DreamDeco AI Interior Simulation Service Terms and Conditions

Article 1 (Purpose)

These Terms and Conditions aim to stipulate the rights, obligations, and responsibilities between CÔNG TY TNHH BIG MOUTH, a Vietnamese corporation (hereinafter referred to as the "Company"), and the user, as well as the terms, conditions, procedures, and other necessary matters regarding the use of the DreamDeco AI Interior Simulation Service (hereinafter referred to as the "Service"). These terms are based on Vietnam's Law on E-commerce, Law on Protection of Consumer Rights, Decree on Personal Data Protection, Law on Cybersecurity, and related regulations.

Article 2 (Definitions)

The terms used in these Terms and Conditions are defined as follows:

1. **"Service"** refers to the virtual interior simulation platform "DreamDeco" and all related services provided by the Company using AI technology.
2. **"User"** collectively refers to all members and non-members who use the services provided by the Company in accordance with these Terms and Conditions.
3. **"Member"** refers to a person who has registered as a member by providing personal information to the Service, has entered into a service use agreement with the Company, and has been assigned a member ID.
4. **"Non-member"** refers to a person who uses the Service without registering as a member.
5. **"Account Information"** refers to the information provided by the member to the Company, such as email, password, and name.
6. **"Credit"** refers to a virtual usage right to use the AI interior simulation function within the Service.
7. **"Paid Service"** refers to the paid purchase of credits within the Service by the user.
8. **"User Content"** refers to photos, images, and other materials of spaces (e.g., homes, offices) uploaded by the user to the Service.
9. **"Output"** refers to the virtual interior simulation images and results generated using AI technology.
10. **"AI Interior Simulation"** refers to the service that virtually arranges and visualizes furniture, accessories, etc., in the user's space using artificial intelligence technology.

Article 3 (Posting and Revision of Terms)

1. The Company shall post the content of these Terms and Conditions on the initial service screen or a separate terms page for easy access by the user.

2. The Company may revise these Terms and Conditions to the extent that it does not violate relevant laws such as Vietnam's Law on E-commerce, Law on Protection of Consumer Rights, Decree on Personal Data Protection, and Law on Cybersecurity.
3. If the Company revises the terms, it shall announce the effective date and reason for revision along with the current terms on the initial service screen from 7 days before the effective date. However, in the case of a revision unfavorable to the user, it shall be announced 30 days in advance and notified individually via electronic means such as email.
4. The revised terms shall take effect from the announced effective date unless otherwise specified.
5. The user may request to withdraw their membership if they do not agree to the revised terms. If the user continues to use the Service after the effective date of the revised terms, they will be deemed to have agreed to the changes.

Article 4 (Provision and Change of Service)

1. The Company provides the following services:
   - **AI Interior Simulation Service**: Virtual interior design and visualization using artificial intelligence.
   - **Credit-Based System**: Management of service usage through credits.
   - **Free Use and Paid Service**: Free credits are provided upon membership registration, and additional credits can be purchased as needed.

   ***This service does not provide professional interior designer consultations or professional design services.**
2. The Service is provided 24 hours a day, 365 days a year in principle. However, the provision of the Service may be temporarily suspended in the following cases:
   - For system operational needs such as regular system maintenance, server expansion and replacement, and network instability.
   - For service quality improvement and AI model updates.
   - In case of power outages, service equipment failure, or heavy service traffic.
   - In case of force majeure events such as natural disasters, national emergencies, hacking, or computer viruses.
3. The Company may change the content of the Service to improve service quality, enhance AI technology, or add new features, and will provide prior notice of any significant changes.

Article 5 (Membership Registration and Eligibility)

1. The user applies for membership by filling out the form designated by the Company and agreeing to these Terms and Conditions.
2. Membership is open to individuals or legal entities aged 14 years or older. Minors under the age of 14 cannot use the Service, and doing so constitutes a violation of these Terms and Conditions.
3. The Company may refuse to approve a membership application in the following cases:

- ○ If the name is not real or another person's name is used.
- ○ If false information is provided or required information is not submitted.
- ○ If membership has been previously restricted due to a violation of the terms.
- ○ If it is deemed to violate relevant laws or harm public order and morals.
4. Members must immediately update their registered information if there are any changes. Any disadvantages arising from not updating the information shall be the member's responsibility.

