

Terms and Conditions for Sion AI

Effective date: 3 May 2026. These Terms explain how consumers may access and use the Sion AI SaaS offering. Please read them carefully before creating an account or purchasing a subscription.

1. About These Terms

These Terms are a contract between you (a consumer) and us for the use of our subscription services. By creating an account, starting a trial, or paying for a subscription, you agree to these Terms.

If mandatory consumer law in your country gives you rights that are more protective than these Terms, those mandatory rights will apply.

1.2 The contracting entity offer the Sion AI SaaS service is IdeaSynesthesia B.V., a private limited company incorporated under Dutch law, with registered office in Dronryp, Friesland, The Netherlands, registered with the Dutch Chamber of Commerce under number 42037710. The relevant entity is referred to in these Terms as “we”, “us”, or “our”.

1.3 These Terms incorporate by reference the Acceptable Use Policy (“AUP”) published on our website, as amended from time to time. By accepting these Terms, you also agree to the AUP. We may suspend or terminate your access to the Services with immediate effect if you breach the AUP, without prejudice to any other rights or remedies available to us.

2. Products Covered

These Terms apply the product, Sion AI, offered on our website (the “Service”).

They cover your website purchase journey, account access, subscription use, feature updates, and standard customer support for each Service.

3. Eligibility and Account

You must be legally capable of entering into a contract under applicable law. You must be at least 16 years old to create an account and use the Services, in accordance with Article 5 of the Dutch GDPR Implementation Act (Uitvoeringswet Algemene verordening gegevensbescherming, “UAVG”). By accepting these Terms, you represent that you meet this age requirement. If you are under 18, you confirm you have obtained the consent of a parent or legal guardian. You are responsible for keeping your account credentials secure and accurate.

4. Subscriptions, Billing, and Auto-Renewal

Subscriptions are billed in advance on a monthly or annual basis, as shown at checkout.

Your subscription renews automatically at the end of each billing period unless you cancel before the renewal date.

The renewal date is your subscription anniversary date (the same day each billing cycle, adjusted where needed for calendar differences).

Before payment, we clearly show your plan, price, billing interval, and next renewal date. The same billing information is available in your account settings.

We send an email renewal reminder at least 7 days before annual renewals and at least 3 days before monthly renewals.

5. Cancellation and When It Takes Effect

You may cancel at any time through your account settings or by contacting support through the website contact channel.

Cancellation is effective on your next subscription anniversary/renewal date. This means the subscription remains active until the end of the paid billing period and then stops renewing.

To avoid the next renewal charge, you must cancel before the renewal date shown in your account.

6. Right of Withdrawal, Refund Policy, and Checkout Acknowledgement

6.1 Statutory Right of Withdrawal (Herroepingsrecht)

If you are a consumer, you have the right to withdraw from this contract within 14 calendar days of the date of contract conclusion, without giving any reason (Article 6:230o Dutch Civil Code, implementing EU Directive 2011/83/EU on consumer rights). To exercise your right of withdrawal, you must inform us of your decision by means of a clear statement (for example, using the support or contact channel listed on our website) before the 14-day period expires. We will confirm receipt of your withdrawal without delay.

6.2 Waiver of the Right of Withdrawal for Immediate Digital Service Delivery

Our Services are digital services. At checkout, you will be given the opportunity to request that we begin providing the Services immediately, before the end of the 14-day withdrawal period. If you make this request and acknowledge that you thereby lose your right of withdrawal once the Services have been fully performed, your right of withdrawal will be extinguished upon full performance of the Services (Article 6:230p(3)(c) Dutch Civil Code).

If you withdraw from the contract after Services have commenced but before the Services are fully performed, you will owe us a proportional amount corresponding to the Services provided up to the moment of withdrawal, compared to the full coverage of the contract.

If you exercise your right of withdrawal and no Services have commenced, we will reimburse all payments received from you within 14 calendar days of receiving your withdrawal notice, using the same means of payment as used for the original transaction, unless expressly agreed otherwise.

6.3 No-Refund Policy for Continuing Subscriptions

Outside the withdrawal right described in Sections 6.1 and 6.2 above, all subscription fees paid are non-refundable except where required by mandatory law. No refunds or credits are provided for partial billing periods, unused time, downgrades, or accidental non-use, except where mandatory law requires otherwise.

6.4 Checkout Acknowledgement

At checkout, before completing your purchase, you must explicitly tick a checkbox confirming each of the following: (a) "I request that the Services begin immediately, before the expiry of the 14-day withdrawal period"; (b) "I understand and acknowledge that, once the Services are fully performed, I lose my right of withdrawal"; and (c) "I understand that this subscription auto-renews and that cancellation takes effect on the renewal date." We recommend that you save or print this confirmation for your records. We will also send you a written confirmation by email without delay after conclusion of the contract, including confirmation of your request and acknowledgement under (a) and (b) above.

7. Changes to Services or Terms

We may update features, pricing, or these Terms for legal, security, or product reasons. If a change materially affects you, we will provide notice before it takes effect.

If you do not agree with a change, you may cancel and the cancellation will take effect at your next renewal date.

8. Limited Liability

Nothing in these Terms limits liability where such limitation is not permitted by mandatory law.

To the maximum extent permitted by law, our total aggregate liability for all claims related to the Services is limited to the total amount you paid for the relevant Service during the 12 months before the event giving rise to the claim. If you paid nothing, the cap is EUR 100.

To the maximum extent permitted by law, we are not liable for indirect, incidental, special, punitive, or consequential damages, or for loss of profits, revenue, business, goodwill, or data.

9. Governing Law and Jurisdiction

These Terms and any dispute related to the Sion AI SaaS service are governed by the laws of the Netherlands.

You keep any mandatory consumer protections available under the law of your country of residence.

Where legally permitted, disputes will be handled by the competent courts in Amsterdam, the Netherlands. If mandatory consumer law gives you the right to bring claims in your local courts, that right remains unaffected.

10. Contact

For support, billing, or cancellation requests, please use the contact details and support channels listed on our website.