

Terms of Service

Last updated: 22 June 2026

1. Agreement

These Terms of Service (“Terms”) are a binding agreement between you and **ZOOMIES S.R.L.**, a company registered in Romania (Trade Register no. **J2024046998008**, CUI **50994046**, registered office **Str. Chindiei nr. 22–24, Et. 1, Ap. 2, Sector 4, 040185 Bucharest, Romania**) (“Zoomies”, “we”, “us”). They govern your use of the Zoomies mobile app, our websites, and related services (the “Service”). By creating an account or using the Service, you accept these Terms, our Privacy Policy, and (for the mobile app) the End User License Agreement. If you do not agree, do not use the Service.

2. Who can use Zoomies

You must be at least **18 years old** and able to form a binding contract. If you use the Service on behalf of an organisation (e.g. a shelter), you confirm you are authorised to bind that organisation.

3. What Zoomies is

Zoomies is an AI-powered pet-behaviour platform. It analyses photos, video, and audio of your pet to produce behavioural insights, a pet profile, action plans, and an AI chat assistant, and can generate a synthesised “voice”. The Service is provided for informational and educational purposes about your pet’s behaviour.

4. Not veterinary, medical, or professional advice

Zoomies is not a veterinarian, animal behaviourist, or trainer, and does not provide veterinary, medical, or professional advice. Our analyses, action plans, chat responses, and other outputs are generated by artificial intelligence, **may be inaccurate or incomplete**, and must not be relied upon as a substitute for professional judgement.

Always consult a qualified veterinarian or accredited behaviourist for your pet's health, safety, or behavioural concerns, and **seek immediate professional help in an emergency or if your pet may be a danger** to itself or others. You are solely responsible for decisions you make about your pet. To the extent permitted by law, we are not liable for actions taken based on the Service's output.

5. Your account

You are responsible for keeping your login credentials secure and for activity under your account. Tell us promptly at contact@zoomies.ai if you suspect unauthorised use. We may suspend or terminate accounts that breach these Terms.

6. Subscriptions, billing and cancellation

Some features require a paid subscription.

- **In-app purchases** are billed by **Apple (App Store)** or **Google (Play)** under their terms; **web subscriptions** are billed by **Stripe**.
- Subscriptions **renew automatically** for the same period at the then-current price until cancelled. Any free trial converts to a paid subscription unless cancelled beforehand.
- **Cancel** in your App Store or Google Play account settings (in-app purchases) or as described for web subscriptions. Cancelling stops future renewals; deleting your Zoomies account does **not** cancel a store subscription.
- **Prices** may change; we will give notice as required by law and the app stores.
- **Refunds:** in-app purchases are subject to Apple/Google refund policies. Your **EU consumer rights**, including any statutory right of

withdrawal for digital content, apply and are not affected by these Terms.

7. Acceptable use

You agree not to: upload content you have no right to share; upload unlawful, harmful, or abusive content; misuse, reverse-engineer, scrape, overload, or disrupt the Service; attempt to access other users' data; or use the Service to harm animals or people. You must provide accurate information about yourself and your pet.

8. Your content and the licence you grant us

You retain ownership of the photos, video, audio, and information you submit ("Your Content"). You grant us a worldwide, non-exclusive licence to host, process, and analyse Your Content **solely to provide and improve the Service**, including sending it to the AI sub-processors described in the Privacy Policy. You confirm you have the rights to submit Your Content. We may use **aggregated or de-identified** data to improve the Service.

9. Intellectual property

The Service, including its software, models, design, and content (excluding Your Content), is owned by us or our licensors and protected by law. We grant you a limited, personal, non-transferable, revocable licence to use the Service under these Terms. "Zoomies" and our logos are our trademarks.

10. Third-party services

The Service relies on third parties (e.g. Apple, Google, Stripe, and AI providers). Your use of the app stores and payment providers is also governed by their terms. We are not responsible for third-party services.

11. Disclaimers

To the maximum extent permitted by law, the Service is provided **“as is” and “as available”** without warranties of any kind, including fitness for a particular purpose or that outputs are accurate or uninterrupted. This does not exclude warranties that cannot be excluded under Romanian or EU consumer law.

12. Limitation of liability

To the maximum extent permitted by law, we are not liable for indirect, incidental, or consequential damages, or for loss arising from reliance on the Service’s output (see §4). **Nothing in these Terms limits liability that cannot be limited by law** (including for death or personal injury caused by negligence, fraud, or your mandatory consumer rights). Where liability cannot be excluded, it is limited to the amount you paid us in the 12 months before the claim, or the maximum permitted by law.

13. Termination

You may stop using the Service and delete your account at any time (app settings or zoomies.ai/delete-account). We may suspend or terminate your access if you breach these Terms or where required by law. Sections that by nature should survive termination (e.g. §4, §8–§12) continue to apply.

14. Governing law and disputes

These Terms are governed by **Romanian law**, without prejudice to mandatory consumer-protection rules of your country of residence in the EU. Disputes are subject to the competent courts of Bucharest, Romania, subject to any mandatory consumer jurisdiction rules. As an EU consumer you may also use the European Commission’s **Online Dispute Resolution** platform (ec.europa.eu/consumers/odr).

15. Changes to these Terms

We may update these Terms. We will post the new version with an updated date and, for material changes, give notice in the app or by email. Continued use after changes take effect means you accept them.

16. Contact

ZOOMIES S.R.L. — Str. Chindiei nr. 22–24, Et. 1, Ap. 2, Sector 4, 040185
Bucharest, Romania — contact@zoomies.ai