

Terms of Service

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

1. Agreement

These Terms are a contract between you and ASH Studios, a proprietorship owned by Ashwin Manikandan, No. 102, Ramalingam Colony, Sanganur, Coimbatore North, Coimbatore, Tamil Nadu 641043, India, GSTIN 33DLEPA9895M2ZH ("ASHDOCS", "we"). ASHDOCS is the product name under which we provide the service at ashdocs.com and api.ashdocs.com (the "Service"). By creating an account, using an API key, or installing one of our integrations, you accept these Terms, the Privacy Policy, the Acceptable Use Policy and the Refund and Cancellation Policy, which are part of this agreement. If you use the Service on behalf of a business, you confirm you have authority to bind it, and "you" means that business.

2. The Service

ASHDOCS provides an API and web dashboard to create, number, render, host, send and track invoices; to generate PDFs from HTML or URLs; to extract data from and redact documents; integrations for Make, Zapier and n8n; and a no-code automation builder. Features are described at ashdocs.com and in the documentation. We may add, change or retire features. We will give paying accounts at least 30 days' email notice before retiring a core capability (invoice creation, PDF generation) or materially reducing a plan's limits.

3. Eligibility and accounts

You must be at least 18 and able to form a binding contract. You must give accurate signup information and keep it current. You are responsible for all activity under your account and API keys, including by people you give access to. Keep passwords and keys confidential; if a key is exposed, rotate it in the dashboard and tell us at ashwinmanikandan@ashdocs.com. One person or business may hold one free account; creating additional free accounts to obtain extra free credits is a breach of these Terms and we may close such accounts and forfeit their credits.

4. Test mode and live mode

Test API keys are free and may be used without limit, subject to fair use. Test output is watermarked or otherwise marked as a test and must not be presented to any third party as a genuine document. Live keys consume credits and produce genuine documents. You are responsible for choosing the right mode.

5. Plans, credits and payment

5.1 Credits. Usage is measured in credits. Unless a feature's documentation says otherwise, one credit is consumed per document created or processed. Draft invoices that are never issued do not consume credits. The free plan includes the credits stated on the pricing page.

5.2 Paid plans. Paid plans renew automatically every month or every year, as you choose, until cancelled. Plan credits reset at the start of each billing period and do not roll over. One-time credit packs do not expire while your account is active. Overage beyond your plan's credits is charged per credit at the rate shown for your plan, or blocked if your plan has no overage.

5.3 Prices and currency. Prices are shown in US dollars unless the pricing page shows another currency for your country. Where we offer Indian-rupee pricing, the rupee price applies to accounts billed in India. We may change prices with at least 30 days' email notice; the change applies from your next billing period.

5.4 Taxes. Prices exclude taxes. For customers in India we add GST at the applicable rate and issue a tax invoice. For customers outside India, our services are supplied as an export of services from India; no Indian GST is charged, and you are responsible for any VAT, sales tax, withholding or similar tax in your own country. If you are required by law to withhold tax, you must gross up the payment so that we receive the full invoiced amount, unless we have agreed otherwise in writing.

5.5 Payment processing. Payments are collected by Razorpay. By paying you agree to Razorpay's terms for the transaction. We do not see or store full card numbers. Failed renewals are retried; if payment is not received within 7 days we may downgrade the account to the free plan and suspend live keys until payment is made.

5.6 Refunds and cancellation are governed by the Refund and Cancellation Policy at ashdocs.com/refunds, which is part of these Terms.

6. Your content

You retain all rights in the data you submit and the documents the Service produces from it ("Your Content"). You grant us a worldwide, non-exclusive licence to host, store, process, render, transmit and display Your Content solely to provide and secure the Service and as the Privacy Policy describes. You are responsible for Your Content: that you have the right to submit it, including your customers' personal data; that the invoices and documents you issue are accurate and lawful; and that you keep your own copies of records you are required to retain. We do not review the contents of your invoices.

7. Acceptable use

You must comply with the Acceptable Use Policy at ashdocs.com/acceptable-use. In short: no fraudulent, misleading or unsolicited invoices or emails; no content that is unlawful or infringes others' rights; no attempts to probe, overload or disrupt the Service; no reselling the Service as your own without a written agreement; no circumventing rate limits, credit limits or signup controls. We may suspend or restrict an account that breaches it and will tell you why unless the law prevents us.

8. Integrations and third-party services

Our Make, Zapier and n8n apps and other integrations are part of the Service and covered by these Terms. The platforms they run on, and any service you connect (for example Google Sheets or Airtable), have their own terms and availability, which we do not control.

9. Availability, support and changes

We work to keep the Service available but do not guarantee uninterrupted or error-free operation. We announce planned maintenance in advance where practical. Support is by email at ashwinmanikandan@ashdocs.com, with response targets as stated on the pricing page for your plan. Beta features are provided as-is and may change or be withdrawn without notice.

