



SCANTRA CONSUMER AGREEMENT

Standard Subscription Terms — All Service Plans (Excluding Enterprise)

Version 1.0 | Effective June 10, 2026

A software product of Violet Organization, a 501(c)(3) non-profit organization

EIN: 81-3855319

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www.scantra.ai | Info@scantra.ai

c/o Violet Organization, a 501(c)(3) non-profit organization (EIN: 81-3855319), 210 Lake Dr E, Cherry Hill, NJ 08002

PART I — PRIVACY POLICY

This Privacy Policy describes how Scantra.ai DBA Scantra ("we," "us," or "our"), a software product of Violet Organization, a 501(c)(3) non-profit organization (EIN: 81-3855319), collects, uses, discloses, and safeguards your personal information when you access www.scantra.ai or purchase Services. By completing your purchase and using our Services, you acknowledge that you have read and understood this Privacy Policy.

Section I. INFORMATION WE COLLECT

We collect information you provide directly (name, email, billing address, payment details, business name, website URL, and account credentials) and information collected automatically (IP address, browser type, device identifiers, pages visited, and cookie data). Where you authorize access, we also collect data from connected third-party platforms such as Google Search Console and Google Analytics.

Section II. HOW WE USE YOUR INFORMATION

- To provide, operate, maintain, and improve our Services
- To process transactions, issue invoices, and manage your subscription
- To communicate with you regarding your account, billing, and support
- To send marketing communications where you have provided consent or where permitted by law
- To detect and prevent fraud, abuse, and security incidents
- To comply with applicable legal obligations

Section III. DISCLOSURE OF INFORMATION

We do not sell your personal information. We may share your information with service providers who assist in delivering our Services (hosting, payment processing, email delivery, analytics), with professional advisors under confidentiality obligations, with law enforcement where required by law, and with successor entities in connection with a corporate transaction.

Section IV. DATA RETENTION AND SECURITY

We retain personal data for as long as necessary to fulfill the purposes described herein and to comply with applicable legal obligations. We implement industry-standard security measures including TLS encryption

in transit, AES-256 encryption at rest, multi-factor authentication, and access controls. In the event of a confirmed data breach, we will notify affected individuals as required by applicable law.

Section V. YOUR RIGHTS

Depending on your jurisdiction, you may have the right to access, correct, delete, restrict, or port your personal data, and to object to or withdraw consent for certain processing. To exercise your rights, contact us at Info@scantra.ai. We will respond within thirty (30) days or as otherwise required by law.

European Union and United Kingdom (GDPR / UK GDPR)

If you are located in the EU or UK, we process your personal data pursuant to GDPR and UK GDPR. Lawful bases for processing include contract performance, legitimate interests, consent, and legal obligation. You have the right to lodge a complaint with your national supervisory authority. A Data Processing Agreement is available separately upon request. Standard Contractual Clauses govern international transfers.

Canada (PIPEDA and Provincial Privacy Legislation)

If you are located in Canada, we comply with PIPEDA and applicable provincial privacy laws. French-language documentation is available upon request for Quebec residents. You may withdraw consent subject to legal or contractual restrictions.

Brazil (LGPD — Lei Geral de Proteção de Dados)

If you are located in Brazil, your data is processed in accordance with LGPD Law No. 13,709/2018. You have the right to confirmation of processing, access, correction, anonymization, portability, deletion, and to petition the Autoridade Nacional de Proteção de Dados (ANPD).

California, United States (CCPA / CPRA)

If you are a California resident, you have the right to know what personal information is collected, to delete it, to correct inaccurate information, to opt out of the sale or sharing of personal information, and to non-discrimination for exercising your rights. We do not sell your personal information. Submit requests to Info@scantra.ai.

Australia (Privacy Act 1988 / Australian Privacy Principles)

If you are located in Australia, we handle your personal information in accordance with the Privacy Act 1988 (Cth) and the thirteen Australian Privacy Principles. We comply with the Notifiable Data Breaches

scheme. Complaints may be directed to us in the first instance and, if unresolved, to the Office of the Australian Information Commissioner.

For all privacy inquiries: Info@scantra.ai | c/o Violet Organization, a 501(c)(3) non-profit organization (EIN: 81-3855319), 210 Lake Dr E, Cherry Hill, NJ 08002

PART II — TERMS OF SERVICE

These Terms of Service ("Terms") constitute a legally binding agreement between you ("Client," "you," or "your") and Scantra.ai DBA Scantra, a software product of Violet Organization, a 501(c)(3) non-profit organization (EIN: 81-3855319), located at 210 Lake Dr E, Cherry Hill, NJ 08002 ("Scantra," "we," "us," or "our"). By accessing our platform or purchasing any subscription plan, you agree to be bound by these Terms in their entirety.

