

TERMS OF USE

ONE STOP TECH (1STOP.AI)

PREAMBLE & ACCEPTANCE OF TERMS

Welcome to **1Stop.Ai**, operated by **ONE STOP TECH** ("Company," "we," "us," or "our"). These Terms of Use ("Terms") constitute a legally binding agreement between you (the "Student," "User," or "Member") and ONE STOP TECH.

These Terms govern your access to, interaction with, and consumption of our website, mobile applications, platform, and online services (collectively, the "Services"). Although it may be tempting to skip reading these Terms, establishing a clear mutual understanding of expectations and obligations is essential.

By visiting, registering for, enrolling in, or using any part of the Site, Application, or Services, you confirm that you have read, understood, and agreed to be legally bound by these Terms, regardless of whether you have created an account. If you do not agree with all of these Terms, you are expressly prohibited from accessing or using the Site, Application, Services, or any Collective Content.

DEFINITIONS

To ensure absolute clarity throughout this agreement, the following capitalized terms shall have the meanings specified below:

- **"Collective Content"** refers to the combined materials, resources, and media owned by ONE STOP TECH (1STOP.AI) alongside any Third-Party Content hosted on the platform.
- **"Content"** includes, but is not limited to, text, instructional and teaching materials, graphics, images, video recordings, audio tracks, designs, software (excluding the main Application), charts, data, and informational resources.
- **"Courses"** refers to educational training programs and modules cataloged on our Site or Application. Because 1Stop.Ai functions as an educational marketplace, these programs may be provided or delivered by independent third parties.
- **"Course Fees"** means the total mandatory monetary amount due and payable by a Student to enroll in a specific Course.
- **"Payment Method"** means any valid, recognized payment mechanism linked to your 1Stop.Ai Account (e.g., credit card, debit card, net banking), which may be processed via authorized third-party payment gateways.
- **"Student"** means a registered Member enrolled in one or more Courses on the Site or Application. If the learner is a minor, "Student" encompasses the parent or legal guardian who completes the enrollment on the minor's behalf.
- **"Tax" or "Taxes"** refers to any statutory taxes, levies, duties, or government assessments—such as the Goods and Services Tax (GST)—that the Company is legally obligated to collect and remit to tax authorities.



Email
support@1stop.ai



Address : 47/B, 26th Cross, Sector 3, HSR Layout,
Bengaluru, Karnataka 560102

- **"Third-Party Content"** means any Content uploaded, published, submitted, posted, or transmitted by a third party or vendor, including materials made available through Course listings on our mobile Application or Site.
- **"User"** means any individual who successfully completes the official account registration process with 1Stop.Ai.
- **"Workshop"** refers to short-term, intensive training programs led by specialized instructors.

1. ACCOUNT REGISTRATION & SECURITY

To utilize our educational platform, you must establish an official account. Account security is governed by the following obligations:

- **Credential Safety:** All account activity is linked directly to your login details and password. You are solely responsible for keeping your credentials strict and confidential.
- **Information Accuracy:** You represent and warrant that all information supplied during registration is truthful, accurate, and complete. You must promptly update your details to keep them current.
- **Verification & Monitoring:** Our support team reserves the right to verify your identity and information prior to providing assistance or interaction.
- **Unauthorized Activity:** You must notify our support team immediately at support@1stop.ai if you suspect unauthorized access or compromise of your account.
- **Limitation of Account Liability:** 1Stop.Ai explicitly disclaims all liability for account compromises, loss of access, or damages resulting from student negligence, careless password management, or sharing of credentials.

2. INTELLECTUAL PROPERTY & ACCESS PRIVILEGES

When a Course or Workshop is made accessible to you online, access is granted under a strict, conditional license:

- **Scope of Usage:** You are granted an exclusive, non-transferable, revocable, and limited right to view and consume the course material solely for personal, non-commercial educational purposes.
- **Express Restrictions:** You are explicitly forbidden from broadcasting, recording, reproducing, distributing, re-licensing, renting, sharing, creating derivative works from, or transmitting (in digital, soft, or printed physical form) any platform content without obtaining prior written approval from 1Stop.Ai.
- **Revocation Rights:** We reserve the right to immediately terminate your access privileges and revoke service without prior notice if you violate our proprietary rights or these Terms.



3. FINANCIAL TERMS, CANCELLATIONS, & REFUNDS

Specific courses may carry distinct policies regarding payments, refunds, credits, and transfers. Standard financial rules include:

- **Self-Paced Courses:** All self-paced digital programs are strictly **non-refundable** and **non-transferable** under any circumstances.
- **Cancellation by Company:** A complete 100% refund will be provided to enrolled students only if 1Stop.Ai cancels a program in its entirety.
- **Exceptional Circumstances Refund:** To qualify for an exceptional refund, your formal request must be submitted to support@1stop.ai at least **10 full days prior** to the program's scheduled start date **AND** before you have been granted access to the Learning Management System (LMS) or learning dashboard. Requests raised post-LMS access will be automatically rejected.
- **Non-Refundable Administrative Fee:** A mandatory registration/administrative fee calculated as **20% of the total course fee or ₹300/-** (whichever amount is higher) is non-refundable under all circumstances.
- **Refund Inquiries:** Formal refund requests must be directed via email to support@1stop.ai.

4. COURSE SWITCHING / TRANSFER POLICY

1Stop.Ai permits students to modify their enrollment and switch to an alternative course a **maximum of one (1) time**. Course transfers must strictly adhere to the guidelines set forth in the separate Refund and Course Change Policy available on our website.