Article 6 (Paid Services and Credits)

1. **Credit Policy**:
   - ○ **Free Credits**: 10 credits are provided free of charge upon registration, allowing access to basic services.
   - ○ **Additional Credit Purchase**: 100 credits can be purchased for 250,000 VND, and 1 credit is deducted for each prop used in the interior simulation.
2. **Credit System**:
   - ○ Credits are deducted when an AI interior simulation is generated.
   - ○ 1 credit is deducted for each prop used in the simulation.
   - ○ Credits are not deducted if the simulation generation fails.
   - ○ Free credits provided upon registration are immediately added to the account.
   - ○ Purchased credits have no expiration date and are carried over if unused.
3. **Credit Purchase**:
   - ○ 100 credits are provided upon payment of 250,000 VND.
   - ○ Purchased credits are immediately added to the account and can be used permanently.
4. **Payment**:
   - ○ Credit purchases are one-time payments.
   - ○ Payments can be made through secure payment methods supported by the payment gateway designated by the Company, such as credit or debit cards.
5. **Promotions and Discounts**:
   - ○ The Company may offer discounts or additional credits during promotional periods.
   - ○ The conditions and duration of promotions will be specified in each promotion announcement.

Article 7 (Payment and Refund Policy)

1. **Payment Policy**:
   - ○ Credit purchases are based on VND (Vietnamese Dong).
   - ○ Credits are immediately added to the account upon completion of payment.
2. **Refund Policy**:
   - ○ A refund is possible only if the credits have not been used at all within 7 days of the purchase date.
   - ○ Refund requests can be submitted to dreamdeco@bigmouth.vn.
   - ○ Refund processing may take 7-14 business days.

3. **Anti-Abuse Measures**:
   - In cases of clear abuse, the user's account may be suspended or terminated.
   - Attempts to re-register with the same email or payment method may be blocked.

Article 8 (User Content and Output)

1. **User Content Ownership**: The user retains ownership of all photos, images, and materials uploaded to the Service (hereinafter "User Content"). The Company uses User Content solely for the purpose of providing the Service and does not provide it to third parties without the user's explicit consent.
2. **License for Service Provision**: The user grants the Company a non-exclusive, worldwide license that includes the following rights to use the service:
   - The right to store, process, and analyze User Content to generate AI interior simulations.
   - The right to use it for service quality improvement and AI model enhancement.
   - The right to use it for service operation and technical support.
   - This license may be maintained for service improvement and learning data utilization even after the user withdraws their membership.
3. **Output Ownership and Use**: The user owns the interior simulation outputs generated by the AI. The user is free to use the outputs for personal or commercial purposes. However, the user may not falsely represent the outputs as being generated without AI or use them to train a competing AI model without the Company's consent.
4. **Disclaimer for Output**: Due to the nature of AI technology, similar or identical outputs may be generated for other users. Additionally, outputs may be inaccurate or incomplete and do not guarantee the technical feasibility of actual interior construction. The user is responsible for evaluating the suitability, legality, and accuracy of the outputs.
5. **Prohibited Content**: The user may not upload content that falls under any of the following categories:
   - Obscene or sexually explicit content.
   - Violent or hateful content.
   - Content related to illegal activities.
   - Content that infringes on the intellectual property rights, reputation, privacy, or other rights of third parties.
   - Content that includes personal information of children under 13.
   - Content containing malware or spyware.
   - Content that obstructs the Company's business or is inconsistent with the purpose of the Service.
6. **Content Management and Temporary Measures**: If the Company determines that the user's content falls under the prohibited content categories, or violates relevant laws, these terms, or public decency, the Company may delete, block, or hide (temporary measure) the content without prior notice. The Company will notify the user of the action taken, and the user may raise an objection.
7. **Infringement Reporting and Processing**: A person whose legal rights are allegedly

infringed by another user's content (hereinafter "Rights Holder") may request the deletion or suspension of the content in accordance with the procedures set by relevant laws. Upon receiving a request from a Rights Holder, the Company will promptly take necessary measures and notify the requester and the content publisher of the results.

8. **Responsibility for Content**: The user who posts the content is solely responsible for all legal liabilities arising from it, and the Company shall not be held liable unless there is intentional or gross negligence on its part.

Article 9 (Protection of Personal Information)

1. The Company complies with Vietnam's Decree on Personal Data Protection (Decree 13/2023/ND-CP) and related laws to protect the user's personal information.
2. The Company's privacy policy is posted separately, and only the minimum necessary personal information is collected to provide the Service.
3. The collected personal information is used only for the following purposes:
   - Service provision and account management.
   - Payment processing and credit management.
   - Customer support and inquiry response.
   - Statistical analysis for service improvement.
   - AI model improvement and quality enhancement.

