

License Agreement (EULA)

Revision 2 dated 30.08.2026

This English text is a translation of the Russian original and is provided for convenience. In the event of any discrepancy between the English and the Russian version, the Russian version prevails.

1. Acceptance of the terms

By using our service (hereinafter — the "**Service**"), you automatically accept all the terms of this Licence Agreement. If you do not agree with any of the terms, please do not use the Service.

We may amend the terms of the agreement at any time by publishing an updated version in the Service together with the date on which it takes effect. Amendments do not apply to purchases already made or to Coins already paid for. If you do not agree with the amended version, you are entitled to discontinue use of the Service on the terms of section 10. Continued use of the Service after the effective date of the amendments constitutes agreement with the updated version.

2. Definitions

- **Service** — the query console (processing of `.epf` files) and the AI assistant associated with it
 - **Console** — the program for processing `.epf` files: a query builder, an editor with syntax highlighting, parameters, temporary tables, drill-down of results, background execution and export to Excel. It is purchased once and works without an internet connection and without Coins
 - **AI assistant** — a tool that helps to write and refine queries using the artificial intelligence technologies of a third-party provider; requests to it are paid for with Coins
 - **User** — a natural or legal person using the Service
 - **Coins** — a single internal balance used to pay for requests to the AI assistant across several of our tools, including this Service
 - **API** — the programming interface for integrating with the Service
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3. What you acquire, and the licence to use the software

3.1 Separation of the Console and the AI assistant

The Console and the AI assistant are two different products, kept separate from each other:

- The Console is yours forever after purchase and works entirely independently of Coins and of an internet connection
- The AI assistant is a separately paid add-on: without Coins the Console remains fully operational, simply without AI help in writing queries

3.2 The licence granted

We grant you a **personal, non-exclusive, non-transferable licence** to use the Console and, where paid access is held, the AI assistant, subject to the terms of this agreement.

The licence is personal because it is bound to your account: an account belongs to one individual, and everything done with its keys is treated as done by you. The licence sets no limit on the number of computers you work from or the number of databases you connect to.

3.3 Usage restrictions

You **are entitled** to:

- Adapt the **client-side part** of the software to your needs for personal purposes
- Use the software in any number of databases, including your clients' databases, and be paid for that work

You **are not entitled** to:

- Modify, decompile or disassemble the **server-side part** of the software or the API
- Attempt to obtain the source code of the server-side part
- Carry out any reverse engineering of the server-side part
- Resell the software or the licence to it, transfer either for a fee, rent it out or sublicense it, in whole or in part
- Provide third parties with paid access to the running software: selling queries, key access, or the output of the AI assistant as a standalone service
- Remove or alter any copyright or licence notices
- Use the Service to create a competing product
- Store the output of the AI assistant at scale for the purpose of avoiding payment

The line is simple: being paid for your own work is fine; being paid for access to the software is not.

4. Payments and payment methods

4.1 Purchasing the Console

- A **one-off purchase** grants permanent access to the Console
- After the purchase you will receive a licence key for activation
- With a paid purchase, starting Coins are credited on a one-off basis in the quantity stated on the product card — they are included in the price of the Console and are provided as a bonus
- The licence is deemed delivered from the moment the data processor file is downloaded: the file stays with you, and no refund of the money paid for the Console is made after the download. This does not limit your mandatory consumer rights under clause 9.3
- Upon registration of an account, trial Coins are credited on a one-off basis in the quantity stated in the Service; they are provided free of charge, are not linked to the purchase of any product, and are not refundable or withdrawable under any circumstances

4.2 Donations

- Donations are **voluntary payments** made through the "Support" button to support the development of the Service
- Donations are **not** a purchase of goods or services and do not imply any consideration on our part
- As a token of gratitude we may, at our discretion, provide bonuses, early access to materials or other tokens of appreciation — this is not guaranteed, does not depend directly on the size of the donation, and may not be regarded as a condition or as the subject matter of a transaction
- Donations are **non-refundable**

4.3 Payment methods

Payments are processed through third-party payment providers (Robokassa, CloudPayments). The available payment methods are shown on the payment page depending on your region and the provider.

All payments are processed on secure servers using modern encryption. We do not store your payment information on our servers.

5. Internal currency (Coins)

5.1 Definition and use

- **Coins** are a single internal balance used to pay for requests to the AI assistant within this Service and within our other tools that use the same balance
- Coins **cannot** be exchanged for real money and are non-refundable while the account remains in active use — save in the case of closure of the account at your initiative on the terms of section 10.3
- Coins have no expiry date. We may write off unused Coins after one year of no activity in the account
- They are used only in accordance with the Service's price list

5.2 Purchasing coins

The cost of coins and services is set out in the "Prices and cost" section. Prices may change no more than once a day.

5.3 Use

The remaining coins in your account are updated **immediately** after a successful payment. Coins that have been spent are **not refunded**, except in the cases expressly set out in clause 5.1. We are not liable for the accidental spending of coins. Where there is a balance, coins are deducted automatically on each request to the AI assistant.

