

# Rayse — Terms of Service

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These Terms of Service (the "Terms") are a public offer and, once you accept them, a binding agreement between you and the provider of Rayse named below. They govern your use of the Rayse website at [raysetrack.com](https://raysetrack.com), the Rayse web app at [app.raysetrack.com](https://app.raysetrack.com) and the Rayse apps for iOS and Android (together, the "Service").

## 1. Who we are

The Service is provided by **Individual Entrepreneur Maksim Denisovich Chubarov, trading as "QuickSell"** (IP "QuickSell"), IIN 040808501427, registered address 100A Akseleu Seidimbek St., Almaty, Republic of Kazakhstan, email [support@raysetrack.com](mailto:support@raysetrack.com), [privacy.matters.private@raysetrack.com](mailto:privacy.matters.private@raysetrack.com) ("Rayse", "we", "us").

## 2. Accepting these Terms

You accept these Terms by ticking the acceptance box when you create an account, including when you sign up with Google or Apple. If you do not agree, do not create an account. We record which version of the Terms you accepted and when.

Our Privacy Policy ([raysetrack.com/privacy](https://raysetrack.com/privacy)) explains how we handle your personal data and forms part of these Terms.

## 3. The Service

Rayse is a modular personal tracker. You choose trackers (such as finance, planning, habits, workouts, reading, journal and goals), and a dashboard is built from widgets of those trackers. An optional AI assistant can summarise and log your data (section 9).

The Service is for personal, non-commercial use. Your data syncs between the web and mobile apps through your account.

## 4. Eligibility and your account

- You must be at least 16 years old.

- Give accurate information and keep your email address up to date; we use it for important account messages.
- An account is for one person. Do not share it.
- Keep your password secure. You are responsible for activity under your account unless it results from our fault.
- Tell us at [support@raysetrack.com](mailto:support@raysetrack.com) straight away if you suspect someone else is using your account.

## 5. Subscription and payment

- **Price.** The Pro plan costs USD 4 per month [including / plus applicable VAT — confirm with the payment provider]. The price shown at checkout is the price you pay.
- **Renewal.** The subscription renews automatically every month and is charged in advance until you cancel.
- **Who charges you.** Payments on the web are processed by [payment provider], which acts as the reseller (merchant of record) and handles payment, invoices and VAT under its own terms. Purchases inside the iOS or Android app are processed by Apple or Google under their billing and refund terms.
- **Free plan.** Rayse has a free plan with limits: no calendar in Planning, up to 4 habits in Routine, up to 2 goals in Vision, and no AI assistant on the dashboard. The Pro plan removes these limits. If you move from Pro to Free, data above the limits is kept, not deleted.
- **Failed payments.** If a payment fails, access to paid features may be paused until payment succeeds. Your data stays in your account.
- **Price changes.** We will tell you about a price change at least 30 days before it applies. It applies from your next billing period, and you can cancel before then.

## 6. Cancellation, right of withdrawal and refunds

**Cancellation.** You can cancel at any time in your account settings, or in the App Store or Google Play for in-app subscriptions. You keep access until the end of the period you already paid for. We do not refund partial months, except as described below or where the law requires it.

**Right of withdrawal (consumers in the EU).** You may withdraw from the contract within 14 days of subscribing without giving a reason. To withdraw, send us a clear statement, for example an email to [support@raysetrack.com](mailto:support@raysetrack.com).

When you subscribe, you ask us to start the Service immediately. If you withdraw within the 14 days, we refund what you paid minus a proportionate amount for the days you already used the Service. Refunds are made through the original payment method within 14 days of receiving your withdrawal.

Purchases through Apple or Google are refunded through their own procedures.

## 7. Your content

Everything you enter or upload (entries, notes, images) stays yours. You give us a limited right to store, process and display it only to provide the Service to you, and, if you switch on the AI assistant, to send the necessary parts to our AI provider. This right ends when you delete the content or your account.

You can export all your data at any time (Settings → Export data). Upload only content you have the right to use.

