



AI SYSTEM SOFT

Service Level Agreement (SLA)

AI System Soft – BuoySpot Platform

AI-Generated Container Fitness & Damage Assessment Reports

Effective Date: [Insert Date]

This Service Level Agreement (“SLA”) governs the performance standards, availability, and service commitments applicable to Customers using the **BuoySpot Platform** operated by **AI System Soft LLC** (“Company,” “we,” “us”).

1. Scope of Services

The BuoySpot Platform provides **AI-generated analytical reports** based on **customer-uploaded photos** of shipping containers for the purpose of:

- Container fitness evaluation
- Visual damage identification
- Condition assessment and reporting

Reports are generated by using ~~automated~~ artificial intelligence ~~systems~~ algorithms trained on models and delivered electronically.

2. Service Availability

The BuoySpot Platform is designed to be available **99.5% per calendar month**, excluding:

- Scheduled or emergency maintenance;
- Internet or infrastructure failures outside our control;
- Force majeure events.

3. Report Processing Time

- Standard report delivery time is **24 to 72 hours** following successful photo submission and payment confirmation.
- Processing and outcome shall be varied according to the uploaded images and its quality
- Processing times may vary due to image quality, submission completeness, or system demand.

4. Customer Responsibilities

Customers agree to:

- Upload clear, accurate, and complete container photos;

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- Ensure proper lighting and angles;
- Verify container identification accuracy;
- Comply with all applicable laws and this SLA.

The Company is not responsible for report inaccuracies caused by inadequate or misleading photos. See SOP for Photo, Image upload document. (~~see doc~~SOP_DOC)

5. Accuracy & Use Disclaimer

- Reports are generated by using AI and computer vision ~~technology~~Tensorminds LLC algorithms.
- Reports **do not constitute from** physical inspections, engineering certifications, safety guarantees, insurance determinations, or regulatory approvals.
- Final operational, safety, and commercial decisions remain the sole responsibility of the Customer.

6. Support & Incident Response

- Customer support requests will receive an initial response **within one (1) business day**.
- Service interruptions will be addressed using commercially reasonable efforts.

7. Data Handling & Security (Photos/Images)

- Uploaded photos are used **only** to generate the requested report.
- Data is protected using industry ~~standard~~ security controls.
- Image data is processed and stored primarily in the **United States**.
- Photos are retained only as long as necessary to provide services or meet legal obligations, then deleted or anonymized.
- Your uploaded data just retain at our servers only for one month

8. Prohibited Content (HIPAA & CJIS Exclusion)

The BuoySpot Platform is **not designed for**:

- Medical or health-related images regulated under **HIPAA**;
- Law enforcement or criminal justice images regulated under **CJIS**.

Customers must not upload such content. No HIPAA Business Associate Agreement (BAA) or CJIS obligations are created under this SLA.

9. Pricing, Payments & Refunds

9.1 Pricing Changes

All prices, fees, and charges are **subject to change without notice**.
Price changes will not apply retroactively to services already purchased and paid for.

9.2 Payments

- Payments are processed securely via **Stripe, PayPal or via transfer to our bank**, -
- The Company does not store full payment card details.

9.3 Refunds

- Once the tokens are bought then it is under the system
- ~~Fees-Charges~~ are non-refundable once ~~report~~-processing has begun, except where required by law.
- Failed or incomplete processing may be refunded in form of token or given back to you at the Company's discretion.

10. Limitation of Liability

To the maximum extent permitted by law:

- The Company shall not be liable for indirect, incidental, special, or consequential damages;
- Total liability shall not exceed the amount paid by the Customer for the specific report giving rise to the claim.

11. Modifications

This SLA may be updated from time to time. Continued use of the BuoySpot Platform after updates constitutes acceptance of the revised SLA.

12. Governing Law

This SLA shall be governed by and construed in accordance with the laws of the **State of Florida, United States**, without regard to conflict-of-law principles.