

Terms of Service

Last Updated: June 18, 2026

1. Acceptance of Terms

These Terms of Service ("Terms") govern your access to and use of the Verba platform, website, applications, APIs, and related services (collectively, the "Service") operated by Verba ("Verba," "we," "us," or "our").

By accessing or using the Service, you agree to be bound by these Terms. If you do not agree to these Terms, you may not use the Service.

We may modify these Terms at any time. Updated versions will be posted on our website. Continued use of the Service after changes become effective constitutes acceptance of the revised Terms.

2. Definitions

Account means a registered user account used to access the Service.

Verb means an AI-powered chatbot, persona, agent, or other artificial intelligence entity created through the Service.

Content means any text, images, audio, video, prompts, verb definitions, messages, generated outputs, or other material uploaded, submitted, created, or generated through the Service.

Credits means prepaid usage credits purchased through the Service and consumed when accessing AI features.

Premium Subscription means any recurring paid membership offered through Patreon or other approved billing providers.

User, you, or your means any person or entity using the Service.

3. Eligibility

You must be at least 13 years old to use the Service.

If you are under the age of majority in your jurisdiction, you represent that you have permission from a parent or legal guardian.

You may not use the Service if prohibited by applicable law.

4. User Accounts

To access certain features, you must create an Account.

You agree to:

- Provide accurate and complete information.
- Keep your information current.
- Maintain the security of your Account credentials.

- Accept responsibility for all activity occurring under your Account.
- Notify us immediately of any unauthorized access.

You are responsible for maintaining the confidentiality of your login credentials.

You may connect third-party services such as Discord, Google, Patreon, or other supported providers. Your use of those services remains subject to their respective terms and policies.

5. Acceptable Use

You may use the Service to create, manage, and interact with AI Verbs and related content.

You may not use the Service to:

- Violate any applicable law or regulation.
- Harass, abuse, threaten, or harm others.
- Circumvent security measures or access controls.
- Interfere with or disrupt the Service.
- Reverse engineer, exploit, or abuse the platform.
- Infringe intellectual property rights.
- Bypass subscription limits, usage limits, or billing systems.
- Violate the terms of any integrated third-party service.

Commercial Use Restrictions

Unless expressly authorized by Verba in writing, the Service is provided for personal and non-commercial use.

You may not use the Service, any Verbs, generated content, or any feature of the Service for commercial purposes, including operating a business, providing services to third parties, generating revenue, reselling access, or offering AI-generated outputs to customers.

The sole exception is the Public API available at <https://api.verba.ink>. Commercial use of the Public API is permitted only through an active paid plan and in accordance with any applicable API documentation, usage limits, pricing, and policies published by Verba.

Use of the Public API without a paid plan does not grant any right to engage in commercial use.

Verba reserves the right to suspend, restrict, or terminate access to the Service or Public API for violations of this section.

6. Content Standards

Your use of the Service must comply with our Content Policy, which forms part of these Terms and is incorporated by reference.

We may remove, restrict, disable access to, or otherwise moderate any Content that violates our Content Policy, applicable law, or these Terms.

Serious or repeated violations may result in suspension or termination of your Account.

7. Enforcement

Verba may investigate suspected violations of these Terms, the Content Policy, applicable law, or other platform policies.

Verba may take any action it reasonably determines is necessary to protect the Service, its users, or third parties, including removing Content, restricting visibility, limiting functionality, suspending Accounts, terminating Accounts, reporting unlawful activity to appropriate authorities, or cooperating with legal requests and investigations.

Verba is not obligated to provide advance notice before taking enforcement action where it reasonably believes such action is necessary.

8. Content Ownership and License

You retain ownership of the Content you create and upload.

By using the Service, you grant Verba a worldwide, non-exclusive, royalty-free license to host, store, process, reproduce, and display your Content solely as necessary to operate, maintain, improve, secure, and provide the Service.

