

Terms of Use

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Special Note

Welcome to ISEKAI ZERO (the "Platform"), which is provided by ARX MEDIA SDN BHD or one of its affiliates ("ISEKAI ZERO", "we", "our" or "us").

You are reading the terms of use (the "Terms"), which govern the relationship and serve as an agreement between you and us and set forth the terms and conditions by which you may access and use the Platform and our related websites, services, applications, products and content (collectively, the "Services"). Our Services are provided for private, non-commercial use. For purposes of these Terms, "you" and "your" means you as the user of the Services.

Please be sure to read carefully and fully understand the following contents, especially the clauses that exempt or limit the liability of ISEKAI ZERO, the clauses that limit the rights of users, the clauses that agree on the application of law and jurisdiction, etc.

IMPORTANT: WE HAVE A ZERO TOLERANCE POLICY FOR OBJECTIONABLE CONTENT AND ABUSIVE USERS. ANY VIOLATION WILL RESULT IN IMMEDIATE ACCOUNT TERMINATION AND PERMANENT BAN FROM OUR SERVICES AND ALL OFFICIAL ISEKAI ZERO COMMUNITY PLATFORMS.

If you sign up for the Services on behalf of an organization using an email address provided by your employer or another organization, (i) you represent and warrant that you are an authorized representative of that entity with authority to bind that entity to these Terms; (ii) your use of the Services will bind that entity to these Terms; and (iii) "you" and "your" in these Terms will refer to both you and that entity.

Unless you have fully read, fully understood and accepted all the terms of this agreement, you have no right to use the Services. If you do not agree to this Agreement or any of its terms, you should immediately stop using the Services. If you use the Services, or express your acceptance of this agreement in any other express or implied manner, you will be deemed to have read and agreed to this agreement. This agreement will have legal effect between you and ISEKAI ZERO and become a legal document binding on both parties. Please take the time to read them carefully.

NOTE: THESE TERMS CONTAIN AN ARBITRATION CLAUSE AND CLASS ACTION WAIVER. By agreeing to these Terms, you agree to resolve all disputes with us through binding individual arbitration. That means you also waive any right to have those disputes decided by a judge or jury, and you waive your right to participate in class actions, class arbitrations, or representative actions. You have the right to opt out of arbitration as explained below.

1. YOUR ACCESS TO AND USE OF OUR SERVICES

Your access to and use of the Services is subject to these Terms, our Content Creation Policy, our Community Content Rules, and all applicable laws and regulations. You may not:

- access or use the Services if you are not fully able and legally competent to agree to these Terms;
- provide false information, especially regarding age, which will result in immediate account termination;
- make unauthorized copies, modify, adapt, translate, reverse engineer, disassemble, decompile or create any derivative works of the Services or any content included therein, including any files, tables or documentation (or any portion thereof) or determine or attempt to determine any source code, algorithms, methods or techniques embodied by the Services or any derivative works thereof;
- distribute, license, transfer, or sell, in whole or in part, any of the Services or any derivative works thereof;
- market, rent or lease the Services for a fee or charge, or use the Services to advertise or perform any commercial solicitation;
- use the Services, without our express written consent, for any commercial or unauthorized purpose, including communicating or facilitating any commercial advertisement or solicitation or spamming;
- interfere with or attempt to interfere with the proper working of the Services, disrupt our website or any networks connected to the Services, or bypass any measures we may use to prevent or restrict access to the Services;
- incorporate the Services or any portion thereof into any other program or product. In such case, we reserve the right to refuse service, terminate accounts or limit access to the Services in our sole discretion;
- use automated scripts to collect information from or otherwise interact with the Services;
- impersonate any person or entity, or falsely state or otherwise misrepresent you or your affiliation with any person or entity, including giving the impression that any content you upload, post, transmit, distribute or otherwise make available emanates from the Services;
- intimidate or harass another, or promote sexually explicit material, violence or discrimination based on race, sex, religion, nationality, disability, sexual orientation or age;
- use or attempt to use another's account, service or system without authorization from ISEKAI ZERO, or create a false identity on the Services;
- share accounts to circumvent bans or age restrictions (violates our Zero Tolerance Policy);
- use the Services in a manner that may create a conflict of interest or undermine the purposes of the Services, such as trading reviews with other users or writing or soliciting fake reviews;
- engage in fake engagement or metric manipulation, including but not limited to using alternate accounts, bot accounts, or any method to artificially inflate views, likes, comments, or other engagement metrics (violates our Zero Tolerance Policy);
- attempt to circumvent, disable, or interfere with any content safety feature or age restriction mechanism on the Services, or encourage others to do so;
- use the Services to upload, transmit, distribute, store or otherwise make available in any way:

