



A.I.M ENTERPRISE GROUP (PTY) LTD

Terms & Conditions

PUBLIC TERMS

Innovate • Integrate • Elevate

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Applies to A.I.M Enterprise Group websites, services and digital products, including AIM One.

Welcome to A.I.M Enterprise Group (Pty) Ltd ("A.I.M Enterprise Group", "A.I.M", "we", "us" or "our").

These Terms & Conditions ("Terms") govern your use of A.I.M Enterprise Group websites, digital platforms, products and services made available through them, including AIM One where applicable.

By accessing or using our websites, creating an account, using AIM One, or otherwise using a service that refers to these Terms, you agree to comply with them. If you do not agree, please do not use the relevant website, platform or service.

1. About A.I.M Enterprise Group

A.I.M Enterprise Group (Pty) Ltd is a South African business group that develops, operates and supports businesses, products, technology and other commercial initiatives. Our ecosystem may include:

BUSINESSES	PRODUCTS & TECHNOLOGY
- A.I.M Web - A.I.M Fabrication - A.I.M Beauty	- AIM One - A.I.M Studio - A.I.M Web Builder

AIM One, A.I.M Studio and the A.I.M Web Builder are products, platforms or technology initiatives of A.I.M Enterprise Group and are not separate legal companies.

Individual businesses and products may have their own quotations, service agreements, subscription terms, order forms, booking terms, policies or other contractual documents. Where specific written terms apply, those terms take precedence over these general Terms to the extent of any conflict.

2. Lawful Use and Acceptable Conduct

You may use our websites, products and platforms for lawful purposes only. You agree not to:

- Use a website, platform or AIM One for unlawful, fraudulent, abusive or deceptive purposes
- Attempt to gain unauthorised access to our systems, another organisation's AIM One workspace, or information you are not permitted to access
- Interfere with platform functionality, security, availability or integrity
- Introduce malicious software, harmful code or automated attacks
- Circumvent access controls, permissions, authentication or usage restrictions
- Use integrations, messaging features or communication tools in breach of applicable law or third-party platform rules
- Scrape, copy or reproduce substantial website or platform content without permission
- Misrepresent your identity, authority or relationship with A.I.M Enterprise Group
- Use our services in a way that could materially harm A.I.M, its customers, third parties or the security of the platform

We may restrict, suspend or terminate access where we reasonably believe these Terms, applicable law, security requirements or third-party platform rules have been violated.

3. Website Information

We aim to keep information published on our websites accurate and current. However, content may contain errors, omissions, outdated information, typographical errors, or changes to pricing, product availability, services or features.

We may update, modify or remove website content at any time. Website information should not automatically be interpreted as a binding quotation, offer or contractual commitment unless expressly stated otherwise.

4. Services and Products

Descriptions of A.I.M businesses, products and services are provided for general informational purposes. Availability, pricing, specifications, features and terms may change as our services and technology evolve.

A specific service or product may be governed by a separate quotation, service agreement, statement of work, order form, subscription agreement, product terms, booking terms or customer agreement. Where separate terms apply, those terms govern the relevant transaction or service.

5. Quotations and Pricing

Prices displayed on a website or promotional material may be subject to change. Unless expressly stated otherwise:

- Website prices are not necessarily binding quotations
- A quotation may be required before work begins
- A quotation may contain its own validity period
- Additional requirements or scope changes may result in additional charges
- Third-party costs may be excluded from advertised prices
- Taxes, delivery charges, hosting, domains, licences, messaging charges, usage fees or third-party services may be charged separately where applicable

A binding commercial agreement exists only once the relevant quotation, agreement, order, subscription or other contractual document has been accepted in accordance with its terms.

6. Payments and Subscriptions

Where payment is required, payment terms will be communicated through the applicable quotation, invoice, subscription, order form or service agreement.

Failure to make payment when due may result in suspension or restriction of services, delayed delivery, cancellation, additional charges where permitted, or recovery of outstanding amounts. Specific payment terms may vary between A.I.M businesses and products.

Where a product or service is provided on a recurring subscription basis, plan features, usage allowances, billing frequency, renewal and cancellation terms may be described in the relevant subscription agreement, order form or customer-facing plan information.

7. A.I.M Web

A.I.M Web provides web and digital solutions. Website-development and related projects may be subject to separate agreements covering scope of work, design revisions, customer content, domains, hosting, maintenance, third-party services, delivery timelines, ownership, intellectual property and payment.

General website information about A.I.M Web does not replace the terms contained in an individual client agreement or quotation.

8. A.I.M Fabrication

A.I.M Fabrication provides fabrication, welding and related services. Individual projects may require a separate quotation, scope of work or agreement addressing materials, measurements and specifications, site conditions, labour, delivery, installation, engineering and safety requirements, project timelines, payment and client responsibilities.

A.I.M Fabrication is not responsible for delays or additional costs resulting from inaccurate information, changes in specifications, site conditions or circumstances outside its reasonable control, subject to applicable law.

9. A.I.M Beauty

A.I.M Beauty provides beauty services. Bookings may be subject to additional booking, cancellation, payment and service-specific terms. Information published on our websites is general information and does not replace professional consultation where one is required.