## 8. Acceptable use

You must not:

- use the Service for anything illegal;
- try to access other users' accounts or data, or bypass security or usage limits;
- overload or disrupt the Service, including with bots or automated scraping;
- upload malware or content that infringes others' rights;
- copy, resell or reverse-engineer the Service, except where the law allows it.

Found a security issue? Please report it to [support@raysetrack.com](mailto:support@raysetrack.com) and give us reasonable time to fix it before disclosing it. We will not take action against good-faith research that respects other users' data.

## 9. AI assistant

The AI assistant is optional and works only after you give separate consent. It is powered by models from Anthropic, and you must not use it in ways that break [Anthropic's usage policy](#).

AI output can be inaccurate or incomplete. Check entries the assistant creates; you can edit or delete them in your trackers. You can switch the assistant off at any time.

## 10. Not professional advice

Rayse helps you track your own life. Figures, forecasts, statistics and AI answers about money, training, health or habits are for personal information only. They are not financial, medical, fitness or legal advice. Consult a qualified professional before making important decisions.

## 11. Our intellectual property

The Service, its software, design, texts and the Rayse name and logo belong to us or our licensors. While your account is active, we give you a personal, non-exclusive, non-transferable right to use the Service under these Terms. No other rights pass to you.

## 12. Availability and changes to the Service

We work to keep the Service available and in line with the contract, but there may be interruptions for maintenance, updates or reasons outside our control. We try to announce planned maintenance in advance.

We may update or change features to improve the Service, for security or to follow the law, at no extra cost to you. If a change significantly worsens your access to or use of the Service, we will tell you at least 30 days in advance, and you may end the contract free of charge within 30 days of the change and receive a refund of fees paid for the unused period.

## 13. Ending the contract

**By you.** You can cancel your subscription (section 6) or delete your account in settings at any time. Account deletion permanently deletes your data, so export it first if you want a copy.

**By us.** We may suspend or close your account if you seriously or repeatedly breach these Terms, or if the law requires it. Unless the breach is serious or urgent, we will warn you first and give you a chance to export your data. We may also end the Service as a whole with at least 30 days' notice.

If we end the contract for a reason that is not your fault, we refund fees paid for the unused period.

## 14. Liability

You have the statutory rights of a consumer if the Service does not conform to the contract, including under EU rules on digital services. These Terms do not limit those rights.

We are fully liable for damage caused intentionally or by gross negligence, for death or personal injury, and wherever the law does not allow liability to be limited.

For slight negligence, we are liable only if we breach an obligation essential to the contract, and then only for damage that was typical and foreseeable when the contract was made. To the extent the law allows, our total liability in that case is limited to the fees you paid us in the 12 months before the event.

We are not liable for losses caused by events outside our reasonable control, or by your breach of these Terms.

## 15. Governing law and disputes

These Terms are governed by the laws of the Republic of Kazakhstan. If you are a consumer living in the EU, you also keep the protection of the mandatory laws of your country of residence, and you may bring a claim in the courts of that country.

Please contact us first at [support@raysetrack.com](mailto:support@raysetrack.com); most issues can be solved quickly. We are not obliged and not willing to take part in dispute resolution before a consumer arbitration board.

## 16. Changes to these Terms

We may update these Terms, for example when we add features or the law changes. We will tell you about material changes by email or in the app at least 30 days before they take effect, and ask you to accept the new version. If you do not accept, you can cancel before the change applies; fees for the unused period will be refunded.

## 17. General

- These Terms and the Privacy Policy are the whole agreement between you and us about the Service.
- If any part is found invalid, the rest stays in force.

- We may transfer this contract to a successor running the Service, provided your rights are not reduced; we will tell you in advance.
- The English version is binding. Translations are provided for convenience.

## 18. Contact

IP "QuickSell" (Maksim Denisovich Chubarov), IIN 040808501427, 100A Akseleu Seidimbek St., Almaty, Republic of Kazakhstan. Email: [support@raysetrack.com](mailto:support@raysetrack.com); privacy matters: [private@raysetrack.com](mailto:private@raysetrack.com).