- any content that violates our Zero Tolerance Policy, including child sexual abuse material (CSAM) or any content sexualizing minors;
- non-consensual intimate imagery or “revenge porn”;
- sexual content depicting non-consensual scenarios, including “dubious consent” scenarios where consent is unclear or implied to be absent, and consensual-non-consent (CNC) scenarios or roleplay;
- incest — sexual content between blood-related family members, including but not limited to parent-child, siblings, grandparent-grandchild, aunt/uncle-niece/nephew, or cousins;
- grooming or predatory content, including content depicting an adult cultivating a relationship with a minor for future sexual or romantic involvement, “wait until they’re 18” scenarios, or authority figures exploiting positions of trust over persons they supervised as minors;
- content depicting characters in school uniforms, school settings, or other indicators of a school environment in sexual or suggestive contexts, regardless of stated character age;
- content that promotes, glorifies, romanticizes, or provides methods or instructions for self-harm, suicide, or eating disorders, including pro-anorexia, pro-bulimia, or similar pro-eating-disorder content, suicide pacts, suicide games, or self-harm challenges;
- hate speech, harassment, or discrimination based on protected characteristics;
- threats of violence or content promoting terrorism;
- files that contain viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful;
- any unsolicited or unauthorized advertising, solicitations, promotional materials, “junk mail,” “spam,” “chain letters,” “pyramid schemes,” or any other prohibited form of solicitation;
- any private information of any third party, including addresses, phone numbers, email addresses, number and feature in the personal identity document (e.g., National Insurance numbers, passport numbers) or credit card numbers;
- any material which does or may infringe any copyright, trade mark or other intellectual property or privacy rights of any other person;
- any material which is defamatory of any person, obscene, offensive, pornographic, hateful or inflammatory;
- any material that would constitute, encourage or provide instructions for a criminal offence, dangerous activities or self-harm;
- any material that is deliberately designed to provoke or antagonize people, especially trolling and bullying, or is intended to harass, harm, hurt, scare, distress, embarrass or upset people;
- any material that contains a threat of any kind, including threats of physical violence;
- any material that is racist or discriminatory, including discrimination on the basis of someone’s race, religion, age, gender, disability or sexuality;
- any answers, responses, comments, opinions, analysis or recommendations that you are not properly licensed or otherwise qualified to provide; or

- material that, in the sole judgment of ISEKAI ZERO, is objectionable or which restricts or inhibits any other person from using the Services, or which may expose ISEKAI ZERO, the Services or its users to any harm or liability of any type.
- NSFW or sexual content featuring characters, settings, or franchises from copyrighted works, regardless of the original work's target audience or tone;
- links to content on or off the Platform that contains material that would violate any ISEKAI ZERO policy, including but not limited to alternate, "uncensored," or "unedited" versions of stories that have been rejected, removed, or modified during moderation review;
- plagiarize other creators' content, including directly copying character profiles, descriptions, or storylines from other creators (on or off the Platform), republishing content created by others as your own, or making minimal changes to copied content and claiming it as original;
- solicit personal information from anyone under the age of 18 (IMMEDIATE PERMANENT BAN);
- use the Services to provide medical, legal, financial or tax advice.

In addition to the above, your access to and use of the Services must, at all times, be compliant with our Content Creation Policy and our Community Content Rules.