Section I. ELIGIBILITY AND ACCOUNT REGISTRATION

- You must be at least eighteen (18) years of age and possess the legal capacity to enter into binding contracts.
- If you are acting on behalf of a business entity, you represent and warrant that you have authority to bind that entity to these Terms.
- You agree to provide accurate, complete, and current account information and to maintain its accuracy throughout the term of your subscription.
- You are solely responsible for maintaining the confidentiality of your account credentials and for all activity that occurs under your account.
- You must notify us immediately at Support@scantra.ai upon becoming aware of any unauthorized access to your account.

Section II. DESCRIPTION OF SERVICES

Scantra.ai DBA Scantra provides SEO analysis, technical site auditing, keyword research, rank tracking, backlink analysis, compliance monitoring, reporting dashboards, and related digital marketing tools and services (collectively, the "Services"). The specific features and scope of Services available to you are determined by your selected subscription plan. We reserve the right to modify, update, or discontinue any aspect of the Services with reasonable prior notice.

Section III. SUBSCRIPTION PLANS AND PAYMENT TERMS

- Services are offered on monthly and annual subscription bases at the fees displayed on our pricing page at the time of your purchase.
- All fees are stated in United States Dollars unless otherwise indicated and are exclusive of applicable taxes, which you are solely responsible for.
- Payment is due in advance at the commencement of each billing cycle. Annual subscriptions are billed in full at the start of the subscription year.

- By completing your purchase, you authorize us to charge your designated payment method automatically on each renewal date without further authorization.
- If a payment fails, we will provide a five (5) business day grace period before suspending Services. You remain liable for all amounts due during any suspension period.
- We reserve the right to adjust subscription pricing upon thirty (30) days' prior written notice to existing subscribers. Continued use after the effective date constitutes acceptance of the revised pricing.

Section IV. ACCEPTABLE USE

You agree to use the Services solely for lawful purposes and in compliance with these Terms and all applicable laws and regulations. Without limiting the foregoing, you expressly agree not to:

1. Use the Services to engage in, facilitate, or promote any illegal activity.
2. Engage in black-hat SEO practices, including but not limited to link spam, link farms, private blog networks, keyword stuffing, hidden text, cloaking, or deceptive redirects.
3. Scrape, harvest, or systematically collect data from our platform or from third-party websites without authorization.
4. Attempt to gain unauthorized access to our systems, networks, or other users' accounts.
5. Transmit malicious code, viruses, ransomware, or any disruptive or harmful data.
6. Use unsolicited commercial electronic messages in connection with the Services.
7. Reverse engineer, decompile, or attempt to derive source code from any component of our platform.
8. Resell, sublicense, or redistribute our Services or data without prior written authorization from Scantra.

Section V. INTELLECTUAL PROPERTY

All content, features, functionality, software, tools, methodologies, algorithms, data compilations, and other materials available through the Services are owned by or licensed to Scantra.ai DBA Scantra and are protected by copyright, trade secret, patent, and other applicable intellectual property laws. Your purchase grants you a limited, non-exclusive, non-transferable, revocable license to use the Services for your own internal business purposes during the term of your subscription. No title or ownership in any Scantra intellectual property is transferred to you.

Section VI. DISCLAIMER REGARDING SEO RESULTS

SCANTRA DOES NOT GUARANTEE ANY SPECIFIC SEARCH ENGINE RANKINGS, ORGANIC TRAFFIC LEVELS, CONVERSION RATES, REVENUE OUTCOMES, OR OTHER

PERFORMANCE RESULTS. SEO IS SUBJECT TO NUMEROUS FACTORS BEYOND OUR CONTROL, INCLUDING SEARCH ENGINE ALGORITHM CHANGES, COMPETITOR ACTIVITIES, WEBSITE TECHNICAL CONDITIONS, AND CONTENT QUALITY. THE SERVICES PROVIDE TOOLS, DATA, AND RECOMMENDATIONS; OUTCOMES DEPEND ON YOUR IMPLEMENTATION AND EXTERNAL VARIABLES.

Section VII. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SCANTRA'S TOTAL AGGREGATE LIABILITY TO YOU FOR ANY CLAIMS ARISING OUT OF OR RELATING TO THESE TERMS OR THE SERVICES SHALL NOT EXCEED THE TOTAL FEES PAID BY YOU IN THE THREE (3) MONTHS IMMEDIATELY PRECEDING THE CLAIM. IN NO EVENT SHALL SCANTRA BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING LOSS OF PROFITS, REVENUE, DATA, OR GOODWILL, WHETHER ARISING IN CONTRACT, TORT, OR OTHERWISE.

Some jurisdictions do not permit the limitation or exclusion of certain damages. In such jurisdictions, our liability is limited to the maximum extent permitted by applicable law.

Section VIII. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless Scantra and its affiliates, officers, directors, employees, and agents from and against any and all claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising out of or relating to: (a) your use of the Services; (b) your breach or alleged breach of these Terms; (c) your violation of any applicable law or any rights of a third party; or (d) any content or data you provide to us.