Article 10 (Intellectual Property Rights)

1. The intellectual property rights for all content, AI models, software, interfaces, designs, etc., provided by the Service belong to the Company or the respective license holders.
2. The user may freely use the outputs generated through the Service, but may not copy, modify, distribute, or reverse-engineer the Service itself, its AI models, or software.
3. The Company's trademarks, logos, and brand assets may not be used without the Company's express written consent.

Article 11 (Obligations of the User)

1. The user shall not engage in the following acts:
   - Providing false information during membership registration.
   - Using another person's account without authorization.
   - Using the Service for illegal purposes.
   - Infringing on intellectual property rights such as copyrights and patents.
   - Disrupting the stable operation of the Service.
   - Maliciously using or attempting to reverse-engineer the AI model.
   - Illegitimately manipulating the credit system.
   - Abusing the Service using automated tools or bots.
2. The user must comply with relevant laws and these Terms and Conditions when using the Service.

Article 12 (Nature and Limitations of the Service)

1. **No Professional Services**: This Service is an AI-based simulation tool provided for informational purposes only and does not replace professional interior designer consultations or architectural design.
2. **Accuracy of Results**: The interior simulations provided are generated by AI and do not guarantee actual construction feasibility, structural stability, or compliance with building codes.
3. **User Responsibility**: The user is solely responsible for consulting with experts and verifying relevant regulations before applying the outputs to actual interior construction.

Article 13 (Restriction on Use of Service)

1. The Company may restrict the use of the Service in the following cases:
   - Violation of the terms.
   - Illegitimately acquiring or using credits.
   - Unauthorized commercial use or abuse of the Service.
   - Using the Service beyond its technical limitations.
   - Uploading prohibited content.
2. Types of restrictions: feature limitation, temporary suspension, permanent suspension.
3. The Company will provide prior notice via email when restricting use, and the user may file an appeal.

Article 14 (Obligations of the Company)

1. The Company shall do its best to provide a stable service in accordance with relevant laws and these Terms and Conditions.
2. The Company shall implement technical and administrative measures to protect personal information.
3. The Company shall operate a customer support service to handle legitimate opinions or complaints from users.
4. The Company shall strive for prompt recovery in the event of a service failure.

Article 15 (Disclaimer)

1. The Company is exempt from responsibility for providing the Service in the following cases:
   - Force majeure events such as natural disasters, wars, or terrorism.
   - Unavoidable circumstances due to regular maintenance, repair, replacement, or failure of equipment for service improvement.
   - Service use disruptions or results caused by the user's fault.
   - Inaccurate results due to the limitations of AI technology.
   - Errors in information provided by third parties.
   - Problems caused by the user's computer error or network environment.

2. The Company does not guarantee the accuracy, completeness, reliability, or actual construction feasibility of the outputs provided through the Service and is not liable for any damages resulting from their use.
3. The Company is not responsible for any consequences arising from the user applying the outputs generated through the Service to actual interior construction.

Article 16 (Indemnification)

1. In the event of damage to the user due to the Company's intentional or gross negligence, the Company shall be liable for compensation within the scope of ordinary damages, except in cases falling under the disclaimer in Article 15.
2. The Company's liability for compensation shall not exceed the service fees paid by the user.
3. The Company is not liable for indirect, special, consequential, or punitive damages.

Article 17 (Indemnification and Release)

1. The user must indemnify and hold harmless the Company, its officers, employees, and agents from any claims, damages, and costs arising from the following:
   - Violation of these Terms and Conditions.
   - User Content or outputs infringing on the rights of a third party.
   - Improper or illegal use of the Service.
   - Problems arising from applying the outputs to actual construction.

Article 18 (Dispute Resolution)

1. Disputes arising from the use of the Service shall be resolved in accordance with Vietnamese law.
2. The competent court for litigation related to these Terms and Conditions shall be the court in Vietnam with jurisdiction over the Company's location.
3. The Vietnamese version of the terms shall prevail in resolving disputes.

Article 19 (Miscellaneous)

1. Matters not specified in these Terms and Conditions shall be governed by the relevant laws of Vietnam and the Company's operating policies.
2. Even if some provisions of these Terms and Conditions are deemed invalid by relevant laws, the remaining provisions shall remain in effect.
3. The Company may establish separate terms or policies for individual services if necessary.

Addendum

These Terms and Conditions shall take effect from October 10, 2025.

Contact Information:

- Company Name: CÔNG TY TNHH BIG MOUTH
- Service Name: DreamDeco AI Interior Simulation Service
- Website: https://dreamdeco.vn/
- Email: dreamdeco@bigmouth.vn