We reserve the right, at any time and without prior notice, to remove or disable access to content at our discretion for any reason or no reason. Some of the reasons we may remove or disable access to content may include finding the content objectionable, in violation of these Terms, our Content Creation Policy, or our Community Content Rules, or otherwise harmful to the Services or our users. Our automated systems analyze your content to provide you personally relevant product features, such as customized character recommendations, content moderation, and fraud detection. This analysis occurs as the content is sent, received, and when it is stored.

Under our Zero Tolerance Policy:

The following violations result in IMMEDIATE AND PERMANENT BAN with NO WARNINGS, NO SECOND CHANCES, and NO APPEALS:

- Child sexual abuse material (CSAM) or sexualization of underage characters, including characters that appear underage or have child-like features regardless of stated age
- Grooming or predatory content involving underage characters, including "wait until they're 18" scenarios
- Circumvention or promotion of underage character sexualization, including encouraging NSFW interactions with underage characters on any platform or community
- Non-consensual intimate imagery
- Incest — sexual content between blood-related family members
- Content depicting characters in school uniforms or school settings in sexual or suggestive contexts
- Terrorism or violent extremism
- Hate speech or discrimination based on protected characteristics
- Content that promotes, glorifies, or provides methods for self-harm, suicide, or eating disorders

- Fake engagement or metric manipulation, including use of alternate accounts, bot accounts, or artificial inflation of engagement metrics

Consequences of a Zero Tolerance violation:

- Account and all associated data will be permanently deleted
- IP address and device identifiers will be permanently blocked
- Permanent ban from the Platform AND all official ISEKAI ZERO community platforms (including but not limited to Discord servers, Facebook groups, Instagram, Reddit, Twitter/X, and any other official channels, both current and future)
- We will report illegal content to appropriate law enforcement authorities
- No refunds on Arcane credits or subscriptions

Content not explicitly listed above may still be subject to review and restriction if it is determined to compromise the safety or integrity of the Platform and its community. ISEKAI ZERO reserves the sole discretion to determine whether content meets this standard.

2. ACCOUNT SECURITY AND PRIVACY

ISEKAI ZERO implements and maintains physical, technical and administrative security measures designed to protect your information from unauthorized access, destruction, use, modification or disclosure.

To access or use our Services, you must create an account with us. When you create this account, you must provide accurate and up-to-date information. It is important that you maintain and promptly update your details and any other information you provide to us, to keep such information current and complete.

Age Requirements:

- Minimum age to create an account: 13 years old (16 for EU/UK residents)
- Users aged 13-17 require parental consent and supervision
- NSFW content and certain features are restricted to users 18 years and older
- We use age-gating mechanisms to enforce these restrictions
- Misrepresenting your age violates our Zero Tolerance Policy and results in immediate permanent ban
- Parents are responsible for monitoring their minor children's use of the Services

It is important that you keep your account password confidential and that you do not disclose it to any third party. You agree that you are solely responsible (to us and to others) for the activity that occurs under your account. If you know or suspect that any third party knows your password or has accessed your account, you must notify us immediately at contact@isekai.world.

We reserve the right to disable your user account at any time, including if you have failed to comply with any of the provisions of these Terms, or if activities occur on your account which, in our sole discretion, would or might cause damage to or impair the Services or infringe or violate any third party rights, or violate any applicable laws or regulations.

If you no longer want to use our Services again, and would like your account deleted, contact us at contact@isekai.world. We will provide you with further assistance and guide you through the process. Once you choose to delete your account, you will not be able to reactivate your account or retrieve any of the content or information you have added.

3. INTELLECTUAL PROPERTY RIGHTS

We acknowledge and uphold intellectual property rights and expect you to do the same. By accessing and using the Services, you expressly agree not to utilize them to violate any intellectual property rights. We retain the right, at our sole discretion and with or without prior notice, to block access to and/or deactivate the accounts of any user found to be infringing or accused of infringing on copyrights or other intellectual property rights.