Section IX. TERM AND TERMINATION

- These Terms commence upon your account creation or first purchase and continue until terminated.
- Either party may terminate your subscription with thirty (30) days' written notice.
- We may suspend or terminate your account immediately and without notice for material breach of these Terms, including but not limited to non-payment, violation of the Acceptable Use provisions, or fraudulent activity.
- Upon termination, your access to the Services will cease. You may request a data export within sixty (60) days of termination, after which your data may be permanently deleted.
- The provisions of these Terms that by their nature should survive termination — including intellectual property, limitation of liability, indemnification, and dispute resolution — shall survive.

Section X. GOVERNING LAW AND DISPUTE RESOLUTION

These Terms are governed by the laws of the State of New Jersey, United States of America, without regard to its conflict of law principles. Any dispute arising under or relating to these Terms that cannot be resolved through good-faith negotiation within thirty (30) days shall be resolved through binding arbitration administered by the American Arbitration Association under its Consumer Arbitration Rules. Arbitration shall be conducted in New Jersey or, at your election, by videoconference. Each party shall bear its own costs unless the arbitrator determines otherwise. YOU EXPRESSLY WAIVE ANY RIGHT TO PARTICIPATE AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS ACTION, COLLECTIVE ACTION, OR REPRESENTATIVE PROCEEDING.

European Union and United Kingdom

Nothing in these Terms affects your statutory rights as a consumer under EU or UK law. EU and UK consumers have a fourteen (14) day statutory right of withdrawal for distance contracts under Directive 2011/83/EU and the UK Consumer Contracts Regulations 2013, unless digital service delivery has commenced with your prior express consent and acknowledgment that you thereby waive your right of withdrawal.

Canada

These Terms comply with applicable Canadian consumer protection legislation. Quebec residents have additional rights under the Consumer Protection Act, including the right to receive documentation in French. We will provide French-language versions of these Terms upon request.

Brazil

These Terms comply with the Brazilian Consumer Defense Code (Código de Defesa do Consumidor). Brazilian consumers have the right to withdraw from contracts concluded remotely within seven (7) calendar days of conclusion or receipt of service pursuant to Article 49 of the CDC.

California, United States

In compliance with California's Automatic Renewal Law (Business and Professions Code Section 17600 et seq.), all automatic renewal terms are clearly disclosed at checkout and in your order confirmation. You may cancel your subscription at any time through your account settings.

Australia

Nothing in these Terms excludes, restricts, or modifies any consumer guarantee, right, or remedy conferred by the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010) that cannot lawfully be excluded or limited by contract.

PART III — END USER LICENSE AGREEMENT

This End User License Agreement ("EULA") is a legal agreement between you ("Licensee") and Scantra.ai DBA Scantra ("Licensor") governing your use of the software, platform, tools, reports, algorithms, and proprietary systems (collectively, the "Software") provided as part of the Services. This EULA is incorporated by reference into the Terms of Service. Your use of the Software constitutes your acceptance of this EULA.

Section I. GRANT OF LICENSE

Subject to your compliance with this EULA and the timely payment of applicable subscription fees, Licensor hereby grants you a limited, non-exclusive, non-transferable, revocable license to access and use the Software solely for your own internal business purposes in connection with your organization's SEO, compliance monitoring, and digital marketing activities. This license does not include the right to sublicense, sell, resell, transfer, assign, distribute, or otherwise exploit the Software for the benefit of any third party.

Section II. LICENSE RESTRICTIONS

Licensee expressly agrees not to:

9. Copy, modify, translate, adapt, or create derivative works based upon the Software or any component thereof.
10. Reverse engineer, disassemble, decompile, or otherwise attempt to derive the source code, object code, or underlying algorithms of the Software.
11. Remove, alter, cover, or obscure any proprietary notices, labels, trademarks, or branding contained in or on the Software.
12. Use the Software to develop, market, or operate any product or service that competes with Scantra's Services.
13. Allow multiple users to share a single licensed account or permit any unauthorized third party to access the Software through your account.
14. Use automated scripts, bots, or web crawlers against our platform beyond normal documented API usage parameters.
15. Extract, systematically download, or reproduce bulk data from our platform for storage or distribution outside the Services.

Section III. PROPRIETARY RIGHTS

The Software and all components thereof are protected by copyright, trade secret, patent, and other intellectual property laws in the United States and internationally. Scantra.ai DBA Scantra retains all rights, title, and interest in and to the Software, including all intellectual property rights therein. Nothing in this EULA transfers any ownership of the Software to you. Your rights are limited solely to the license expressly granted herein.

Section IV. UPDATES AND MODIFICATIONS

Licensor may release updates, patches, enhancements, or new versions of the Software at its sole discretion. Updates may be deployed automatically or may require your action. Your continued use of the Software following any update constitutes acceptance of the updated version. Licensor reserves the right to add, modify, or remove features at any time with reasonable notice, and to discontinue the Software or any portion thereof.

