Terms of Service

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CLIPPIE AI LTD · Company no. 15829898 (England and Wales)
Unit 25, 81 Lee High Rd, London, United Kingdom, SE13 5NS

These Terms of Service ("Terms") are a legally binding agreement between you and **CLIPPIE AI LTD**, a company registered in England and Wales with company number 15829898 ("Clippie", "we", "us"). They govern your use of https://clippie.ai and the Clippie AI video tools (the "Service").

Please read them carefully. The box below summarises the terms that matter most when you pay us. It is a summary only; the numbered sections that follow are the agreement.

Key terms at a glance

Digital service, delivered immediately. You are buying online access to AI video tools. Your plan allowance or pack is added to your account automatically when payment succeeds (section 4).

Subscriptions renew automatically. Monthly plans are charged every month, quarterly plans every 3 months and yearly plans every year until you cancel (section 6).

Cancel at any time in Settings. Settings, then Subscription, then Cancel Subscription (https://clippie.ai/user/settings). You keep access until the end of the period you have paid for (section 7).

All sales are final. No refunds or part-refunds, except for billing errors or where the law requires (sections 8 and 9).

Your statement will show Whop. Payments are taken for us by Whop. The charge is from Whop with the reference **WHOP*CLIPPIE AI** (section 5).

Contact us before disputing a charge. Email support@clippie.ai. Opening a chargeback suspends the account, and we contest disputes over purchases that were made and used (section 10).

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1. About these Terms

1.1 **How you accept them.** You accept these Terms when you create an account, when you sign in after being told they have changed, and each time you make a purchase. The sign-up screen says that by continuing you agree to these Terms and to our Privacy Policy. If you do not agree, do not create an account or use the Service.

1.2 These Terms include our **Refund, Cancellation and Billing Policy**. Our **Privacy Policy** explains how we use personal data. Both are published at https://clippie.ai.

1.3 If you use the Service for a business, you accept these Terms on behalf of that business and confirm that you have authority to do so. If you use it for purposes mainly outside your trade, business or profession, you are a "consumer" and some sections apply to you differently; where that is so, the section says so.

1.4 In these Terms, "allowance" means the export minutes, voiceover minutes, custom voices and AI credits that come with a plan; "pack" means a one-time purchase that adds AI credits or minutes to your account; and "Whop" means Whop, Inc. and its payment partners, who process payments for us.

2. Who can use Clippie, and your account

2.1 You must be at least 18 years old to use the Service, or at least 13 with the permission of a parent or guardian who accepts these Terms for you and is responsible for your account and for any purchase made from it. The Service is not for children under 13.

2.2 You need an account to use the Service. You sign in with a Google account or with a one-time code that we send to your email address. Give us an email address that is yours and that you can receive messages at; we do not accept temporary or disposable addresses.

2.3 **Your account is personal to you.** Do not share it, sell it or let other people use it. Each person may hold one account unless we agree otherwise.

2.4 **You are responsible for everything done through your account**, including purchases, whether made by you or by anyone you let use your account, your email inbox, your device or your payment method. Keep your email account and your devices secure.

2.5 Tell us straight away at support@clippie.ai if you think someone else has accessed your account.

3. The Service

3.1 Clippie provides online tools for making and editing short videos with the help of artificial intelligence, including script, voiceover, subtitle, image and video generation, and an AI Studio for generating images and video clips with third-party AI models.

3.2 The Service relies on AI models and infrastructure run by other companies. **The models, voices and features on offer change over time.** We may add, change, limit or remove any model, voice or feature, including because a provider changes its price, its rules or its availability. We do not promise that any particular third-party model will stay available.

3.3 We aim to keep the Service running, but we do not promise that it will be available without interruption. It may be unavailable during maintenance or because of faults at our providers. Generation and rendering times vary with demand and with the size of the job.

3.4 You need a compatible device and browser and an internet connection, which you provide at your own cost.

4. Plans, allowances, credits and delivery

4.1 There is no free plan. To generate or export you need an active subscription with allowance remaining, or a pack balance; captions need an active subscription (below). The plans and packs on sale on the effective date are listed in section 25.