You retain ownership of Verbs you create. Ownership of the underlying software, models, infrastructure, and platform technology remains exclusively with Verba and its licensors.

We reserve the right to remove or restrict access to Content that violates these Terms or applicable law.

9. Billing, Subscriptions, and Credits

9.1 Premium Subscriptions

Premium features may be offered through Patreon or other payment providers.

Subscriptions automatically renew unless cancelled through the applicable billing provider.

Subscription pricing, features, and benefits may change at any time. Changes will not affect completed purchases.

9.2 Credits

Credits may be purchased for use with AI features and services.

Credits:

- Have no cash value.
- Cannot be redeemed for money.
- Cannot be transferred, sold, exchanged, or gifted.
- Are non-refundable except where required by law or expressly stated in these Terms.
- May only be used within the Service.

Verba reserves the right to modify credit pricing, usage rates, and credit functionality at any time.

9.3 Refund Policy

Premium Subscription Refunds

Users may request a refund for a new Premium Subscription purchase within forty-eight (48) hours of the initial payment.

Refund requests submitted after 48 hours are generally not eligible for refund.

Subscription renewals are generally non-refundable.

Credit Refunds

Users may request a refund for purchased Credits within seventy-two (72) hours of purchase only if none of the purchased Credits have been used.

Once any portion of the purchased Credits has been consumed, the purchase becomes non-refundable.

Abuse

We reserve the right to deny refund requests where we reasonably believe abuse, fraud, chargeback abuse, or manipulation of the refund system has occurred.

Accounts terminated for violations of these Terms are not eligible for refunds.

For clarity, users who are suspended or terminated for violating these Terms, the Content Policy, applicable law, or other platform policies are not eligible for refunds, including refunds that would otherwise fall within the refund periods described in this section.

Nothing in this section limits any rights that cannot be excluded under applicable law.

10. Privacy and Data Processing

Your use of the Service is governed by our Privacy Policy, which explains how we collect, use, process, store, and protect information.

By using the Service, you acknowledge and agree to the practices described in the Privacy Policy.

11. Third-Party Services

The Service may integrate with third-party services, including Discord, Patreon, PayPal, AI model providers, and other partners.

We are not responsible for the availability, security, content, or practices of third-party services.

Your use of third-party services remains subject to their own terms and policies.

12. Service Availability and Data Retention

The Service is provided on an "as is" and "as available" basis.

We do not guarantee uninterrupted, error-free, secure, or continuous availability of the Service.

We may modify, suspend, restrict, discontinue, or remove any feature, functionality, integration, API endpoint, or portion of the Service at any time.

Verba does not guarantee the continued availability, preservation, storage, accessibility, or recoverability of any Content, Verbs, conversations, generated outputs, account data, features, integrations, or functionality.

Users are responsible for maintaining their own backups of any information they wish to retain.

13. AI-Generated Content

AI-generated content may be inaccurate, offensive, misleading, or otherwise unexpected.

You are solely responsible for reviewing and evaluating AI-generated outputs before relying upon or distributing them.

Verba does not guarantee the accuracy, reliability, legality, or suitability of AI-generated content.

14. Disclaimer of Warranties

To the fullest extent permitted by law, the Service is provided without warranties of any kind, whether express, implied, statutory, or otherwise.

We disclaim all warranties including merchantability, fitness for a particular purpose, non-infringement, and uninterrupted availability.

15. Limitation of Liability

To the maximum extent permitted by law, Verba and its affiliates, officers, employees, contractors, licensors, and partners shall not be liable for any indirect, incidental, special, consequential, punitive, or exemplary damages.

Our total liability arising from or relating to the Service shall not exceed the amount paid by you to Verba during the twelve (12) months preceding the claim.

Some jurisdictions may not permit certain liability limitations. In such jurisdictions, liability will be limited to the maximum extent permitted by law.

16. Termination

You may stop using the Service and delete your Account at any time.