Section V. DISCLAIMER OF WARRANTIES

THE SOFTWARE IS PROVIDED "AS IS" AND "AS AVAILABLE," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY, COMPLETENESS, OR UNINTERRUPTED AVAILABILITY. LICENSOR DOES NOT WARRANT THAT THE SOFTWARE WILL BE ERROR-FREE OR THAT DEFECTS WILL BE CORRECTED.

Section VI. TERM AND TERMINATION

This EULA is effective upon your first use of the Software and shall continue in force until terminated. This EULA terminates automatically upon: (a) your failure to pay any applicable subscription fees; (b) your material breach of any provision of this EULA; or (c) the cancellation or expiration of your subscription. Upon termination, you must immediately cease all use of the Software and destroy any locally cached or downloaded materials.

European Union and United Kingdom

The warranty disclaimer in Section V of this EULA does not affect your statutory rights as a consumer. Digital content and services must conform to the contract under Directive 2019/770 (EU) and the Digital Economy Act and Consumer Rights Act (UK), and you may have rights to remedy for non-conforming digital content.

Australia

The Australian Consumer Law provides statutory guarantees for software and digital services that cannot be excluded, restricted, or modified by contract. The disclaimer in Section V does not limit those guarantees. You may be entitled to a remedy if the Software fails to meet an acceptable quality standard.

Brazil

Brazilian consumers retain rights under the Consumer Defense Code (CDC) regarding software quality and fitness for purpose. The disclaimer in Section V does not waive mandatory legal warranties under Brazilian law.

PART IV — ACCEPTABLE USE POLICY

This Acceptable Use Policy ("AUP") governs all use of Scantra's platform, services, application programming interfaces (APIs), tools, and data. This AUP is incorporated by reference into the Terms of Service. Any violation of this AUP constitutes a material breach of the Terms of Service and may result in the immediate suspension or termination of your account without refund.

Section I. PERMITTED USES

You are authorized to use the Services for:

- Lawful SEO analysis, keyword research, rank tracking, technical site auditing, and backlink monitoring for websites you own or have explicit authorization to manage.
- Compliance monitoring and reporting for your own organization or, if you are an agency, for clients pursuant to a valid agency relationship.
- Generating reports, analyses, and insights to support your organization's legitimate business decision-making.
- Integration with third-party platforms for which you hold proper authorization and access rights.

Section II. PROHIBITED USES

II.I Illegal and Harmful Activity

- Using the Services to engage in, facilitate, or promote any activity that is unlawful under applicable federal, state, or local law.
- Transmitting, storing, or processing content that is defamatory, obscene, harassing, threatening, or that infringes the intellectual property rights of any third party.
- Facilitating identity theft, financial fraud, phishing, or social engineering of any kind.

II.II Black-Hat SEO and Search Engine Manipulation

NOTICE: The following practices are strictly prohibited and will result in immediate account termination:

- Link spam, link farms, private blog networks (PBNs), or any other scheme designed to artificially manufacture inbound links.
- Keyword stuffing, hidden text, cloaking, doorway pages, or deceptive redirects designed to manipulate search engine results.
- The unauthorized scraping or harvesting of content from third-party websites.

- The creation or distribution of auto-generated, AI-spun, or otherwise low-quality content designed to deceive search engines.
- Negative SEO attacks against competitor or third-party websites.
- Click fraud, fake user engagement, or manipulation of web analytics data.
- Any practice that violates Google's Webmaster Guidelines, Bing's Webmaster Guidelines, or any other search engine's published terms of service.

II.III Platform Abuse

- Attempting to gain unauthorized access to any component of the Scantra platform or to any other user's account.
- Transmitting viruses, malware, ransomware, spyware, or other malicious or disruptive code.
- Using automated bots or scripts to access our platform in excess of documented API rate limits.
- Attempting to reverse engineer, decompile, or extract proprietary source code from any Scantra system.
- Sharing account credentials or permitting unauthorized parties to access the Services through your account.
- Reselling, sublicensing, or white-labeling our data or platform output without express prior written consent.

II.IV Privacy and Data Violations

- Collecting, processing, or transmitting personal data in violation of any applicable privacy law, including GDPR, CCPA/CPRA, LGPD, PIPEDA, or the Australian Privacy Act.
- Using our Services to profile or track individuals without their knowledge or lawful consent.

Section III. CONSEQUENCES OF VIOLATION

Severity	Examples	Consequence
Minor	Rate limit exceeded; minor policy breach	Written warning and required remediation
Moderate	Repeated violations; unauthorized data use	Account suspension of 7 to 30 days
Serious	Black-hat SEO; privacy law breach; unauthorized scraping	Immediate termination without refund
Severe	Illegal activity; cyberattack; fraud; data theft	Termination and referral to law enforcement

Section IV. REPORTING VIOLATIONS

If you become aware of any violation of this AUP by another user or third party, please report it promptly to Support@scantra.ai. We investigate all reports and take appropriate enforcement action. Retaliation against good-faith reporters is prohibited.