4.2 **Captions.** Making captions from speech is included at no extra cost in every paid subscription while it is active, and uses no allowance. A pack balance on its own does not include captions. The free tools on our website (such as audio to text and the captions tool) can be used without a subscription, with smaller limits. To keep captions fast for everyone, we limit how much audio can be captioned per account and per network each hour and each day, and how long a single file can be. The limits are set well above normal use, and if you reach one the Service tells you when you can carry on. We may change these limits, and we may withdraw captions from an account that misuses them. Exporting a video, with or without captions, still uses export minutes.

4.3 **Delivery.** Everything we sell is digital and is supplied online. A purchase is delivered when its allowance or pack is added to the Clippie account that was signed in when the checkout was started. This happens automatically, normally within minutes of payment succeeding. Nothing is shipped.

4.4 **Plan allowances reset and do not roll over.** A plan's allowance is replaced with a fresh one at each monthly reset. Anything unused at the reset is lost. On a quarterly or yearly plan you pay once for the period and the allowance is issued month by month.

4.5 When a subscription ends, the plan allowance is removed from the account.

4.6 Pack balances do not expire while your account remains open and in good standing, and they stay on the account if your subscription ends. Plan allowance is used first and pack balance second.

4.7 The number of credits or minutes that a generation or export uses is shown in the Service before you start it, and depends on the model, length and resolution you choose. We may change these rates for future use.

4.8 **Failed generations.** If an AI generation fails, or times out without producing a result, the credits charged for it are returned to your balance automatically. That return of credits is your remedy for a failed generation.

4.9 **Credits and allowances are not money.** One AI credit has a nominal value of US$0.01 when used in the Service. Credits, minutes and other allowances have no cash value, are not property, and cannot be withdrawn, transferred to another account, sold or exchanged for cash.

4.10 You can see your current balances, what each purchase added and what you have used under Settings in your account.

5. Payment

5.1 Payments are processed for us by Whop on a checkout page hosted by Whop. Whop may act as the seller of record for the payment, and Whop's own terms apply to your use of its checkout. Whop collects your payment details; we never receive or store your full card number.

5.2 **How the charge appears.** The charge on your card or bank statement is shown as coming from Whop, with the reference **WHOP*CLIPPIE AI**. The exact wording depends on your bank. Whop sends the receipt to the email address entered at checkout.

5.3 The email address used at checkout can be different from the one on your Clippie account. The purchase belongs to the Clippie account that started the checkout.

5.4 **Your authorisation.** By submitting a payment you confirm that you are the holder of the payment method, or have the holder's permission to use it for this purchase and for renewals, and you authorise

us and Whop to charge the amount shown at checkout and, for a subscription, each renewal under section 6.

5.5 Prices are in US dollars. Taxes may be added at checkout depending on where you are. Your bank may charge a currency conversion or foreign transaction fee, which we do not control.

5.6 For security we may limit how much can be bought in a period, hold or cancel an order that looks suspicious, and ask you to confirm that a purchase was made by you.

6. Automatic renewal

6.1 **Your subscription renews automatically.** A monthly plan renews every month, a quarterly plan every 3 months and a yearly plan every year, counted from the day you subscribed, until you cancel under section 7.

6.2 At each renewal the payment method you used is charged the plan price that applies at that time, plus any tax, without any further action from you. Your next renewal date is shown under Settings, then Subscription.

6.3 If your first payment was at a promotional price, later payments are at the standard plan price unless the checkout page said the discount would continue.

6.4 If a free or discounted trial is offered at checkout, the plan becomes a paid subscription at the price shown there when the trial ends, unless you cancel before it ends.

6.5 If a renewal payment fails, Whop may try again. If payment is not received the subscription ends.

7. Cancelling and changing your plan

7.1 **You can cancel at any time.** Sign in, go to Settings (https://clippie.ai/user/settings), open the **Subscription** tab, click **Cancel Subscription**, choose a reason and confirm.

7.2 Cancelling stops future renewal charges. Your plan stays active until the end of the billing period you have already paid for; the Subscription tab shows the end date. You can reverse a cancellation before that date with **Resume Subscription**.

