

Terms of Service

English

v1.1 · Effective October 27, 2026

Operator: 北京简观万境科技有限公司
Beijing Jianguan Wanjing Technology Co., Ltd.
help@twinlore.app

1. Agreement and Scope

1.1 Parties and Services. These Terms of Service (“Terms”) are between you and 北京简观万境科技有限公司 (Beijing Jianguan Wanjing Technology Co., Ltd., “we,” “us,” or “our”). They cover the TwinLore app, cloud workspace, and company or brand websites that expressly link to these Terms (the “Services”). You accept through the acceptance process presented to you. If you do not agree, do not register for or use Services requiring acceptance. The Privacy Policy explains data practices; reading or accepting these Terms is not consent to every data use.

1.2 Eligibility. You must be at least 18 and of legal adult age where you live. If acting for an organization, you must have authority to accept the relevant obligations for it. A company name or email alone does not create an enterprise contract, grant your employer workspace access, or establish dedicated infrastructure, service levels, security certification or professional-adviser commitments. A separately signed enterprise agreement prevails only to the extent it expressly provides.

1.3 Editions and Regions. These Terms apply to invited testing of TwinLore Beta, TestFlight distribution and later Services expressly referring to these Terms. Chinese and English are language versions of the same service, not different rights or accounts. Availability depends on the regions actually supported and applicable law. TestFlight distribution does not establish a public App Store release or Apple endorsement of these Terms. Mandatory protections arising from your location, the operator or actual data processing remain applicable.

2. Accounts and Access Restrictions

2.1 Account Security. Provide accurate information, use a sign-in method you control, and protect your credentials. Do not sell or share an individual account or bypass invitation, age or access restrictions. Promptly report suspected unauthorized use. You are responsible for activity you authorize, without excluding responsibilities the law assigns to us. An invitation request does not guarantee access or a launch date. Current invited registration uses email and password and requires email verification. A registration code is needed only to create an account, not to sign in to an existing one. Continue using your original sign-in method to access that account; separate identities are not automatically merged merely because emails match.

2.2 Usage and Regional Restrictions. We may set reasonable usage, storage, rate, security and capacity limits and require supported versions. Material paid-plan limits must be disclosed before purchase. Regions may use separate identity and storage systems without automatic account portability; matching email addresses do not by themselves justify merging accounts. Reaching a usage limit does not automatically incur additional charges. Any additional charge must be clearly disclosed in advance

and authorized through your confirmation of the relevant purchase. Usage restrictions do not limit your statutory rights to access or delete data. The Services are not permanent free archival storage or a custom data-conversion service.

3. AI Services and Automated Tasks

3.1 Features and Availability. The Services assist through conversations, notes and interactive boards, with voice, files, contextual retrieval, personal memory, tools and scheduled tasks where available. Features and models may vary by plan, region, version or provider. We may update implementations, providers and nonessential features, subject to Section 8 and purchased entitlements.

3.2 Limitations of AI. AI answers, summaries, calculations, citations, generated interfaces or code may be wrong, incomplete or outdated; polished presentation or sources do not establish verification. Review inputs, sources and results before payments, publication, running code or other external consequences. The Services are not professional medical, legal or financial advice or emergency assistance, and must not be the sole basis for decisions materially affecting health, safety, employment, credit, housing, legal rights or comparably important interests.

3.3 Automated Tasks and Outcomes. Tasks, schedules or tools may continue processing after your initial request, within enabled functions and permissions. You must have authority to give the instruction. Check final status; cancellation or withdrawal may not undo completed actions or recall transmitted data. We do not guarantee particular deadlines or outcomes; networks and external services may fail. Keep independent copies of important work and do not rely solely on beta features for critical business records.

3.4 AI Notices and Provenance. AI interactions and generated results must not be mistaken for human-verified professional conclusions. Where applicable law or an upstream license requires labeling, we will provide clear AI-generated notices and required provenance information, including file-metadata disclosures where applicable. The method must suit the content type, and required labels must be preserved in downloads or exports where legally required. Users must not maliciously remove, falsify or conceal labels that must legally be retained or use their removal to deceive others. Public distribution must comply with applicable disclosure requirements. A label identifies the nature of the source; it does not guarantee accuracy or freedom from third-party rights.