ISEKAI ZERO does not tolerate plagiarism of other creators' work or copyright infringement. All content must be original or properly attributed. This includes but is not limited to: directly copying character profiles, descriptions, or storylines from other creators; republishing content created by others as your own; making minimal changes to copied content and claiming it as original; or creating content that violates copyright law or infringes on intellectual property rights. We comply with all valid DMCA takedown requests from copyright holders. For full details on plagiarism and copyright enforcement, see our Content Creation Policy.

4. CONTENT

4.1 ISEKAI ZERO Content

As between you and ISEKAI ZERO, all content, software, images, text, graphics, illustrations, logos, patents, trademarks, service marks, copyrights, photographs, and "look and feel" of the Services, and all intellectual property rights related thereto (the "ISEKAI ZERO Content"), are either owned or licensed by ISEKAI ZERO, it being understood that you or your licensors will own any User Content (as defined below) you upload or transmit through the Services. Use of the ISEKAI ZERO Content or materials on the Services for any purpose not expressly permitted by these Terms is strictly prohibited. Such content may not be downloaded, copied, reproduced, distributed, transmitted, broadcast, displayed, sold, licensed or otherwise exploited for any purpose whatsoever without our or, where applicable, our licensors' prior written consent. We and our licensors reserve all rights not expressly granted in and to their content.

You acknowledge and agree that we may generate revenues, increase goodwill or otherwise increase our value from your use of the Services, including, by way of example and not limitation, through the sale of advertising, sponsorships, promotions, usage data and virtual currency (Arcane credits). Storyline Creator Revenue Sharing: Creators who publish public Storylines on the Platform will automatically receive 10% revenue sharing from Arcane Credits spent by users interacting with their Storylines. Payment terms, thresholds, and additional details are outlined in our Creator Revenue Sharing terms. Except as specifically permitted under the Storyline Creator Revenue

Sharing or in another agreement you enter into with us, you will have no right to share in any other revenue, goodwill or value whatsoever.

Subject to the terms and conditions of the Terms, you are hereby granted a non-exclusive, limited, non-transferable, non-sublicensable, revocable, worldwide license to access and use the Services, including to download the Platform on a permitted device, and to access the ISEKAI ZERO Content for your use through the Services and solely in compliance with these Terms. Creators who publish public Storylines and participate in our revenue sharing program may use the Services for commercial purposes as outlined in our Creator Revenue Sharing terms. ISEKAI ZERO reserves all rights not expressly granted herein in the Services and the ISEKAI ZERO Content. You acknowledge and agree that ISEKAI ZERO may terminate this license at any time for any reason or no reason.

AI Service Disclaimers: You acknowledge and understand that:

- ISEKAI ZERO is an entertainment platform providing AI-generated content that is not a substitute for professional advice, therapy, or human relationships
- AI-generated responses are fictional, may be inaccurate, and should never be relied upon for medical, mental health, legal, financial, or other professional guidance
- Characters are not real people and cannot form genuine relationships or provide real emotional support
- You should immediately seek help from qualified professionals or emergency services if you are experiencing thoughts of self-harm, suicide, or other mental health crises (such as 999 in Malaysia or your local emergency number)

You acknowledge and agree that when you view content provided by others on the Services, you are doing so at your own risk. The content on our Services is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our Services.

We make no representations, warranties or guarantees, whether express or implied, that any ISEKAI ZERO Content (including User Content) is accurate, complete or up to date. Where our Services contain links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them. You acknowledge that we have no obligation to pre-screen, monitor, review, or edit any content posted by you and other users on the Services (including User Content), except as required for objectionable content under our Zero Tolerance Policy.

4.2 User-Generated Content

Users of the Services may be permitted to upload, post or transmit or otherwise make available content through the Services including, without limitation, any text, photographs, images, chat communications, characters, storylines, and associated metadata ("User Content"). Users of the Services may also extract all or any portion of User Content created by another user to produce additional User Content, including collaborative User Content with other users, that combine and intersperse User Content generated by more than one user.