5. DATA PRIVACY & INFORMATION SECURITY

Protecting user information is a vital responsibility. Our security practices are designed around the standard **CIA Triad** framework:

- **Confidentiality:** Safeguarding user data against unauthorized access through technical and procedural controls.
- **Integrity:** Maintaining the completeness, accuracy, and original state of stored data.
- **Availability:** Ensuring our IT infrastructure and support systems remain accessible when required.

Data Processing & Storage Authorization

By creating an account, you grant 1Stop.Ai authorization to collect, process, maintain, and store your Personally Identifiable Information (PII) to fulfill program requests, deliver assessment results, enhance customer experience, and conduct internal studies. We may also share required information with trusted partners and operational consultants who perform supportive services. Data is stored for as long as necessary to provide services, satisfy legal obligations, or enforce active agreements.



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User Rights

Subject to applicable local legislation, you retain the right to:

1. Request confirmation regarding whether we process your personal data.
2. Revoke or withdraw your data processing consent at any time.

External Hyperlinks

Our platform may display links to third-party websites not controlled by 1Stop.Ai. We assume no responsibility for the content, security, or privacy policies of third-party platforms. Navigating to linked external websites is executed entirely at your own risk.

6. USER CODE OF CONDUCT

All enrolled students, attendees, and instructors are bound by our Code of Conduct. You agree to foster an environment of dignity, mutual respect, and academic harmony.

You are strictly prohibited from:

- Abusing, harassing, belittling, or displaying disrespect toward fellow students, instructors, staff, or platform attendees.
- Uploading, posting, or transmitting content that infringes upon third-party patents, trade secrets, trademarks, copyrights, publicity rights, or intellectual property rights.
- Publishing intentionally deceptive, false, or misleading content.
- Posting material related to partisan political activity or commentary.
- Sharing content that hurts, degrades, or insults religious sentiments.

Violation Reporting: If you observe or experience a breach of this Code of Conduct, notify your program instructor immediately with an email copy sent to support@1stop.ai.

7. PROGRAM MODIFICATIONS & SERVICE SUSPENSION

1Stop.Ai reserves the exclusive right to reschedule, alter, modify, suspend, or cancel any course or workshop at its discretion. We further maintain authority to withdraw entire programs or restrict platform access.

You explicitly acknowledge and agree that 1Stop.Ai, its directors, and its affiliates shall not be held liable, accountable, or responsible to you or any third party for program suspensions, content changes, schedule adjustments, or temporary platform non-availability.



8. INDEMNIFICATION OBLIGATION

You agree to defend, indemnify, and hold harmless 1Stop.Ai, its parent company, group affiliates, management, officers, directors, employees, vendors, suppliers, channel partners, and agents from any third-party claims, liabilities, losses, damages, demands, costs, or legal expenses (including reasonable attorney fees) arising from:

1. Content or materials you submit, upload, or present on the platform.
2. Your direct or indirect use of our Services.
3. Your breach or non-observance of any provision in these Terms.
4. Your infringement or violation of third-party intellectual property or civil rights.

This indemnification duty survives the termination of your account, program completion, or cessation of platform use.

9. LEGAL DISCLAIMERS & LIMITATION OF LIABILITY

Service Availability ("As-Is" Provision)

Our Services and all hosted content are delivered on an "**AS IS**" and "**AS AVAILABLE**" basis. While we maintain precautions, 1Stop.Ai relies on external third-party infrastructure (such as Amazon Web Services and Google). Scheduled maintenance, technical failures, or server disruptions may cause temporary downtime. We make no express or implied warranties regarding service availability, uninterrupted uptime, accuracy, or timeliness.

Exclusion of Liability

You use our Services at your own risk. Under no circumstances shall 1Stop.Ai, its partners, management, suppliers, vendors, or agents be liable for direct, indirect, incidental, or consequential damages resulting from platform downtime, operational interruptions, or loss of access. Furthermore, 1Stop.Ai is not liable for transactions, agreements, or interactions you enter into with third parties through external links hosted on our site.

10. BINDING CONTRACT & UPDATES TO TERMS

- **Legally Binding Agreement:** Registering an account or accessing 1Stop.Ai establishes an immediate, legal contract. If you do not consent to these terms, you must close your account and cease platform usage.
- **Periodic Updates:** We reserve the right to revise or modify these Terms as our practices evolve. Material changes will be communicated via prominent notifications, such as direct email or website pop-ups. Updates become legally binding on the day they are published. Continued platform use post-update constitutes full acceptance of the revised Terms, which supersede all prior iterations.



11. STATUTORY COMPLIANCE & GOVERNING LAW

These Terms are framed and enforced in accordance with applicable statutory laws of India, including the Information Technology Act, 2000, and rules framed thereunder.

12. GRIEVANCE REDRESSAL OFFICER

In compliance with the Information Technology Act, 2000, the official contact details for our Grievance Redressal Officer are as follows:

- **Designated Officer:** Grievance Officer, 1Stop.Ai
- **Phone:** +91 9886550360
- **Operational Hours:** Monday through Friday, 10:00 AM to 7:00 PM IST (excluding national holidays)
- **Email:** support@1stop.ai

13. OFFICIAL COMMUNICATIONS & ADDRESS

Any legal, official, or formal postal communication regarding these Terms should be sent to the company address below:

ONE STOP TECH (1STOP.AI)

Attn: Legal & Customer Support

47/B, 26th Cross, Sector 3, HSR Layout,

Bengaluru, Karnataka – 560102, India



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support@1stop.ai



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