

Acceptable Use Policy

Last updated 7 October 2026 Version 2026-10-07

<https://www.ashdocs.com/acceptable-use> · ASH Studios · Coimbatore, India · GSTIN 33DLEPA9895M2ZH

This policy is part of the Terms of Service. It exists so that ASHDOCS stays trustworthy for the people who receive the invoices and documents our customers send. If you are unsure whether something is allowed, ask us first at ashwinmanikandan@ashdocs.com.

You may not use the Service to:

1. **Issue false or misleading documents.** Invoices must be for goods or services you actually supplied or agreed to supply, to a customer who agreed to buy them, in amounts the customer owes. No fake invoices, inflated invoices, invoices to people who never dealt with you, or documents that impersonate another business, a government body or a bank.
2. **Send unsolicited or deceptive email.** Invoice and reminder emails may only go to people with whom you have a genuine commercial relationship. No bulk marketing, no "invoice" subject lines on messages that are not invoices, no spoofed sender names.
3. **Commit or assist fraud, money laundering or sanctions evasion,** including creating documents to support a fraudulent chargeback, a fake expense claim or a loan application.
4. **Process content that is unlawful** where you or the recipient are, including material that infringes copyright or trade marks, defames anyone, or contains malware.
5. **Submit personal data you have no right to submit,** including special-category data (health, biometric, political or religious data) without a lawful basis, or data about children, or data scraped from other services.
6. **Use test mode output as genuine.** Test documents are marked as tests and must not be presented to anyone as real.
7. **Attack, probe or overload the Service** — no penetration testing without written permission, no scraping of hosted invoice pages, no attempts to access another account's data, no circumventing rate limits, credit limits, watermarks or signup controls, and no creating multiple free accounts to obtain extra free credits.
8. **Resell or white-label the Service** as your own product without a written agreement with us. Building a product on our API for your own customers is fine and encouraged; presenting ASHDOCS itself as your product is not.
9. **Use our name or hosted-page domain to lend credibility to content we did not generate,** for example by editing a downloaded PDF and continuing to present it as an ASHDOCS-hosted document.

What we do about breaches. We rely mainly on reports from recipients and on automated abuse signals; we do not read the contents of your invoices. When we find a breach we will, depending on

severity: warn you and ask you to fix it; suspend live keys or the hosted pages concerned; or close the account and forfeit remaining credits. Serious cases, such as fraud, are reported to the relevant authorities. We will tell you what we did and why unless the law prevents us, and you can appeal by email within 14 days.

Reporting abuse. If you received an invoice or email through ASHDOCS that you believe is fraudulent or unsolicited, email ashwinmanikandan@ashdocs.com with the invoice number or a copy of the email. We acknowledge within 48 hours and act on verified reports within 5 working days, usually sooner. We do not disclose who reported.