Whenever you access or use a feature that allows you to upload or transmit User Content through the Services (including via certain third party social media platforms such as Facebook, Google, or Apple), or to make contact with other users of the Services, you must comply with the standards set out at "Your Access to and Use of our Services" above and in our Content Creation Policy. You may also choose to upload or transmit your User Content on sites or platforms hosted by third parties. If you decide to do this, you must comply with their content guidelines as well as with the standards set out at "Your Access to and Use of our Services" and our Content Creation Policy.

You warrant that any such contribution does comply with those standards, and you will be liable to us and indemnify us for any breach of that warranty. This means you will be responsible for any loss or damage we suffer as a result of your breach of warranty.

Any User Content will be considered non-confidential and non-proprietary. You must not post any User Content on or through the Services or transmit to us any User Content that you consider to be confidential or proprietary. When you submit User Content through the Services, you agree and represent that you own that User Content, or you have received all necessary permissions, clearances from, or are authorized by, the owner of any part of the content to submit it to the Services, to transmit it from the Services to other third party platforms, and/or adopt any third party content.

Characters & Storylines: When you create Characters or Storylines ("Creative Content") using the Services in accordance with these Terms, then as between you and ISEKAI ZERO, you own all rights in that Creative Content. As between you and ISEKAI ZERO, you also own any text, images, or other content the Creative Content generates ("Generations") that are elicited by you.

You or the owner of your User Content still own the copyright in User Content sent to us, but by submitting User Content via the Services, you hereby grant us an unconditional irrevocable, non-exclusive, royalty-free, fully transferable, perpetual worldwide license to use, modify, adapt, reproduce, make derivative works of, publish and/or transmit, and/or distribute and to authorize other users of the Services and other third-parties to view, access, use, download, modify, adapt, reproduce, make derivative works of, publish and/or transmit your User Content in any format and on any platform, either now known or hereinafter invented.

You further grant us a royalty-free license to use your user name, image, and likeness to identify you as the source of any of your User Content.

Popular Content Preservation: If a Character or Storyline you create and set to "Public" reaches significant popularity (over 10,000 unique user interactions), we reserve the right to preserve that Character's characteristics or Storyline's content and to keep that Character or Storyline active on the Services, even if you delete your account or request content removal. This ensures continuity for other users who have formed attachments to the content. You retain ownership but grant us an irrevocable license to maintain popular content. We will notify you if your content reaches the preservation threshold.

Storyline Cover Modifications: ISEKAI ZERO reserves the right to modify or replace storyline cover images at our discretion, including but not limited to cases where the cover is deemed inappropriate, does not meet platform standards, or would benefit from improvement for marketing and discovery purposes. Reasons include but are not limited to: enhancing image quality and visual appeal, replacing low-quality or improperly formatted covers, standardizing covers to meet platform aesthetic standards, optimizing images for display across different devices, adding

platform branding or quality badges, and replacing covers deemed inappropriate, misleading, or not aligned with platform standards; improving covers to enhance marketing potential and discoverability, replacing covers deemed inappropriate, misleading, or not aligned with platform standards; improving covers to enhance marketing potential and discoverability. By creating public storylines, you grant ISEKAI ZERO permission to make these aesthetic improvements while you retain ownership of your original content.

Objectionable Content Exception: Notwithstanding any license grants in this section, you acknowledge and agree that:

- Any content determined to be objectionable forfeits all rights and protections
- We may retain objectionable content solely for legal and law enforcement purposes
- Users who post objectionable content grant us unlimited rights to share such content with authorities

Through-To-The-Audience Rights: All of the rights you grant in your User Content in these Terms are provided on a through-to-the-audience basis, meaning the owners or operators of third party services will not have any separate liability to you or any other third party for User Content posted or used on such third party service via the Services.

Waiver of Rights to User Content: By posting User Content to or through the Services, you waive any rights to prior inspection or approval of any marketing or promotional materials related to such User Content. You also waive any and all rights of privacy, publicity, or any other rights of a similar nature in connection with your User Content, or any portion thereof. To the extent any moral rights are not transferable or assignable, you hereby waive and agree never to assert any and all moral rights, or to support, maintain or permit any action based on any moral rights that you may have in or with respect to any User Content you Post to or through the Services.

