Terms of service

Document	Terms of service
Version	None shown
Shown as	Last updated: September 2026
Captured	20 October 2026
Captured from	https://ai-360.co.za/terms-of-service.html
Permanent copy	https://ai-360.co.za/legal/terms/2026-09-captured.html

This is a permanent copy of text that was published on our website before we numbered our terms. It is kept so the wording can be checked, and it is never changed. The current terms are at https://ai-360.co.za/terms-of-service.html.

Last updated: September 2026

Contents

About these terms
Using the website
Quotes and scope
Payment
Your responsibilities
Ownership
Care plans and subscriptions
Third-party services
Confidentiality and data
Warranties and liability
Ending an engagement
Marketing services
General
Contact

About these terms

These terms apply to the use of this website and, together with a written quote or proposal, to services provided by Ai360 (“we”, “us”), H. Santos Building, 30 Arena Close, Bruma, Johannesburg, 2026, South Africa. By using the site or engaging us, you agree to them. Where a signed agreement says something different, the signed agreement applies.

Using the website

The content on this site is for general information. We try to keep it accurate but do not promise that it is complete or always up to date. You may not copy, scrape or misuse the site or attempt to interfere with it.

Quotes and scope

We quote in South African Rand. A quote describes the scope of work, the price and the timeline. Work outside the scope is quoted separately before it starts. Quotes are valid for the period stated on them.

Payment

Payment terms are set out on each quote or invoice. Typically a deposit is payable before work starts, with the balance on completion or in agreed stages. Monthly services are billed in advance. Late payments may lead to work being paused and interest being charged at the legal rate.

Your responsibilities

You agree to give us timely access to the information, accounts and people we need, to review work when asked, and to make sure you have the right to use any content, data or software you give us.

Ownership

Once paid for in full, custom software, content and designs we create for you belong to you, and we set them up in your own accounts. We keep ownership of our pre-existing tools, templates and know-how, and grant you a licence to use them as part of your deliverables. Third-party software, platforms and subscriptions remain subject to their own terms.

Care plans and subscriptions

Care plans and platform subscriptions run month to month unless a quote says otherwise, and may be cancelled on one calendar month’s written notice. They cover the services described in the plan. Larger changes are quoted separately.

Third-party services

Our work often relies on third-party services such as cloud hosting, WhatsApp, Meta, Google, Sage and Xero. We are not responsible for their availability, pricing changes or policy changes, but we will help you deal with them where we reasonably can.

Confidentiality and data

We keep your business information confidential and handle personal information in line with our privacy policy and POPIA. Where we process personal information on your behalf, we do so as your operator under POPIA and only on your instructions.

Warranties and liability

We will carry out our services with reasonable skill and care and fix defects in our work that are reported within the warranty period stated on the quote. To the extent the law allows, our total liability for any claim is limited to the fees you paid us for the work concerned in the twelve months before the claim, and we are not liable for indirect or consequential loss such as lost profits or data, except where caused by our gross negligence or wilful misconduct. Nothing in these terms limits rights you have under the Consumer Protection Act that cannot be excluded.

Ending an engagement

Either of us may end a project on written notice if the other seriously breaches these terms and does not fix it within 14 days. You pay for work done up to that date, and we hand over the deliverables paid for.

Marketing services

Results from advertising, SEO, GEO and lead generation depend on markets, platforms and factors outside our control. We do not guarantee specific rankings, lead volumes or sales. We do commit to doing the work described, reporting honestly and advising you on what is realistic.

General

These terms are governed by the laws of South Africa. If any part is unenforceable, the rest still applies. We may update these terms; the date at the top shows the latest version.

Contact

Ai360, H. Santos Building, 30 Arena Close, Bruma, Johannesburg, 2026. Email admin@hello.ai-360.co.za.

Smartedu Holdings (Pty) Ltd t/a Ai360, registration 2024/453988/07. H. Santos Building, 30 Arena Close, Bruma, Johannesburg, 2026, South Africa. admin@hello.ai-360.co.za