PART V — COOKIE POLICY

This Cookie Policy explains how Scantra.ai DBA Scantra uses cookies and similar tracking technologies on www.scantra.ai. By using our website and platform, you consent to the use of cookies as described herein, subject to your preferences as expressed through our consent management platform.

Section I. WHAT ARE COOKIES

Cookies are small text files placed on your device by a website when you visit it. Cookies serve various purposes including enabling core functionality, remembering your preferences, providing analytical insights about how our platform is used, and, where you have consented, delivering relevant advertising. Cookies may be session cookies, which expire when you close your browser, or persistent cookies, which remain on your device until their expiry date or until you delete them.

Section II. CATEGORIES OF COOKIES WE USE

Category	Purpose	Default State	User Control
Strictly Necessary	Authentication, session management, security, load balancing	Always active	Cannot be disabled
Functional / Preference	Language settings, display preferences, saved configurations	Active (inactive for EU/UK/BR)	May be disabled
Analytics / Performance	Traffic analysis, page view data, user behavior (Google Analytics)	Inactive (EU/UK/BR/CA)	May be disabled
Marketing / Targeting	Advertising conversion tracking, retargeting, Meta Pixel	Always inactive	Opt-in required

Section III. MANAGING YOUR COOKIE PREFERENCES

You may manage your cookie preferences at any time through the following mechanisms:

- Our Cookie Consent Banner, displayed on your first visit to our website, through which you may accept, reject, or customize your preferences by category.
- The Cookie Preferences link, which is permanently available in the footer of our website.
- Your browser settings, through which most browsers allow you to block or delete cookies. Please note that disabling certain cookies may affect the functionality of our platform.

- Third-party opt-out tools, including the Google Analytics Opt-Out Browser Add-on and the Digital Advertising Alliance opt-out portal.

Section IV. THIRD-PARTY COOKIES

Certain third-party services embedded in or integrated with our platform may set their own cookies on your device. These cookies are governed by the respective third party's privacy and cookie policies. We encourage you to review those policies before authorizing such cookies.

European Union and United Kingdom (ePrivacy Directive / GDPR)

We require your prior explicit consent before placing any non-essential cookies on your device. Our consent management platform complies with the IAB Europe Transparency and Consent Framework (TCF 2.0). You may withdraw or modify your consent at any time by accessing the Cookie Preferences link in our website footer.

Canada (CASL)

In accordance with Canada's Anti-Spam Legislation, we obtain express consent before deploying tracking technologies that collect personal information beyond what is technically necessary to provide the Services.

Brazil (LGPD)

Non-essential cookies that involve the processing of personal data require your consent under the LGPD. You may withdraw your consent at any time through our cookie preference center.

California, United States (CCPA / CPRA)

Cookie-based advertising practices may constitute the 'sharing' of personal information under CPRA. A 'Do Not Sell or Share My Personal Information' link is available in our website footer. We will process opt-out requests within fifteen (15) business days.

Australia (Privacy Act 1988)

Cookies that collect IP addresses or behavioral data are treated as the collection of personal information under the Privacy Act 1988. We obtain consent where required under the Australian Privacy Principles.

PART VI — REFUND AND CANCELLATION POLICY

This Refund and Cancellation Policy sets forth the terms under which Scantra.ai DBA Scantra provides refunds and processes cancellations for subscription-based Services. We are committed to maintaining transparent and fair policies that comply with consumer protection laws in all jurisdictions where we operate.

Section I. MONTHLY SUBSCRIPTION CANCELLATION

Monthly subscriptions may be cancelled at any time through your account settings or by contacting Support@scantra.ai. Cancellation takes effect at the end of the current paid billing period, and you will retain full access to the Services until that date. We do not provide prorated refunds for any unused portion of a monthly billing period, unless otherwise required by applicable law.

Section II. ANNUAL SUBSCRIPTION CANCELLATION

Annual subscriptions may be cancelled at any time. Cancellations submitted within fourteen (14) calendar days of the original purchase date are eligible for a full refund, provided that the Services have not been substantially accessed or used. Cancellations submitted after the fourteen (14) day window are not eligible for a prorated refund, unless otherwise required by applicable law. Access to the Services will continue through the end of the paid annual term.

Section III. REFUND ELIGIBILITY

III.I Circumstances Eligible for Refund

- The Services are not delivered as described and Scantra is unable to remedy the failure within a commercially reasonable time.
- A technical error attributable to Scantra results in duplicate or erroneous billing.
- Applicable consumer protection law independently entitles you to a refund.
- A billing dispute is resolved in your favor through your payment provider.

III.II Circumstances Not Eligible for Refund

- Failure to achieve anticipated SEO results, search engine rankings, or traffic outcomes.
- Dissatisfaction with features that were available and accurately described at the time of purchase.
- Cancellation requests submitted outside the applicable refund window.

- Accounts terminated by Scantra due to violations of the Terms of Service or Acceptable Use Policy.