10. AIM One

PLATFORM

AIM One is a modular business operating system and software platform operated by A.I.M Enterprise Group. It may provide customer management, sales, finance, accounting, inventory, projects, tasks, rentals, bookings, point of sale, HR, reporting, automation, customer operations and other enabled functionality.

Access to AIM One may be subject to separate product terms, subscription agreements, order forms, user agreements, plan entitlements or customer agreements.

Features, functionality, integrations, pricing and availability may change as the platform develops. Some features may be available only on particular plans or when the relevant module or integration has been enabled for the customer organisation.

Unless expressly agreed otherwise, access to AIM One grants a limited right to use the platform and does not transfer ownership of the underlying software, source code, technology, design, documentation, intellectual property or platform infrastructure.

Each AIM One customer organisation operates within its own organisation account or tenant. The customer remains responsible for the business information it enters into the platform, the users it authorises, and the lawful use of that information.

11. AIM One Accounts, Users and Access

Users are responsible for maintaining the confidentiality of their account credentials and for activity carried out through their account where such activity results from their own authorised access or failure to protect credentials.

Business owners and administrators are responsible for assigning appropriate access to their users, including roles, permissions and enabled modules. Users must not attempt to access information or functionality outside the scope granted to them.

We may require account verification, password resets, multi-factor authentication, security checks or other reasonable controls where necessary to protect the platform or user accounts.

12. Third-Party Infrastructure and Integrations

Our websites and platforms rely on third-party technology and services. Depending on the product and features used, these may include:

- Supabase for database, authentication and backend infrastructure
- Netlify for application and website hosting
- Resend for transactional and account-related email delivery
- Meta and the WhatsApp Business Platform where a customer enables WhatsApp functionality
- Other approved technology, analytics, monitoring, communications or infrastructure providers used to operate or support our services

Third-party services are governed by their own terms, policies, availability, technical limitations and pricing. We do not control all actions, outages, policy changes, approval processes or service restrictions imposed by third-party providers.

Where a third-party service becomes unavailable, changes its requirements, restricts an account, or discontinues a feature, the affected AIM service or integration may be limited or unavailable until the issue is resolved or an alternative can reasonably be implemented.

13. WhatsApp Business Platform

Where WhatsApp functionality is enabled in AIM One, each customer organisation is intended to connect and use its own WhatsApp Business Account and WhatsApp Business phone number. AIM One customers do not share a single common AIM One WhatsApp number.

The customer remains responsible for its own WhatsApp Business Account, phone number, customer communications, message content, templates, contact permissions, opt-in requirements and compliance with applicable law and Meta/WhatsApp policies.

A.I.M Enterprise Group may process technical identifiers, message and delivery metadata, webhook events, customer identifiers and message content where necessary to provide the enabled WhatsApp functionality, as further described in our Privacy Policy and Data Handling & Information Security Policy.

Access to WhatsApp functionality may depend on Meta business verification, app review, account eligibility, number registration, messaging quality, template approval, payment arrangements and other requirements controlled by Meta or WhatsApp. We do not guarantee approval by Meta or uninterrupted availability of the WhatsApp Business Platform.

We may restrict or disable an integration where reasonably necessary to protect the platform, comply with law, respond to abuse or security concerns, or comply with a third-party provider requirement.

14. Customer Data, Privacy and Confidentiality

Information entered into AIM One by a customer remains associated with that customer organisation. A.I.M Enterprise Group does not treat one customer's operational database as a general source of information for unrelated marketing or commercial purposes.

Our handling of personal information and customer data is described in our Privacy Policy and Data Handling & Information Security Policy. AIM One customers remain responsible for having an appropriate lawful basis and permissions for the information they collect and process through the platform.

Where reasonably necessary, authorised A.I.M personnel may access customer information for support, maintenance, security, incident response, legal compliance or other legitimate platform-operational purposes, subject to our data-handling controls.

15. Data Export, Account Closure and Retention

Where supported by the relevant AIM One plan or functionality, customers may be able to export or retrieve certain information associated with their organisation account.

On account closure or termination, information may be deleted, anonymised, archived or retained where reasonably necessary for legal, accounting, security, dispute-resolution, backup, recovery or other legitimate purposes, as described in our Privacy Policy and Data Handling & Information Security Policy.

16. A.I.M Studio and A.I.M Web Builder

A.I.M Studio and the A.I.M Web Builder are technology products or platforms of A.I.M Enterprise Group. Use of these platforms may be subject to additional product-specific terms. We may modify, improve, suspend or discontinue features where reasonably necessary for development, maintenance, security or business purposes.

17. Intellectual Property

Unless otherwise stated, intellectual property appearing on our websites or within our products belongs to or is licensed to A.I.M Enterprise Group or the relevant A.I.M business. This may include logos, brand names, trademarks, text, graphics, images, designs, software, source code, website layouts, user interfaces, product concepts, videos and documentation.

You may not reproduce, modify, distribute, sell, publish, reverse engineer or commercially exploit protected content or software except where permitted by law or with prior written permission. Nothing in these Terms grants you ownership of A.I.M intellectual property.