We may suspend, restrict, or terminate access to the Service at our discretion if:

- You violate these Terms.
- We are required to do so by law.
- Your activities create legal, operational, or security risks.
- Payment obligations are not fulfilled.

Upon termination, your right to access the Service immediately ends. You will not be entitled to a refund of any remaining balance, credits, or subscription fees, and you will not have the right to download, retrieve, or access any data, content, or historical messages associated with your Account.

Data Retention and Deletion

Upon termination, suspension, deletion of an Account, or discontinuation of the Service, Verba may delete, remove, anonymize, or otherwise dispose of Account information, Content, messages, generated outputs, and other associated data in accordance with applicable law, our Privacy Policy, and our data retention practices.

Verba has no obligation to retain, provide, export, recover, or restore any data following termination or deletion of an Account.

17. Force Majeure

Verba shall not be liable for any failure, delay, interruption, or degradation in the performance or availability of the Service resulting from causes beyond its reasonable control, including natural disasters, acts of God, war, terrorism, civil unrest, labor disputes, governmental actions, internet or telecommunications failures, power outages, cyberattacks, denial-of-service attacks, failures of third-party service providers, cloud infrastructure outages, or other events beyond Verba's reasonable control.

Such events shall not constitute a breach of these Terms, and Verba shall be entitled to a reasonable period of time to restore affected services.

18. Feedback

If you provide Verba with suggestions, ideas, feedback, recommendations, enhancement requests, or other input regarding the Service, you grant Verba a perpetual, irrevocable, worldwide, transferable, sublicensable, royalty-free license to use, modify, implement, distribute, and otherwise exploit such feedback for any purpose without compensation, attribution, or obligation to you.

19. Platform Names and Identifiers

Verba reserves the right to reclaim, modify, rename, reassign, restrict, disable, or remove usernames, display names, Verb names, profile identifiers, URLs, vanity links, and other identifiers at its discretion.

Users do not acquire any ownership rights in usernames, Verb names, or other platform identifiers by registering or using them.

20. Security, Abuse, and Platform Integrity

You may not attempt to bypass, disable, interfere with, or circumvent any safety systems, moderation systems, security measures, access controls, rate limits, usage restrictions, account limitations, or technical protections implemented by Verba or its service providers.

You may not access or attempt to access areas of the Service, systems, APIs, or infrastructure that are not intended for public use.

Any attempt to abuse, exploit, disrupt, test, or compromise the Service may result in immediate suspension or termination of your Account.

21. Usage Limits and Technical Restrictions

Verba may impose rate limits, quotas, usage restrictions, authentication requirements, concurrency limits, and other technical controls on the Service.

These restrictions may apply across all methods of accessing the Service, including the website, applications, APIs, integrations, bots, messaging platforms, and other interfaces provided by Verba.

Usage limits may be shared across multiple access methods where they utilize the same underlying infrastructure or services.

Verba may modify, suspend, restrict, discontinue, or remove features, endpoints, integrations, usage limits, or technical functionality at any time without liability.

22. Payment Disputes and Chargebacks

Users may not engage in fraudulent, abusive, or bad-faith chargebacks, payment disputes, payment reversals, or refund abuse.

Verba reserves the right to suspend or terminate Accounts associated with chargeback abuse, repeated payment disputes, suspected fraud, or attempts to circumvent payment obligations.

23. Governing Law and Jurisdiction

These Terms are governed by and interpreted in accordance with the laws of the Netherlands.

Any disputes arising out of or in connection with the Service shall be submitted to the competent courts of the Netherlands, unless mandatory consumer protection laws in the user's country of residence provide otherwise.

Nothing in these Terms shall limit, exclude, or restrict any rights or remedies that cannot be waived or limited under applicable consumer protection, privacy, or other mandatory laws.

24. Intellectual Property

Except for Content owned by users, all rights, title, and interest in and to the Service, including software, source code, models, technology, designs, interfaces, trademarks, logos, branding, documentation, and related intellectual property, are owned by Verba or its licensors.