4. User Content and Intellectual Property

4.1 Input, Output and Ownership. Text, audio, files and other material you submit or ask the Services to process are “Input.” Content generated by the Services in response to your Input is “Output.” Input and Output together are “User Content.” You retain lawful rights in submitted content and represent that you have the rights and permissions needed for requested processing, including third-party material and personal information. As between you and us, we assign to you any legally transferable rights we may hold in output specifically generated for you. This excludes pre-existing software, templates, tools, technology, other users’ content and third-party material with separate rights or licenses. Output may resemble others’ material; we do not guarantee uniqueness, copyrightability or non-infringement. Generated names, logos, code or documents are not trademark clearance or legal approval.

4.2 License to Provide the Services. You grant a nonexclusive, worldwide, royalty-free license to host, copy, transmit, analyze, adapt, generate from and display content as reasonably necessary for requested features, operation and security, support you request, enforcing these Terms and legal obligations. Relevant providers may participate within disclosed practices and required permissions. This does not

transfer ownership or authorize public marketing of your private work; the license continues only for the scope and duration needed for these purposes and lawful retention after deletion or termination.

4.3 Optional Model Improvement. With your valid optional permission, we may use eligible content for model training, evaluation, human problem analysis and product improvement within Section 5 of the Privacy Policy. Accepting these Terms does not enable that option. Personal memory and skills serving you differ from general model training. De-identification cannot bypass existing permission or withdrawal requirements.

4.4 Feedback and Product Intellectual Property. We may use and develop product suggestions you voluntarily submit without payment, attribution or an obligation to implement them. This does not authorize publication of private attachments or training on your entire history. Rights in the service software, designs and branding belong to us and our licensors; purchasing access does not transfer underlying product or model technology. Do not misuse our marks or imply endorsement without permission.

5. Acceptable Use

5.1 Lawful Use and Content Restrictions. Do not use the Services for activities that violate applicable law or to generate, upload or distribute unlawful, infringing, fraudulent, threatening, harassing or exploitative content, including child sexual abuse or exploitation material, nonconsensual intimate imagery, or impersonations and synthetic content used for fraud or to violate others' rights. Do not submit unauthorized confidential or personal information; steal credentials; access another person's workspace; create malware; disrupt systems; or bypass security controls. Do not resell or pool individual subscriptions, evade limits, or use unauthorized scraping or automated extraction to obtain system resources or others' data. Lawful research, fiction and ordinary tool use are not prohibited merely because they address a particular subject, but remain subject to applicable law and these Terms. Our normal file-generation tools, supported exports and task automation are not prohibited as unauthorized conduct.

5.2 Prohibited Conduct. Except as permitted by applicable law or open-source licenses, do not copy or reverse engineer protected components or misappropriate nonpublic prompts, implementations or resources to reproduce the Services. Do not impersonate others, conduct deceptive activities or portray AI results as verified human or professional judgments. Do not violate applicable sanctions, export or trade restrictions. These limits do not prohibit ordinary commercial use of your lawful work. We may lawfully restrict, remove or disable content or activity reasonably believed to violate these Terms or create legal or security risks.

6. App License and Third-Party Services

6.1 Apple App License. The iOS app supplied through the App Store is subject to [Apple's Standard End User License Agreement](#), unless an approved custom license is provided for that app. These Terms govern accounts and cloud services and do not replace or contradict that app license or Apple's mandatory purchase rules. Apple is not the operator of our AI workspace or a party to this cloud-service agreement.

6.2 Third-Party Services and Open-Source Licenses. Third-party sites, tools, models and source material may have their own terms, limits and availability; review rules for services you independently connect or visit. We do not guarantee independent third-party content, without excluding responsibilities

we cannot delegate by law. Licenses identified in the app's open-source and third-party notices govern their respective components; these Terms do not reduce rights granted by those licenses.

7. Subscriptions, Payment and Refunds

Beta allowance. Accounts assigned a beta plan receive a one-time AI usage allowance capped at US\$20. It does not reset weekly or monthly, and self-service top-ups are unavailable; an administrator may explicitly adjust or refresh it. This allowance is a service-usage budget, not cash, a withdrawable balance or purchased stored value. Once exhausted, new paid AI processing stops. Existing content and supported non-AI viewing, editing and persistent interactions remain available, subject to account status, other required permissions and storage rules. A later plan change does not require a new account or itself delete existing data.

7.1 Purchase Confirmation and Fees. Registration alone does not create a paid subscription. Paid subscriptions require separate purchase confirmation; free testing does not automatically convert to payment. The price, currency, period, features, usage and storage limits, over-limit handling and post-trial price displayed before purchase form the relevant purchase disclosures. Acceptance of these Terms does not authorize unspecified additional charges.