We also have the right to disclose your identity to any third party who is claiming that any User Content posted or uploaded by you to our Services constitutes a violation of their intellectual property rights, or of their right to privacy.

We, or authorized third parties, reserve the right to cut, crop, edit or refuse to publish, your content at our or their sole discretion. We have the right to remove, disallow, block or delete any posting you make on our Services if, in our opinion, your post does not comply with the content standards set out at “Your Access to and Use of our Services” above or in our Content Creation Policy. In addition, we have the right – but not the obligation – in our sole discretion to remove, disallow, block or delete any User Content (i) that we consider to violate these Terms or our Content Creation Policy, or (ii) in response to complaints from other users or third parties, with or without notice and without any liability to you. As a result, we recommend that you save copies of any User Content that you post to the Services on your personal device(s) in the event that you want to ensure that you have permanent access to copies of such User Content. We do not guarantee the accuracy, integrity, appropriateness or quality of any User Content, and under no circumstances will we be liable in any way for any User Content.

You control whether your User Content is made publicly available on the Services to all other users or kept private for your use only. To set your content as private, you should select the privacy setting available within the Platform.

- Public content: Visible to all users on the Platform and may be discoverable through search and recommendations
- Private content: Visible only to you, the creator

We accept no liability in respect of any content submitted by users and published by us or by authorized third parties.

If you find inappropriate content that violates our Content Creation Policy or Community Content Rules or have any other issues you would like to raise, you can send us a report to contact@isekai.world.

ISEKAI ZERO takes reasonable measures to expeditiously remove from our Services any infringing material that we become aware of. It is ISEKAI ZERO's policy, in appropriate circumstances and at its discretion, to disable or terminate the accounts of users of the Services who repeatedly infringe copyrights or intellectual property rights of others.

While our own staff is continually working to develop and evaluate our own product ideas and features, we pride ourselves on paying close attention to the interests, feedback, comments, and suggestions we receive from the user community. If you choose to contribute by sending us or our employees any ideas for products, services, features, modifications, enhancements, content, refinements, technologies, content offerings, promotions, strategies, or product/feature names, or any related documentation, artwork, computer code, diagrams, or other materials (collectively "Feedback"), then regardless of what your accompanying communication may say, the following terms will apply, so that future misunderstandings can be avoided. Accordingly, by sending Feedback to us, you agree that:

- ISEKAI ZERO has no obligation to review, consider, or implement your Feedback, or to return to you all or part of any Feedback for any reason;
- Feedback is provided on a non-confidential basis, and we are not under any obligation to keep any Feedback you send confidential or to refrain from using or disclosing it in any way; and
- You irrevocably grant us perpetual and unlimited permission to reproduce, distribute, create derivative works of, modify, publicly perform (including on a through-to-the-audience basis), communicate to the public, make available, publicly display, and otherwise use and exploit the Feedback and derivatives thereof for any purpose and without restriction, free of charge and without attribution of any kind, including by making, using, selling, offering for sale, importing, and promoting commercial products and services that incorporate or embody Feedback, whether in whole or in part, and whether as provided or as modified.

4.3 Content Moderation

ISEKAI ZERO uses a combination of automated AI detection systems and trained human moderators to enforce our Content Creation Policy. Creator-authored content — including Character profiles, Storyline descriptions, images, and metadata — is subject to AI flagging and human moderator review.

Reporting Content: All users can report creator-authored content they believe violates our policies. Use the in-app reporting feature or email contact@isekai.world with specific details

(Character/Storyline names, usernames, screenshots).

Appeals Process: If your Character or Storyline is removed or restricted, you may submit an appeal to contact@isekai.world within 30 days. Include your username and content details. Appeals are reviewed within 7 business days. Decisions on appeals are final. Appeals are not available for Zero Tolerance Policy violations.

5. INDEMNIFICATION

You agree, to the extent permitted by law, to defend, indemnify and hold harmless ISEKAI ZERO and its affiliates, officers, directors, agents, licensors and employees from and against any and all claims, costs, damages, losses, liabilities and expenses (including reasonable attorneys' fees and costs) resulting from or related to (i) your violation of these Terms or our Content Creation Policy; or (ii) your User Content.