Section IV. REFUND REQUEST PROCEDURE

16. Submit a written refund request to Info@scantra.ai within the applicable refund window.
17. Include your account email address, order or invoice number, and a description of the basis for your request.
18. We will acknowledge your request and provide a determination within five (5) business days.
19. Approved refunds will be processed within ten (10) business days to your original payment method. Additional processing time may apply depending on your financial institution.

Section V. SERVICE CREDITS

In appropriate circumstances and at Scantra's sole discretion, we may offer service credits applicable to future billing cycles in lieu of a cash refund. Service credits are non-transferable, have no cash redemption value (except where required by applicable law), and expire twelve (12) months from the date of issuance.

Section VI. AUTOMATIC RENEWAL DISCLOSURE

Your subscription will automatically renew at the end of each billing cycle at the then-current subscription rate. You will receive advance notice of renewal as follows: monthly subscriptions — not less than three (3) days prior to renewal; annual subscriptions — not less than thirty (30) days prior to renewal. To prevent renewal, you must cancel before the renewal date through your account settings.

European Union and United Kingdom

EU and UK consumers have a statutory right of withdrawal of fourteen (14) days for contracts concluded at a distance pursuant to Directive 2011/83/EU and the UK Consumer Contracts Regulations 2013. If you request commencement of the Services during this period, you acknowledge that exercising the right of withdrawal may entitle Scantra to charge a proportionate amount for Services already delivered. Approved refunds will be processed within fourteen (14) days of receipt of your withdrawal request.

Canada

Certain Canadian provinces provide statutory cooling-off periods for internet agreements. We comply with all applicable provincial consumer protection legislation, including the Consumer Protection Act (Ontario),

the Business Practices and Consumer Protection Act (British Columbia), and the Consumer Protection Act (Quebec).

Brazil

Pursuant to Article 49 of the Consumer Defense Code (Código de Defesa do Consumidor), Brazilian consumers have the right to withdraw from contracts concluded outside a commercial establishment, including online, within seven (7) calendar days of conclusion or receipt of service. We will process such refunds in full without penalty.

California, United States

In compliance with California's Automatic Renewal Law (Business and Professions Code Section 17600 et seq.), we clearly disclose all automatic renewal terms, the cancellation policy, and the recurring charge amount at checkout and in your confirmation email. You may cancel at any time through your account settings.

Australia

Under the Australian Consumer Law, you are entitled to a remedy — including a refund, repair, or replacement — if our Services fail to meet a statutory consumer guarantee. Our cancellation and refund policy does not limit or exclude any right or remedy you may have under the Competition and Consumer Act 2010.

PART VII — SERVICE LEVEL AGREEMENT

This Service Level Agreement ("SLA") forms part of, and is incorporated by reference into, the Terms of Service between Scantra.ai DBA Scantra ("Provider") and the subscribing Client ("Client"). It defines the service availability commitments, support response standards, remedies for service failures, and related obligations applicable to all subscription tiers excluding Enterprise.

Section I. DEFINITIONS

Term	Definition
Uptime	The percentage of time the Platform is fully operational and accessible in a given calendar month, excluding Scheduled Maintenance and Excluded Downtime.
Downtime	Any period of Platform unavailability not attributable to Scheduled Maintenance or Excluded Downtime, measured in minutes per calendar month.
Scheduled Maintenance	Planned maintenance communicated to Clients at least forty-eight (48) hours in advance; not counted toward Downtime.
Excluded Downtime	Unavailability resulting from Client-side infrastructure or connectivity issues, third-party service failures, Force Majeure events, Client breach of the Terms of Service, or cyberattacks beyond Scantra's reasonable control.
Response Time	Time elapsed from submission of a support request to Provider's acknowledgment and commencement of active investigation.
Service Credit	A monetary credit applied against a future invoice as the sole remedy for a confirmed SLA breach.
Business Hours	Monday through Friday, 9:00 a.m. to 5:00 p.m. in the Client's local time zone, excluding public holidays.
P1 — Critical	Complete Platform unavailability or confirmed data loss affecting all users.
P2 — High	Material feature unavailability significantly impairing Client workflow.
P3 — Medium	Partial feature degradation with available workarounds.
P4 — Low	Minor issues, cosmetic defects, or enhancement requests.

Section II. UPTIME COMMITMENTS BY PLAN

Subscription Plan	Monthly Uptime SLA	Maximum Permitted Downtime
Starter / Basic	99.0%	Approximately 7.2 hours per month
Professional / Growth	99.5%	Approximately 3.6 hours per month
Business / Agency	99.9%	Approximately 43.8 minutes per month

Uptime is calculated on a per-calendar-month basis using Scantra's internal monitoring systems. Status updates are published in real time at [status.scantra.ai].