These Terms do not grant you any ownership rights in the Service or any portion thereof.

25. Copyright and Intellectual Property Complaints

If you believe that Content available through the Service infringes your copyright, trademark, or other intellectual property rights, you may submit a takedown request to takedowns@verba.ink.

Your notice should include:

- A description of the intellectual property you claim has been infringed.
- Links or other information sufficient to identify the allegedly infringing Content.
- Proof that you own, control, or are otherwise authorized to enforce the intellectual property rights in question.

- Your contact information, including a valid email address.
- A statement that the information provided in the notice is accurate to the best of your knowledge.

Verba may remove, restrict access to, or otherwise take action regarding reported Content at its discretion while investigating a complaint.

26. Contact Information

Questions regarding these Terms may be directed to:

legal@verba.ink

27. Content Policy

The following Content Policy is a separate section of these Terms and forms part of the agreement between you and Verba.

Content Policy

Last Updated: June 19, 2026

This Content Policy explains what content is permitted on Verba and what content may be removed. By using Verba, you agree to comply with this policy.

Prohibited Content

You may not use Verba to create, upload, share, distribute, or promote content that:

Illegal Activities

- Violates any applicable law or regulation.
- Facilitates, promotes, or instructs others to engage in illegal activities.
- Involves fraud, scams, identity theft, money laundering, or deceptive practices.

Child Safety

- Exploits, harms, or endangers minors.
- Contains or promotes child sexual abuse material (CSAM).
- Sexualizes minors in any manner.

Harassment and Abuse

- Harasses, threatens, intimidates, or bullies individuals or groups.
- Encourages violence, self-harm, or suicide.
- Targets individuals with malicious abuse or coordinated harassment.

Hate and Extremism

- Promotes, supports, or glorifies hatred, discrimination, or violence against individuals or groups based on protected characteristics.
- Promotes extremist, terrorist, or violent organizations.

Violence and Harm

- Depicts or promotes graphic violence, torture, or cruelty.
- Encourages physical harm to people, animals, or property.
- Provides instructions intended to cause harm.

Privacy and Personal Information

- Shares personal, confidential, or sensitive information without authorization.
- Doxxes, stalks, or otherwise violates another person's privacy.

Malicious or Harmful Technology

- Distributes malware, viruses, ransomware, spyware, or other malicious software.
- Attempts to gain unauthorized access to systems, networks, or accounts.
- Facilitates phishing or credential theft.

Intellectual Property Infringement

- Violates copyrights, trademarks, patents, trade secrets, or other intellectual property rights.
- Distributes content without the necessary rights or permissions.

AI-Generated Content

Users are responsible for all content generated, uploaded, or shared through Verba, including content created using AI features.

AI-generated content may be inaccurate, misleading, offensive, or otherwise unsuitable. Verba does not guarantee the accuracy, legality, or suitability of AI-generated content.

Users must review and evaluate AI-generated content before relying on, publishing, or distributing it.

Enforcement

We may investigate violations of this Content Policy and take action including:

- Removing content.
- Restricting access to features.
- Suspending or terminating accounts.
- Reporting unlawful activity to relevant authorities where required by law.

Enforcement decisions are made at our sole discretion.

Reporting Violations

If you believe content violates this Content Policy, please contact us at support@verba.ink and provide sufficient information for us to investigate the report.

Intellectual Property Complaints

If you are the owner of intellectual property rights and believe content on Verba infringes your rights, please email takedowns@verba.ink with:

- A description of the intellectual property you claim has been infringed.
- Links or other information sufficient to identify the allegedly infringing Content.
- Proof that you own, control, or are otherwise authorized to enforce the intellectual property rights in question.
- Your contact information, including a valid email address.

- A statement that the information provided in the notice is accurate to the best of your knowledge.

We may remove or disable access to content while investigating claims.

Changes to This Policy

We may update this Content Policy from time to time. Continued use of Verba after changes become effective constitutes acceptance of the updated policy.