts of [City], Germany, where Ksentra is located.

## 17.3 Informal Resolution

Before filing a claim, please contact us at [info@aimlinked.com](mailto:info@aimlinked.com) to attempt informal resolution. We will work in good faith to resolve disputes amicably.

## 17.4 EU Online Dispute Resolution

EU consumers can access the European Commission's Online Dispute Resolution platform at: <https://ec.europa.eu/consumers/odr>

# 18. Miscellaneous

## 18.1 Entire Agreement

These Terms, together with the Privacy Policy, constitute the entire agreement between you and Ksentra regarding the Service.

## 18.2 Severability

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

## 18.3 Waiver

Our failure to enforce any right or provision does not constitute a waiver of that right or provision.

## 18.4 Assignment

You may not assign or transfer these Terms without our written consent. We may assign these Terms without restriction.

## 18.5 No Agency

These Terms do not create any agency, partnership, joint venture, or employment relationship.

## 18.6 Force Majeure

We are not liable for delays or failures due to circumstances beyond our reasonable control, including natural disasters, war, terrorism, riots, government action, pandemics, or internet/telecommunications failures.

## 18.7 Language

These Terms are provided in English. In case of translations, the English version prevails.

# 19. Contact Information

If you have questions about these Terms, please contact us:

**Email:** [info@aimlinked.com](mailto:info@aimlinked.com)

**Address:**

**Company:** Ksentra

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## Summary of Key Terms

- You must be at least 16 years old to use the Service
- Plans: Free (\$0), Pro (\$7/month or \$42/year), Corp (\$12/month or \$72/year)
- Subscriptions auto-renew unless cancelled
- EU consumers have 14 days to withdraw from subscription purchases
- No refunds except within withdrawal period or for billing errors
- You retain ownership of your content but grant us license to provide the Service
- You must comply with acceptable use policies
- We may modify or terminate the Service with notice
- German law applies; EU consumers may use courts in their country

**By using aimlinked.com, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.**