Section III. SUPPORT SERVICES

III.I Support Channels

Channel	Availability	Eligible Plans
Email Support	Business Hours	All Plans
Help Center and Knowledge Base	24 hours per day, 7 days per week	All Plans
Live Chat Support	Business Hours	Professional and above
Priority Email and Chat	Extended hours (8:00 a.m. to 10:00 p.m.)	Business and above
Emergency Hotline (P1 only)	24 hours per day, 7 days per week, 365 days per year	Business only

III.II Response and Resolution Targets

Priority	Initial Response Target	Resolution Target
P1 — Critical	30 minutes (24/7)	4 hours
P2 — High	2 Business Hours	1 Business Day
P3 — Medium	4 Business Hours	3 Business Days
P4 — Low	1 Business Day	10 Business Days

Response and resolution targets represent good-faith commitments and are not absolute guarantees. Complex technical issues may require additional time. Scantra will communicate proactively regarding any material delays.

Section IV. SERVICE CREDITS

If Scantra fails to meet the applicable Uptime Commitment for a given calendar month, Client may submit a credit claim to Support@scantra.ai within thirty (30) days of the end of the affected month. The following credits apply:

Actual Monthly Uptime	Service Credit (as % of Monthly Fee)
Below the SLA threshold, down to 98.0%	10%
98.0% to 97.0%	15%
97.0% to 95.0%	25%
Below 95.0%	50%
Below 90.0%	100%

Service Credits constitute Client's sole and exclusive remedy for any SLA breach, except where applicable consumer protection law in Client's jurisdiction provides additional non-waivable rights.

Section V. EXCLUSIONS FROM SERVICE CREDITS

Service Credits are not available for Downtime attributable to: Scheduled Maintenance; Client-side infrastructure, connectivity, or hardware failures; third-party service outages (including cloud providers, data feeds, or internet infrastructure); Force Majeure events; distributed denial-of-service attacks; or Client's breach of the Terms of Service.

Section VI. DATA PROTECTION AND SECURITY

- Client data is backed up daily, with a minimum retention period of thirty (30) days for daily backups.
- All data is encrypted at rest using AES-256 and in transit using TLS 1.2 or higher.
- In the event of a confirmed breach affecting Client data, Scantra will notify Client within forty-eight (48) hours of confirmation.
- Clients may request a data export at any time through their account settings.

European Union and United Kingdom (GDPR Article 28)

For EU and UK Clients, this SLA is supplemented by a Data Processing Agreement (DPA) available separately. Breach notifications will be made within seventy-two (72) hours as required by GDPR Article 33.

Brazil (LGPD Article 48)

Incident notifications to Brazilian Clients and to the ANPD will be made in accordance with LGPD Article 48.

Canada (PIPEDA)

Breach notifications to Canadian Clients will comply with PIPEDA mandatory breach reporting requirements.

California, United States (CCPA / CPRA)

Security breach notifications to California residents will comply with California Civil Code Sections 1798.29 and 1798.82.

Australia (Notifiable Data Breaches Scheme)

Eligible data breaches affecting Australian Clients will be notified to the Client and, where required, to the OAIC pursuant to the Notifiable Data Breaches scheme.

PART VIII — SUBSCRIPTION AND TRANSACTION ACKNOWLEDGMENT

This Subscription and Transaction Acknowledgment ("Acknowledgment") is presented to you at the point of purchase and constitutes a material part of the agreement between you and Scantra.ai DBA Scantra. By clicking "Purchase," "Subscribe," "I Agree," or any functionally equivalent confirmation button, you represent, warrant, and acknowledge each of the following:

NOTICE: PLEASE READ EACH PROVISION OF THIS ACKNOWLEDGMENT CAREFULLY BEFORE COMPLETING YOUR PURCHASE. YOUR CLICK-THROUGH ACCEPTANCE CONSTITUTES A LEGALLY BINDING AGREEMENT.

Section I. AGREEMENT TO ALL GOVERNING DOCUMENTS

I have read, understand, and agree to be legally bound by each of the following documents, which are incorporated herein by reference and collectively constitute the agreement governing my use of Scantra's Services:

- Part I — Privacy Policy
- Part II — Terms of Service
- Part III — End User License Agreement
- Part IV — Acceptable Use Policy
- Part V — Cookie Policy
- Part VI — Refund and Cancellation Policy
- Part VII — Service Level Agreement

Section II. BILLING, AUTO-RENEWAL, AND PAYMENT AUTHORIZATION

I acknowledge and agree to the following billing terms:

- I am subscribing to a [Monthly / Annual] plan at the fee displayed at checkout, which will be charged to my designated payment method immediately upon purchase.
- My subscription will automatically renew at the end of each billing period at the then-current subscription rate unless I cancel prior to the renewal date through my account settings.
- I hereby authorize Scantra.ai DBA Scantra to charge my designated payment method on file automatically on each renewal date without requiring any additional authorization from me.
- I will receive advance notice of renewal: not less than three (3) days before each monthly renewal, and not less than thirty (30) days before each annual renewal.

