

Terms of Service – SQL Agent

Effective date: published at <https://sqlagent.io/>

1. Definitions

SQL Agent — the service that provides the Customer with access to the SQL AI Agent.

Service — access to SQL Agent for one workstation, including technical support and maintenance required for proper operation.

Customer — any individual or legal entity that accepts these Terms.

Acceptance — clicking "I accept the Terms" (or equivalent) on the website or in the personal account at <https://sqlagent.io/>.

2. Subject

We grant the Customer access to SQL Agent under the conditions described in these Terms. The agreement is formed upon Acceptance.

3. Service Delivery

3.1. Access is activated within 2 business days after payment is received. The access period depends on the selected plan as listed on <https://sqlagent.io/>.

3.2. The Customer is responsible for providing their own internet connection. We are not responsible

for the Customer's hardware, software, internet service providers, or hosting providers.

3.3. Access continues uninterrupted if the Customer renews before the current period expires.

3.4. Once the paid period ends, access is suspended until the next payment is received.

4. Rights and Obligations

We will:

- Deliver the service properly and within the agreed timeframe.
- Provide 24/7 access except during scheduled maintenance.

We may:

- Update these Terms at any time. Changes take effect upon publication at <https://sqlagent.io/>. Continued use of the service constitutes acceptance of the updated Terms.
- Modify pricing no more than once per year.
- Update or extend service functionality at any time.

The Customer must:

- Provide accurate information at registration.
- Pay for the service in full as described in Section 5.
- Use the service in compliance with these Terms and applicable law.

5. Payment

5.1. Pricing is listed at <https://sqlagent.io/>.

5.2. Payment is made 100% in advance. Payment is considered complete when funds are received.

5.3. Invoices are sent to the email address provided at registration.

5.4. The service obligation is considered fulfilled regardless of whether the Customer actively used the service during the paid period. **No refunds are issued for unused access.**

6. Liability

6.1. Each party is responsible for fulfilling their obligations under these Terms.

6.2. Neither party is liable for failure to perform due to circumstances beyond their reasonable control (force majeure). Normal operation resumes once such circumstances are resolved.

7. Dispute Resolution

7.1. Disputes are resolved through negotiation first. If negotiation fails, disputes proceed through the applicable legal process.

7.2. A written claim must be submitted before initiating legal proceedings. The response deadline is 30 calendar days from receipt.

8. General

8.1. These Terms take effect upon publication at <https://sqlagent.io/> and remain in force until withdrawn.

8.2. We may update or withdraw these Terms at any time. The updated version is published on the website. The Customer is responsible for reviewing the current Terms.

8.3. Both parties agree to keep confidential any information designated as a trade secret during the course of the agreement.

8.4. The fact of accepting these Terms is not confidential.

8.5. These Terms may be terminated by mutual agreement or as otherwise provided herein.