10. Intellectual property

The Service, its software, design, templates, documentation and the ASHDOCS and ASH Studios names and logos belong to us or our licensors. You may use our invoice templates in documents you issue. You may not copy, modify or create derivative works of the Service, reverse engineer it except where the law expressly permits, or use our names or logos except to state truthfully that you use ASHDOCS. Feedback you give us may be used without obligation to you.

11. Confidentiality and data protection

We treat Your Content as confidential and process it only as the Privacy Policy and, where applicable, the Data Processing Addendum at ashdocs.com/dpa describe. The DPA applies automatically to any account holder that is subject to the GDPR or UK GDPR, and to any other account holder that requests it.

12. Warranties

The Service is provided "as is" and "as available". To the fullest extent the law allows, we disclaim all implied warranties, including merchantability, fitness for a particular purpose and non-infringement, and any warranty that the Service will meet your requirements or that output will be error-free. You are responsible for checking documents before you rely on them or send them.

13. Limitation of liability

To the fullest extent the law allows: (a) neither party is liable to the other for indirect, incidental, special, consequential or punitive damages, or for lost profits, revenue, goodwill or data, however caused; (b) our total liability arising out of or relating to the Service in any 12-month period will not exceed the amounts you paid us for the Service in that period, or US\$100 if you paid nothing. These limits do not apply to liability that cannot be limited by law, to either party's fraud, or to your payment obligations.

14. Indemnity

You will defend and indemnify us against third-party claims, and the resulting losses and reasonable legal costs, arising from Your Content, your use of the Service in breach of these Terms, or your

breach of applicable law.

15. Suspension and termination

You may close your account at any time from Settings. We may suspend or terminate your account on notice if you materially breach these Terms and do not cure the breach within 10 days of our notice, or immediately for serious abuse, fraud, a security risk, non-payment, or a legal requirement. On termination your right to use the Service ends, hosted pages stop resolving, and we delete Your Content as the Privacy Policy describes. Export what you need before closing your account. Sections 5 (for amounts already owed), 6, 10–14 and 16–18 survive termination.

16. Changes to these Terms

We may update these Terms. We will post the new version here with a new "Last updated" date and email account holders about material changes at least 14 days before they take effect. If you do not agree, close your account before the effective date; continued use after it is acceptance.

17. Governing law and disputes

These Terms are governed by the laws of India. Courts at Coimbatore, Tamil Nadu have exclusive jurisdiction, except that either party may seek injunctive relief in any competent court to protect intellectual property or confidential information. Before starting proceedings, the parties will try in good faith to resolve the dispute by email or a call within 30 days. If you are a consumer in a jurisdiction whose law gives you rights that cannot be waived, nothing in these Terms limits them.

18. General

These Terms, the Privacy Policy, Acceptable Use Policy, Refund and Cancellation Policy and (where applicable) the DPA are the entire agreement between us about the Service. If any provision is unenforceable, the rest remains in effect. Neither party is liable for delay caused by events outside its reasonable control. You may not assign these Terms without our consent; we may assign them to a successor to the business on notice. Notices to us go to ashwinmanikandan@ashdocs.com; notices to you go to your account email. The English version controls.

19. Contact

ASH Studios (ASHDOCS), No. 102, Ramalingam Colony, Sanganur, Coimbatore North, Coimbatore, Tamil Nadu 641043, India. Email ashwinmanikandan@ashdocs.com. Phone +91 73958 84070. Grievance Officer (India): Ashwin Manikandan, same address and email; see ashdocs.com/contact.

Grievance Officer notice

Required for Indian intermediaries by Rule 3(2) of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, and for Data Fiduciaries by the

Digital Personal Data Protection Act, 2023.

Grievance Officer: Ashwin Manikandan **Entity:** ASH Studios (proprietorship), trading as ASHDOCS **Address:** No. 102, Ramalingam Colony, Sangapur, Coimbatore North, Coimbatore, Tamil Nadu 641043, India **Email:** ashwinmanikandan@ashdocs.com **Phone:** +91 73958 84070 (Monday to Saturday, 10:00–18:00 IST)

Use this contact for complaints about content hosted through ASHDOCS, about how your personal data has been handled, or about any other grievance with the Service. We acknowledge every grievance within 48 hours of receipt and resolve it within 30 days, or sooner where the Rules require (for example, 72 hours for a request to remove content that is unlawful under Rule 3(1)(b) and 24 hours for a complaint under Rule 3(2)(b)). If you are not satisfied with the resolution you may escalate to the Grievance Appellate Committee at gac.gov.in (for intermediary complaints) or to the Data Protection Board of India (for personal-data complaints) once it begins accepting complaints.