This includes but is not limited to:

- Any Content you create or submit
- Any violation of our Zero Tolerance Policy
- Any failure to report objectionable content
- Any mental or physical health outcomes related to your use of the Services
- Your failure to seek appropriate professional help when needed
- Your reliance on AI-generated content for any purpose
- Any actions taken based on interactions with AI Characters
- Any plagiarism or copyright infringement claims arising from your content

6. EXCLUSION OF WARRANTIES

Nothing in these terms shall affect any statutory rights that you cannot contractually agree to alter or waive and are legally always entitled to as a consumer.

The services are provided "as is" and we make no warranty or representation to you with respect to them. In particular we do not represent or warrant to you that:

- Your use of the services will meet your requirements;
- Your use of the services will be uninterrupted, timely, secure or free from error;
- Any information obtained by you as a result of your use of the services will be accurate or reliable; and
- Defects in the operation or functionality of any software provided to you as part of the services will be corrected.

No conditions, warranties or other terms (including any implied terms as to satisfactory quality, fitness for purpose or conformance with description) apply to the services except to the extent that they are expressly set out in the terms. We may change, suspend, withdraw or restrict the availability of all or any part of our platform for business and operational reasons at any time without notice.

Additional Disclaimers:

- That Arcane credits will always be available for use or function without interruption

- The quality, accuracy, or suitability of any AI-generated content
- The satisfaction you may derive from using Arcane credits
- The behavior or content created by other users
- The compatibility of the Services with your devices or software
- The availability of specific features or Characters
- The accuracy or appropriateness of automated content moderation decisions

You acknowledge that:

- AI-generated content is inherently unpredictable and may be inaccurate, inappropriate, or offensive
- Technical issues may occur that affect Service availability or credit usage
- We may modify or discontinue features without notice
- Your use of the Services is entirely at your own risk

7. LIMITATION OF LIABILITY

Nothing in these terms shall exclude or limit our liability for losses which may not be lawfully excluded or limited by applicable law. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

Subject to the paragraph above, we shall not be liable to you for: (I) any loss of profit (whether incurred directly or indirectly); (II) any loss of goodwill; (III) any loss of opportunity; (IV) any loss of data suffered by you; or (V) any indirect or consequential losses which may be incurred by you. Any other loss will be limited to the amount paid by you to ISEKAI ZERO within the last 12 months or RM 500 (Malaysian Ringgit Five Hundred), whichever is greater.

Any loss or damage which may be incurred by you as a result of:

- Any reliance placed by you on the completeness, accuracy or existence of any advertising, or as a result of any relationship or transaction between you and any advertiser or sponsor whose advertising appears on the service;
- Any changes which we may make to the services, or for any permanent or temporary cessation in the provision of the services (or any features within the services);
- The deletion of, corruption of, or failure to store, any content and other communications data maintained or transmitted by or through your use of the services;
- Your failure to provide us with accurate account information;
- Or your failure to keep your password or account details secure and confidential.
- Loss of Arcane credits for any reason, including technical failures, account termination, or pricing changes;
- Dissatisfaction with AI-generated content or credit consumption rates.

Please note that we only provide our platform for domestic and private use. You agree not to use our platform for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, loss of goodwill or business reputation, business interruption, or loss of business opportunity.

If defective digital content that we have supplied damages a device or digital content belonging to you and this is caused by our failure to use reasonable care and skill, we will either repair the damage or pay you compensation. However, we will not be liable for damage that you could have avoided by following our advice to apply an update offered to you free of charge or for damage that was caused by you failing to correctly follow installation instructions or to have in place the minimum system requirements advised by us.

These limitations on our liability to you shall apply whether or not we have been advised of or should have been aware of the possibility of any such losses arising.

You are responsible for any mobile charges that may apply to your use of our service, including text-messaging and data charges. If you are unsure what those charges may be, you should ask your service provider before using the service.