- I understand that to prevent an upcoming renewal charge, I must cancel my subscription before the renewal date.

Section III. ACKNOWLEDGMENT THAT SEO RESULTS ARE NOT GUARANTEED

I UNDERSTAND AND ACCEPT THAT SCANTRA DOES NOT GUARANTEE ANY SPECIFIC SEARCH ENGINE RANKINGS, ORGANIC TRAFFIC LEVELS, CONVERSION RATES, OR REVENUE OUTCOMES. I ACKNOWLEDGE THAT SEO PERFORMANCE IS SUBJECT TO NUMEROUS FACTORS OUTSIDE SCANTRA'S CONTROL, INCLUDING SEARCH ENGINE ALGORITHM CHANGES, COMPETITOR ACTIVITIES, AND THE QUALITY AND TIMELINESS OF MY OWN IMPLEMENTATION.

Section IV. DATA ACCESS AND PROCESSING CONSENT

If I choose to connect third-party accounts (including Google Search Console, Google Analytics, Google Ads, or Meta Business Manager) to my Scantra account, I represent and warrant that:

- I hold all necessary rights, permissions, and authorizations to connect the designated accounts.
- I consent to Scantra accessing and processing data from those accounts exclusively for the purpose of delivering the Services to me.
- I understand that such data will be handled in accordance with the Privacy Policy set forth in Part I of this Agreement.
- I may revoke any third-party access authorization at any time through my Scantra account settings or directly through the relevant third-party platform.

Section V. REPRESENTATIONS AS TO LEGAL CAPACITY AND AUTHORITY

I represent and warrant that:

- I am at least eighteen (18) years of age or have attained the age of majority in my jurisdiction of residence, whichever is greater.
- I possess full legal capacity and authority to enter into this Agreement on my own behalf or, where applicable, on behalf of the business entity I represent.
- Where I am acting on behalf of a business entity, I have actual, express authority to bind that entity to this Agreement and all incorporated documents.
- All information I have provided during the registration and purchase process is accurate, complete, and not misleading.

Section VI. ACCEPTABLE USE COMMITMENT

I confirm that I will use the Services solely for lawful purposes in accordance with the Acceptable Use Policy set forth in Part IV. I specifically represent that I will not use the Services to engage in black-hat SEO, link spam, unauthorized data scraping, or any other practice that violates search engine guidelines or applicable law.

Section VII. ELECTRONIC SIGNATURE AND RECORD

I understand that my click-through acceptance of this Agreement constitutes a valid and enforceable electronic signature under applicable law, including without limitation the Electronic Signatures in Global and National Commerce Act (ESIGN), the Uniform Electronic Transactions Act (UETA), the EU eIDAS Regulation (No. 910/2014), Canada's PIPEDA and applicable provincial electronic transactions legislation, Brazil's Provisional Measure No. 2,200-2 of 2001, and the Electronic Transactions Act 1999 (Australia). A record of my acceptance, including a timestamp and IP address, will be retained by Scantra.

European Union and United Kingdom

EU and UK consumers: I acknowledge that I have a fourteen (14) day statutory right of withdrawal from this distance contract. I further acknowledge that if I have expressly requested immediate commencement of the Services and provided consent to commencement before the expiry of the withdrawal period, I may lose my right of withdrawal once the Services have been fully performed.

Canada

Canadian consumers: My statutory rights under applicable provincial consumer protection legislation are not limited or excluded by this Acknowledgment. French-language documentation is available upon request for Quebec residents.

Brazil

Consumidores brasileiros: Declaro estar ciente do meu direito de arrependimento no prazo de sete (7) dias corridos, contados da data de conclusão do contrato ou do recebimento do serviço, nos termos do artigo 49 do Código de Defesa do Consumidor. (Brazilian consumers: I acknowledge my right of withdrawal within seven (7) calendar days from the date of contract conclusion or receipt of service, pursuant to Article 49 of the Consumer Defense Code.)

California, United States

California residents: The automatic renewal terms disclosed above comply with California's Automatic Renewal Law (Business and Professions Code Section 17600 et seq.). I acknowledge receipt of the automatic renewal offer terms, the cancellation policy, and the amount to be charged at each renewal.

Australia

Australian consumers: This Acknowledgment does not exclude, restrict, or modify any consumer guarantee, right, or remedy conferred by the Australian Consumer Law that cannot lawfully be excluded or limited by contract.

BY CLICKING TO COMPLETE MY PURCHASE, I CONFIRM THAT I HAVE READ AND AGREE TO EACH OF THE FOREGOING PROVISIONS AND TO ALL DOCUMENTS INCORPORATED HEREIN BY REFERENCE.

Field	Value
Electronic Acceptance	Click-through confirmation at point of purchase
Timestamp	[Auto-generated at time of purchase]
IP Address	[Auto-logged for record-keeping purposes]
Account Email Address	[Subscriber's registered email address]
Plan Purchased	[Auto-populated from checkout]

* * *



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