6. Terms of use of the API

6.1 API access

- The API is available only to registered users holding a valid API key
- An API key is **bound to the account holder's wallet**: every request made with it is charged to that balance and made under the holder's responsibility, regardless of who made it
- Publishing the key in the open, reselling API access, or granting it to third parties as a service — including as part of your own service, product or intermediary arrangement — is prohibited
- The company reserves the right to block an API key if it is compromised

6.2 Request limits

- A maximum of **2000 requests per hour**
- Exceeding the limit results in access being restricted for **1 hour**
- Repeated violations may lead to the account being blocked

6.3 Responsibility for use of the API

You are responsible for:

- The security of your API key
 - The compliance of your use with the law
 - Compliance with our terms of service and usage policy
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7. Prohibited activity

You **undertake not to**:

- Use the Service for unlawful purposes or in breach of local, national or international law
- Create content that infringes the rights of third parties (copyright, trademarks, personal data)
- Generate content containing:
 - Violence, cruelty or exploitation
 - Discrimination on the grounds of race, sex, religion or nationality
 - Sexual or erotic content
 - Instructions for making weapons or narcotics
 - Phishing, spam or social engineering

- Store results at scale
- Conduct DDoS attacks, scanning or security testing without permission
- Use scripts, bots or automated tools without consent

7.1 Material involving the sexualisation of minors

The creation, requesting, storage or distribution through the Service of any material sexualising minors, in any form, is absolutely prohibited. This rule applies without exception.

Where such activity is identified, we immediately and without prior notice block the account with no right of restoration, retain the relevant data and pass the information to the competent law enforcement authorities. Sections 10.2-10.3 (on the blocking procedure and the refund of coins) do not apply to this clause.

8. Intellectual property

8.1 Your content

- You retain full rights to the content you create in the Service
- You confirm that the content you submit to the Service does not infringe the rights of third parties
- We log usage for security and diagnostic purposes

8.2 Our property

- All content of the Service, including text, graphics, logos, images and program code, is protected by copyright
- You may not reproduce, distribute or modify our content without written permission

8.3 Risks of AI generation and transfer of data to model providers

- The output of the AI assistant is created using the artificial intelligence technologies of third-party providers and may lack the attributes of originality, and may coincide with results generated in response to requests by other users
 - By using such results, you assume the risks associated with a possible infringement of the exclusive rights of third parties
 - Neither we nor the providers of the AI models we use are liable for adverse consequences associated with these risks
 - When you make a request to the AI assistant, the content of your request is transferred to the third-party AI model provider to the extent necessary to process the request and deliver the result to you
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9. Disclaimer of liability

9.1 "As is"

The Service is provided "**as is**", without any warranties. We **do not guarantee**:

- Error-free operation or the absence of failures
- The correctness of the output of the AI assistant
- Security against unauthorised access (to a 100% degree)

9.2 Limitation of liability

We are **not liable** for:

- Loss of data, profit or lost benefit
- Your use of the output of the AI assistant
- Decisions taken on the basis of the output of AI models

- Interruptions in service for reasons beyond our control

The maximum of our liability: the amount of the payments you made over the preceding 30 days

9.3 Consumer rights

The provisions of this section do not limit or exclude your rights expressly provided for by consumer protection law, including the right to a reduction of the price of the service, to the cost-free remedy of defects and to compensation for losses caused by defects in the service (Art. 29 of the Law of the Russian Federation "On Protection of Consumer Rights"), as well as the right to withdraw from the contract and recover amounts paid for services not rendered (Art. 32 of that Law and Art. 782 of the Civil Code of the Russian Federation).

10. Restriction, suspension and closure of the account

10.1 Grounds for blocking

We reserve the right to block your account or restrict access if:

- The terms of this agreement have been breached
- Suspicious activity or fraud has been detected
- Local law or the rights of third parties have been violated
- There are payment arrears

10.2 Procedure

- In the event of a serious breach, the account is blocked **immediately**
- In the event of a technical breach, we will notify you and give you the opportunity to remedy it within **7 days**
- Where the blocking is caused by a breach of the terms of the agreement, by fraud or by unlawful activity, the remaining Coins are **not refunded**

10.3 Closure at the user's initiative

- You may close your account at **any time** through the settings
 - If the closure is not connected with blocking for a breach of the terms, the remaining paid Coins are refunded within **30 days**, less the costs we actually incurred in accepting the payment (the payment provider's fee)
 - Starting Coins and bonus Coins that were not paid for with money are non-refundable
 - All data is deleted within **90 days** of the request
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11. Privacy and data protection

- We collect and process your data in accordance with our **Privacy Policy**
 - Your API requests are logged for security purposes and to improve the service
 - We do **not sell** your personal data to third parties
 - Data is stored in secure data centres with encryption
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12. Changes to the terms

- We may amend the terms of this agreement at any time, following the notification procedure set out in section 1
 - If you do not agree with the changes, you may close your account on the terms of section 10.3
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13. Technical support

- Support is available through the form on the website or by email
 - Response time: **24-48 hours**
 - Critical incidents (data loss, compromise): **2 hours**
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14. Enforcement and governing law

14.1 Governing law

This agreement is governed by the law of the Russian Federation.

14.2 Dispute resolution

- We seek to resolve all disputes **amicably** through negotiation
 - If a dispute cannot be settled by negotiation, you are entitled to bring proceedings before a court at your place of residence, at our location, or at the place where the contract was concluded or performed — at your choice, in accordance with Art. 17 of the Law of the Russian Federation "On Protection of Consumer Rights"
 - You are also entitled to seek protection of your rights from Rospotrebnadzor or another authorised body
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15. Miscellaneous

15.1 Entire agreement

This agreement, together with the Privacy Policy and the Cookie Policy, constitutes the entire agreement between you and us in relation to the Service and supersedes any prior arrangements on the same subject matter.

15.2 Severability

If any section of this agreement is held to be invalid, the remaining sections remain in force.

15.3 No waiver

A failure to act in respect of a breach does not constitute a waiver of rights.

Company details

Dmitrii Sgonnov, Sole Proprietor

Tax ID: 422922383420

OGRNIP: 326547600002879

Address: Apt. 87, 126 Bolshevistskaya St., Novosibirsk, 630083, Russia

E-mail: support@digitalmechanics.dev