

## **User Agreement (Offer) SNEG and KOM Service**

This User Agreement (hereinafter referred to as the "Agreement") governs the terms of use of the SNEG and KOM software service (hereinafter referred to as the "Service") and constitutes a public offer. Commencement of Service use (registration, login, actual use of functionality) means full and unconditional acceptance of the terms of this Agreement.

### **1. Parties and Contact Information**

1.1. The rights holder and operator of the Service is Individual Entrepreneur Semenova Sofiya Alekseevna (INN 365103759388, email: [support@snegikom.ru](mailto:support@snegikom.ru)) (hereinafter referred to as the "Operator").

1.2. The User is a capable individual or representative of a legal entity who has accepted the terms of this Agreement.

### **2. Subject of the Agreement**

2.1. The Operator provides the User with access to the browser automation service "SNEG and KOM" (hereinafter referred to as the "Service"), including the web panel, browser extension, software modules, and, if available, API, under the terms of this Agreement.

2.2. The Service is designed for automating the User's actions on the Internet: running browser scripts, performing sequences of actions on websites, collecting and processing data from web pages, and generating reports and other results in accordance with the User's settings and instructions.

### **3. Account and Access**

3.1. Creating an account may be required to access the Service. The User undertakes to provide accurate information and ensure the confidentiality of their account credentials.

3.2. All actions performed using the User's account credentials are considered to be performed by the User themselves.

3.3. The User is responsible for the security of their account credentials, including API keys and passwords. The Operator is not responsible for data leaks if they occur due to the User's fault.

### **4. License and Restrictions**

4.1. The User is granted a limited, personal, non-exclusive, non-transferable, and revocable license to access and use the Service for its intended purpose.

4.2. It is prohibited to circumvent technical restrictions, modify, decompile,

distribute, or otherwise use elements of the Service beyond the granted rights; use the Service in violation of law, third-party rights, or Operator policies.

## 5. Permissible Use

5.1. The User undertakes not to post illegal content, malware, or spam; overload the Service with automated requests; attempt unauthorized access to data; interfere with the operation of the Service or its infrastructure.

5.2. The User is responsible for the legality and security of all uploaded and processed data, including third-party data.

## 6. Payments and Taxation

6.1. If paid features are available, their cost is indicated in the interface or contract. Payment may be charged in advance. Taxes and fees are paid by the User independently, unless otherwise expressly provided.

6.2. Services are considered properly provided upon actual access to the Service.

6.3. The Operator is not responsible for delays or failures in payments caused by payment systems or banks.

## 7. Data and Confidentiality

7.1. Processing of personal data is carried out in accordance with the Privacy Policy. The User is responsible for the legality of uploading and processing third-party data.

7.2. The User is obliged to independently organize backup of their data.

7.3. Data entered via the browser extension is not transferred or stored on the Operator's servers.

## 8. Availability and Changes to the Service

8.1. The Service is provided "as is" and "as available." The Operator has the right to change, suspend, or terminate the operation of the Service (in whole or in part) at any time without prior notice.

8.2. The Operator does not guarantee error-free and uninterrupted operation of the Service, compatibility with hardware and software.

## 9. Disclaimer of Warranties

9.1. To the maximum extent permitted by applicable law, the Operator provides no express or implied warranties, including, but not limited to, warranties of fitness for a particular purpose, merchantability, error-free operation, or non-infringement of third-party rights.

## 10. Limitation of Liability

10.1. To the maximum extent permitted by applicable law, the Operator, its affiliates, and representatives are not liable for any indirect, incidental, special, punitive, or consequential damages, lost profits, data loss, cost of substitute services, regardless of the cause and theory of liability, even if the Operator was informed of the possibility of such damages.

10.2. The Operator's aggregate liability for any claims is limited to the amount actually paid by the User for the relevant paid features in the last 12 months (if applicable).

## 11. Release from Liability

11.1. The User undertakes to compensate the Operator for losses, defend, and indemnify the Operator from any claims, demands, fines, losses, and expenses (including reasonable legal fees) arising from the User's violation of the Agreement, third-party rights, or legislation.

## 12. Intellectual Property Rights

12.1. All rights to the Service, its design, source codes, databases, and materials belong to the Operator or other lawful rights holders. No rights are granted by default.

## 13. Third-Party Services

13.1. The Service may contain links or integrations with third-party services. The Operator does not control and is not responsible for such services, their content, or availability.

## 14. Term and Termination

14.1. The Agreement is effective from the moment of acceptance and until its termination. The User may cease using the Service at any time. The Operator may suspend or terminate access in case of violation of the Agreement terms or for other reasons provided by law.

## 15. Applicable Law and Disputes

15.1. The Agreement is governed by the law of the Russian Federation, unless otherwise provided by mandatory norms.

15.2. Disputes are subject to pre-trial settlement (response period — 30 calendar days). If no agreement is reached, the dispute is submitted to the court at the Operator's location, unless prohibited by law.

## 16. Changes to Terms

16.1. The Operator may change the Agreement by posting the updated version in the Service. Continued use after the changes take effect means acceptance of the new terms.

## 17. Force Majeure

17.1. The Operator is released from liability for partial or complete non-performance of obligations if it was caused by circumstances beyond the Operator's control that the Operator could not foresee or prevent.

## 18. Miscellaneous

18.1. Invalidity of any provision does not affect the validity of the remaining provisions.

18.2. Failure to respond to a violation does not constitute a waiver of the right to require compliance.

18.3. The User may not assign rights and obligations without the Operator's written consent.

### **Operator Contacts:**

Individual Entrepreneur Semenova Sofiya Alekseevna, INN 365103759388,  
email: [support@snegikom.ru](mailto:support@snegikom.ru)