To the fullest extent permitted by law, any dispute you have with any third party arising out of your use of the services, including, by way of example and not limitation, any carrier, copyright owner or other user, is directly between you and such third party, and you irrevocably release us and our affiliates from any and all claims, demands and damages (actual and consequential) of every kind and nature, known and unknown, arising out of or in any way connected with such disputes.

8. CHANGES TO THE TERMS

We amend these Terms from time to time, for instance when we update the functionality of our Services, when we combine multiple apps or services operated by us or our affiliates into a single combined service or app, or when there are regulatory changes. We will use commercially reasonable efforts to generally notify all users of any material changes to these Terms, such as through a notice on our Platform, however, you should look at the Terms regularly to check for such changes. We will also update the "Last Updated" date at the top of these Terms, which reflect the effective date of such Terms. Your continued access or use of the Services after the date of the new Terms constitutes your acceptance of the new Terms. If you do not agree to the new Terms, you must stop accessing or using the Services.

9. MISCELLANEOUS

Compliance with Applicable Law. You agree to abide by all applicable local, state, national and foreign laws, treaties and regulations, in connection with your use of the Service. ISEKAI ZERO agrees to abide by all applicable local, state, national and foreign laws, treaties and regulations, in connection with its provision of the Services.

Governing Law and Arbitration. These Terms will be governed by and construed in accordance with the laws of Malaysia, without regard to its conflict of laws provisions. You agree that any and all disputes or claims that have arisen or may arise between you and ISEKAI ZERO shall be resolved exclusively through final and binding arbitration, rather than a court, in accordance with the Malaysian Arbitration Act 2005, except that you may assert individual claims in small claims court, if your claims qualify. You agree that, by entering into these Terms, you and ISEKAI ZERO are each waiving the right to a trial by jury or to participate in a class action. Your rights will be determined by a neutral arbitrator, not a judge or jury.

Entire Agreement. These Terms and the terms and policies referenced herein, including our Content Creation Policy and Community Content Rules, constitute the entire agreement between you and ISEKAI ZERO with respect to the Services. These Terms supersede any prior representations, agreements, or understandings between you and ISEKAI ZERO, whether written or oral, with respect to the Services including previous versions of the Terms. All terms, conditions or provisions on a purchase order shall be of no force and effect notwithstanding any acceptance of such purchase order. The English version of these Terms will control.

Age Limit. The Services are only for people 13 years old and over (16 years old for EU/UK residents). By using the Services, you confirm that you are over the relevant age specified herein. If we learn that someone under the relevant age specified above is using the Services, we will terminate that user's account.

No Waiver. Our failure to insist upon or enforce any provision of these Terms shall not be construed as a waiver of any provision or right.

Links. You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it. You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists. You must not establish a link to our Services in any website that is not owned by you. The website in which you are linking must comply in all respects with the content standards set out at "Your Access to and Use of our Services" above. We reserve the right to withdraw linking permission without notice.

Security. We do not guarantee that our Services will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programmes and platform to access our Services. You should use your own virus protection software.

Changes to the Services. ISEKAI ZERO may add, change or remove features or functionality to the Services; modify or introduce limitations to storage or other features; or discontinue the Services altogether at any time. If you are on a paid subscription and ISEKAI ZERO discontinues the Services you are using during your subscription, ISEKAI ZERO will migrate or make available to you a substantially similar service provided by ISEKAI ZERO (if available) and if it's unable to do so, ISEKAI ZERO will provide you a pro-rata refund of fees prepaid for the remaining period of your subscription.

Headings and Explanations. Headings used in these Terms and the explanatory boxes are provided for convenience only and will not in any way affect the meaning or interpretation of the Terms or any portion thereof.

Severability. If a particular provision of these Terms is found to be invalid or unenforceable, it shall not affect the other provisions and the Terms shall be construed in all respects as if that invalid or unenforceable provision had been limited or omitted to the minimum extent necessary.

10. CONTACT US

If you have questions, comments, complaints or requests regarding these Terms of Use, please contact us at contact@isekai.world.

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