7.2 Automatic Renewal and Cancellation. Apple processes Apple purchases under its rules; subscriptions renew automatically for the displayed period and price unless cancelled in time. Manage or cancel in Apple account subscription settings; see [Apple's cancellation instructions](#). Follow Apple's renewal deadline and advance-cancellation requirements for free or discounted trials. Cancellation normally stops the next renewal, with access through the paid period, subject to refunds, lawful suspension and Apple's trial-cancellation rules.

7.3 Refunds. Fees are nonrefundable except as required by applicable law, Apple's purchase rules, an express refund commitment made when you purchased, or a refund settlement agreed by both parties for a particular dispute. We do not otherwise provide a satisfaction guarantee, automatic service credits or automatic compensation for interruptions or AI errors. You may request a refund of Apple charges through Apple's refund process; contact us if purchased Services were not delivered. Refunds required by law or Apple's rules are not subject to the US\$100 liability cap in Section 10.2. Apple's handling does not exclude remedies we independently owe under applicable law or reduce non-waivable consumer rights.

7.4 Price Changes, Expiry and Purchase Restoration. Future prices and plans may change subject to applicable notice and consent procedures, without retroactively increasing completed purchases. Nonpayment, expiry, refunds or reversals may affect paid entitlements but do not authorize immediate deletion of all content. Eligible purchase restoration follows Apple transaction status and account procedures and does not create a second purchase. Uninstalling the app or deleting a TwinLore account does not itself cancel an Apple subscription; cancel separately.

8. Changes, Suspension and Termination

8.1 Service Changes and Account Restrictions. We may update, replace, limit, suspend or discontinue features for product, capacity, provider, security, legal or business reasons; beta features may be withdrawn. We may reasonably restrict or terminate accounts for material breach, fraud, unauthorized access, security risk, nonpayment or legal requirements. Urgent action may precede notice; otherwise we notify when required and reasonably practicable. Contact support to review an apparent error.

8.2 Prepaid Services and Statutory Remedies. If we permanently discontinue prepaid service or terminate a paid subscription for convenience rather than your breach, refunds or other remedies follow applicable law, Apple's rules and express purchase commitments. Where those rules allow, refunds are limited to amounts paid for the unprovided portion, less refunds already received for that portion. We make no additional promise to compensate business loss, lost opportunities or dissatisfaction with AI results. Non-waivable remedies remain unaffected; breach does not itself create an additional discretionary refund right.

8.3 User Termination and Survival. You may stop using the Services. Save needed content before account deletion. Deletion and lawful residual retention follow the Privacy Policy; recovery is not guaranteed. Lawful outstanding payments and provisions intended to survive, including intellectual property, liability and disputes, continue as applicable.

9. Disclaimer of Warranties

9.1 To the extent permitted by law, the Services are provided as is and as available. We disclaim implied warranties of merchantability, fitness for a particular purpose and non-infringement, and do not guarantee error-free or uninterrupted service, particular business outcomes or suitability of output for every use. Promotional examples do not guarantee your results. Actual express commitments, separately signed terms and non-excludable legal duties remain unaffected.

9.2 Service Levels. Unless expressly agreed or legally required, we do not promise uptime levels, support response times, task deadlines, dedicated support, custom reports or export of every data type. This does not exclude applicable privacy, security, consumer-protection or statutory request-handling duties.

9.3 Important Terms. Please pay particular attention to refunds and remedies in Sections 7.3 and 8.2, disclaimers in Section 9, liability limits in Section 10, and disputes in Section 13.4. These provisions affect important rights. Contact us using the details in these Terms if you need an explanation. We highlight these provisions prominently. Your acceptance does not excuse any legally required notice or explanation or waive rights that cannot be waived.

10. Limitation of Liability

10.1 Where permitted by law, we and relevant affiliates, providers and licensors are not liable under these Terms for indirect or consequential losses, lost profits, business opportunities or goodwill arising from use of the Services. Legally non-excludable liability is excepted.

10.2 Liability Limited to Fees Paid, Capped at US\$100. To the extent applicable law permits a limitation of liability, and subject to Section 10.3, the aggregate monetary damages owed to you by the parties identified in Section 10.1 in connection with these Terms and the cloud Services will not exceed the fees you actually paid for the relevant Services during the six months preceding the event giving rise to the claim, and will in no event exceed US\$100: the lower of those two amounts applies. Multiple claims do not increase this aggregate cap. If you paid no relevant fees, the calculation is zero; this provision applies only to the extent permitted by applicable law and does not exclude liability or remedies that cannot lawfully be limited. Where permitted by law and agreed by both parties, we may resolve a dispute subject to this section by refunding relevant fees paid. Such a negotiated refund counts toward this aggregate cap and cannot exceed the relevant amount actually paid. This is not a promise of an automatic refund, minimum compensation or a fixed US\$100 payment. Liability and recoverable loss must still be established. Refunds required by law or Apple's rules and other non-waivable remedies are governed by Section 10.3.