18. User-Submitted Information and Content

When you submit information through our websites or platforms, including enquiries, feedback, files, messages, business records or other content, you confirm that the information is reasonably accurate, that you have the right to provide it, and that you are not knowingly submitting unlawful, infringing or malicious content.

You retain rights you lawfully hold in your own business information and content. You grant us the limited permissions reasonably necessary to host, process, transmit, back up and otherwise handle that information to provide, secure and support the relevant service.

19. Website Enquiries and CRM

Information submitted through website forms may be stored in Supabase and transferred into A.I.M Enterprise Group customer-management workflows, including AIM One where applicable, to create leads, assign enquiries, follow up with prospective customers, prepare quotations, manage customer relationships and coordinate services. Use of personal information is governed by our Privacy Policy.

20. Third-Party Links and External Services

Our websites and platforms may contain links to or integrations with third-party websites and services. We are not responsible for third-party content, availability, security, privacy practices or terms. Your direct use of a third-party service may be governed by that provider's own agreement with you.

21. Availability, Maintenance and Service Changes

We aim to maintain reliable websites and platforms but do not guarantee that they will always be available, uninterrupted, completely error-free, or free from harmful components.

Availability may be affected by maintenance, updates, hosting or infrastructure issues, third-party outages, network failures, security incidents, force majeure events or circumstances outside our reasonable control.

We may modify platform features, perform maintenance, deploy security updates or temporarily restrict access where reasonably necessary to maintain, improve or protect the service.

22. Security and Credentials

Users must take reasonable steps to protect login credentials, API keys, integration keys, access tokens and other security credentials associated with our services. Such credentials must not be shared publicly or with unauthorised persons.

If you believe credentials or an account have been compromised, you should change affected credentials where possible and notify us promptly so that appropriate protective measures can be considered.

23. Disclaimers

To the maximum extent permitted by applicable law, general information on our websites is provided on an "as available" basis. We do not guarantee that all website information will always be complete, accurate or suitable for your specific circumstances.

Our technology products are business tools and do not constitute legal, accounting, tax, financial, medical or other regulated professional advice. You remain responsible for obtaining appropriate professional advice and for decisions made using information produced or stored through our services.

24. Limitation of Liability

To the maximum extent permitted by South African law, A.I.M Enterprise Group will not be liable for indirect, incidental, special or consequential losses arising from use of, or inability to use, our websites, AIM One or other digital products, including loss of profits, revenue, business opportunities, goodwill, expected savings or data.

Where liability cannot lawfully be excluded or limited, nothing in these Terms is intended to exclude or limit that liability.

25. Indemnity

To the extent permitted by law, you agree to indemnify A.I.M Enterprise Group against claims, losses, damages, liabilities and reasonable costs arising from your unlawful use of our websites or platforms, your material violation of these Terms, or unlawful content or communications submitted through your account.

26. Suspension and Termination

We may suspend or terminate access to a website, account, module or integration where reasonably necessary because of non-payment, security risk, suspected abuse, unlawful activity, material breach of these Terms, a third-party provider requirement, or termination of the relevant service relationship.

Where reasonably practicable and appropriate, we will seek to provide notice before a non-emergency suspension or termination. Immediate action may be taken where necessary to address security, legal or abuse risks.

27. Privacy

Use of our websites and products is also governed by our Privacy Policy and Data Handling & Information Security Policy, which explain how we collect, use, store, protect and manage personal information and customer data.

28. Changes to These Terms

We may update these Terms from time to time to reflect changes to our business, technology, services, third-party integrations, legal requirements or operating practices. Updated Terms will be published with a revised "Last Updated" date.

Where a change materially affects an existing paid service and applicable law or a specific agreement requires additional notice, we will take reasonable steps to provide that notice.

29. Governing Law

These Terms are governed by the laws of the Republic of South Africa. Any dispute relating to these Terms or use of our websites or platforms will be subject to the jurisdiction of the appropriate courts of South Africa, subject to applicable law and any dispute-resolution process contained in a specific written agreement.

30. Severability

If any provision of these Terms is found to be invalid, unlawful or unenforceable, that provision will be interpreted or modified to the extent necessary to make it enforceable where legally possible. The remaining provisions will continue to apply.

31. Entire Agreement and Priority of Terms

These Terms, together with our Privacy Policy, Data Handling & Information Security Policy and any applicable service-specific agreements, form part of the terms governing use of our websites and platforms.

Where a specific written agreement, accepted quotation, order form, subscription agreement or product-specific terms exist between you and an A.I.M business or product, that specific agreement governs the relevant transaction or service where its provisions differ from these general Terms.

32. Contact

For questions regarding these Terms, please contact:

Company	A.I.M Enterprise Group (Pty) Ltd
Email	admin@aimenterprisegroup.co.za
Website	https://www.aimenterprisegroup.co.za
Address	A.I.M Enterprise Group operates as a digital-first business. Services are delivered remotely or on-site where applicable; we do not maintain public-facing premises.

These Terms should be read together with any service-specific agreement, quotation, order form, subscription agreement or policy that applies to the relevant A.I.M business or product.