

Terms of Use

Last updated: 6 July 2026

1. General Provisions

These Terms of Use ("Terms") govern the use of the KLAI web application and AI assistant ("Service"), provided by Klaudija Zubčić d.o.o. za dizajn interijera, Ribnjak 16, 10000 Zagreb, OIB: 41501729818 ("KLAI," "we").

By using the Service, you accept these Terms. If you do not agree, please do not use the Service. For information on the processing of personal data, please see our Privacy Policy.

2. Description of the Service

KLAI is an AI assistant that, based on uploaded photographs, room descriptions, and user requests, generates room analyses as well as recommendations for furnishing, furniture, and materials. The Service is available to both registered users and anonymous (guest) users, subject to the limitations described within the application.

3. Nature of AI Recommendations — Disclaimer of Liability

- The recommendations, analyses, measurements, and suggestions for materials and products generated by the AI assistant are **informational in nature** and serve as an aid in decision-making, not as a professional interior design project nor as a substitute for the services of a licensed architect/interior designer.
- AI models can make errors (e.g., in estimating dimensions, colors, materials, or product compatibility). KLAI does not guarantee the accuracy, completeness, or suitability of the recommendations for your specific space.
- The user is solely responsible for verifying measurements, compatibility, and suitability of products prior to purchase or execution of any work.
- KLAI is not liable for any damage arising from reliance on AI recommendations, including but not limited to incorrect orders, unsuitable dimensions, or dissatisfaction with the aesthetic outcome.

4. User Accounts

- Registration is required to use certain features. You are responsible for the accuracy of the information you provide and for maintaining the confidentiality of your login credentials.
- Sharing an account with third parties, and using another person's account without authorization, is prohibited.
- KLAI reserves the right to suspend or terminate accounts in the event of a breach of these Terms.

5. Content You Upload

- You are responsible for ensuring that you hold the legal rights (copyright, consent of any persons depicted, etc.) to all photographs and content you upload to the Service.
- Uploading content that infringes third-party rights, contains unlawful material, or constitutes an attempt to misuse or manipulate the AI system (e.g., prompt injection) is prohibited.
- KLAI reserves the right to remove content and/or suspend users who violate this provision.

6. Intellectual Property

- All rights to the software, design, KLAI trademark, and the technology underlying the Service belong to KLAI or its licensors.
- You retain ownership of the photographs you upload. By submitting photographs for processing, you grant KLAI a limited license to process them solely for the purpose of providing the Service (including transmission to external AI providers for the purpose of generating responses).
- You may use the recommendations generated for you for private/personal purposes. Due to the nature of AI-generated content, such content is not considered to be exclusively your own copyrighted work.

7. Payment

- Certain advanced recommendations/features are charged via Stripe, in accordance with the prices displayed in the application at the time of purchase.
- All payments are processed by Stripe as a third party; KLAI does not store payment card data.
- Due to the nature of the digital service, which is delivered immediately, refunds are not possible once a recommendation has been generated and delivered.

8. Availability of the Service

KLAI does not guarantee uninterrupted, error-free availability of the Service. The Service relies on external providers (OpenAI, Anthropic, etc.) whose availability is beyond our control.

9. Limitation of Liability

To the extent permitted by law, KLAI is not liable for any indirect, incidental, or consequential damages arising from the use of the Service. KLAI's total liability to the user is limited to the amount the user has paid for the Service in the preceding 3 months.

10. Termination of Use

Users may stop using the Service at any time and request deletion of their account (see the Privacy Policy). KLAI reserves the right to terminate access to the Service upon reasonable notice, or immediately in the event of a serious breach of these Terms.

11. Amendments to the Terms

KLAI reserves the right to amend these Terms. We will notify users of material changes via the application/email. Continued use of the Service after such amendments constitutes acceptance of the new Terms.

12. Governing Law and Jurisdiction

These Terms are governed by the law of the Republic of Croatia. Any disputes shall fall under the jurisdiction of the competent court in Zagreb, without prejudice to the right of consumer-users to bring proceedings before the court of their place of residence, in accordance with consumer protection regulations.

13. Contact

support@klai.design

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