10.3 Non-Excludable Liability and Refunds. The exclusions and cap above do not apply to fraud, willful misconduct, gross negligence, liability for death or personal injury that cannot lawfully be limited, or any other liability that cannot lawfully be excluded or limited. Refunds required by applicable law, Apple's purchase rules or an express refund commitment made at purchase, and other non-waivable consumer remedies, are also outside Section 10.2. This section does not amend the applicable provisions of Apple's Standard EULA. These Terms cannot restrict regulators' lawful powers. Where a jurisdiction or type of claim does not permit a limitation, applicable law and mandatory rules govern.

11. Indemnification for Organizational Use

11.1 Scope of Indemnification. To the extent permitted by law, the organization will defend and reimburse us and relevant personnel for third-party claims, reasonable defense costs and awarded or agreed damages caused by its unlawful or infringing input, material breach or activities it authorized without necessary rights, excluding the portion caused by our own breach or misconduct. This section does not impose the organizational indemnity above on consumers using the Services in an individual capacity.

11.2 Handling of Claims. We will give reasonably prompt notice and cooperation. The organization may control the defense with competent counsel acceptable to us, while we may participate at our expense. It may not bind us to an admission, nonmonetary obligation or settlement without consent; delayed notice relieves duties only to the extent it materially prejudices the defense.

12. Intellectual Property Complaints and Disputes

12.1 Complaints, Reports and Review. If you encounter generated content that is unlawful, harmful or infringes rights, or wish to challenge an account restriction, contact us through feedback channels available in the app or at help@twinlore.app. Provide the relevant content or location, time, necessary account reference and requested action; do not send passwords or unrelated sensitive information. We will review and address reports promptly based on risk and applicable requirements. Appropriate steps may include restricting generation, removing relevant content, or suspending or terminating service, and retaining necessary records and reporting to competent authorities as required by law. You may request a review through the same channels. The Privacy Policy explains data use during an investigation. We do not promise a particular outcome. Applicable legal and platform deadlines remain unaffected; contacting us first does not bar urgent relief or shorten statutory deadlines.

12.2 Intellectual Property Complaints. Identify the right, material or location, authority to act and valid contact information; do not knowingly submit false notices. We may investigate, lawfully disable material or restrict repeat infringers.

13. General Provisions

13.1 Changes to These Terms. We may revise these Terms for service, security or legal changes and publish the new version and effective date. Changes requiring notice or renewed consent under law or platform rules follow that process; when a new version of the Terms of Service, Privacy Policy or AI Data Notice is published, the app presents the updated document bundle for renewed confirmation. New terms do not retroactively authorize new data uses or undisclosed charges or reduce purchased entitlements.

13.2 Assignment, Severability and No Waiver. Except as required by law, you may not transfer your account or these Terms without written consent. We may lawfully transfer rights and obligations in an affiliate reorganization, merger or sale of the relevant business, preserving accrued consumer rights and data protections. An unenforceable provision does not invalidate other enforceable provisions; delayed enforcement is not waiver. We may seek appropriate lawful relief, subject to applicable law and courts.

13.3 Agreement and Language. These Terms and expressly applicable purchase disclosures and specific written terms form the agreement on their subject, without overriding mandatory law, applicable Apple rules, open-source licenses or separately required privacy permissions. The Services do not create a partnership, employment, fiduciary or professional-adviser relationship. Chinese and English express the same terms; language choice does not change rights or obligations. Any discrepancy will be interpreted under applicable law and corrected.

13.4 Applicable Law and Disputes. These Terms preserve non-waivable consumer rights under U.S. federal and state law applicable to you. The law governing a dispute will be determined under the choice-of-law rules applied by a court with jurisdiction. These Terms do not select foreign law to exclude those mandatory protections or require U.S. consumers to bring claims exclusively in Beijing. You or we may bring a claim before a court with lawful jurisdiction. These Terms do not independently impose mandatory arbitration or a class-action waiver. Matters independently governed by Apple's Standard EULA remain subject to that license and applicable mandatory rules. For users outside the United States, mandatory consumer and privacy rights applicable in their location are likewise not excluded by these Terms.