7.3 Cancelling does not refund the current period or any part of it.

7.4 If you cannot sign in or cannot reach the Subscription tab, email support@clippie.ai from the email address on your account, or open a ticket in our Discord server, and we will cancel for you with effect from when we receive your request.

7.5 Not using the Service, signing out, or asking your bank to block a payment does not cancel a subscription.

7.6 **Changing plan.** Moving to a different plan is a new purchase, charged in full at checkout. When the new plan becomes active your old plan is cancelled immediately, its remaining allowance is replaced by the new plan's allowance, and no refund or credit is given for the unused part of the old plan.

8. Refunds

8.1 **All sales are final.** Payments for subscriptions, renewals and packs are non-refundable, in full or in part, once taken. This includes where you forgot to cancel, did not use the Service, cancelled part-way through a period, changed your mind, were not satisfied with the style of an AI result where the Service worked as described, or wanted a feature or model that is not offered or has been withdrawn.

8.2 We will refund a payment, or the relevant part of it, where you were charged twice for the same purchase; were charged a renewal after a cancellation that had already taken effect; were charged a different amount from the price shown at checkout through our or Whop's error; or where the payment was made without the cardholder's permission and our investigation with you supports that.

8.3 **Your legal rights are not affected.** Nothing in these Terms limits any right to a refund or other remedy that you have under consumer law and that cannot be excluded, including where a digital service is faulty or not as described and we cannot put it right within a reasonable time.

8.4 To ask for a refund, email support@clippie.ai within 30 days of the charge with your account email, the date and amount, and the Whop receipt or payment reference if you have it. Approved refunds go back through Whop to the original payment method.

8.5 When a purchase is refunded or reversed, whatever it added to your account is removed, and a refunded subscription payment ends that subscription. If the credits have already been spent, your balance can become negative.

8.6 The Refund, Cancellation and Billing Policy sets this out in more detail and forms part of these Terms.

9. Right to cancel for consumers in the UK and EEA

9.1 If you are a consumer living in the United Kingdom or the European Economic Area, the law gives you 14 days from the day of a purchase to cancel it. That right can be lost where digital content or a digital service is supplied straight away at your request.

9.2 **Your request and acknowledgement.** The Service is supplied immediately: the allowance or pack is added to your account as soon as payment succeeds. By completing a purchase you expressly ask us to begin supply immediately, during the 14-day period, and you acknowledge that you lose your right to cancel once supply has begun.

9.3 Where the law still gives you a right to cancel within the 14 days, email support@clippie.ai from the email address on your account with a clear statement that you want to cancel the purchase. Where the law allows, we may reduce the refund in proportion to what was supplied or used before you cancelled.

10. Payment disputes and chargebacks

10.1 **Contact us first.** If you do not recognise a charge or think it is wrong, email support@clippie.ai before contacting your bank. A charge from Whop with the reference WHOP*CLIPPIE AI is a Clippie purchase; please check whether someone you know uses Clippie with your card, whether you subscribed with a different email address, and whether it is a renewal. We reply within two working days and will stop further charges and refund where section 8.2 applies.

10.2 Nothing in these Terms stops you from using the rights you have with your bank or card issuer. A payment dispute (a “chargeback”) is, however, for charges that are genuinely unauthorised or wrong. **You agree not to tell your bank or card issuer that a purchase was unauthorised or fraudulent when you, or someone you allowed, made it.** Doing so is a serious breach of these Terms.

10.3 When a chargeback is opened on a payment to us:

(a) we may suspend the account that received the purchase while the dispute is open;

(b) credits added by the disputed purchase are removed, and if they have already been spent your balance becomes negative;

(c) we may contest the dispute and give Whop, the card network and the card issuer the records that show the purchase was made and used, as described in 10.4; and

(d) if the dispute is decided against us and we reasonably believe it was not made in good faith, we may close the account permanently and refuse to supply you in future.

10.4 **Our records.** We keep electronic records of account creation, sign-ins, checkouts, payments, what each purchase added to the account, and what was generated, exported and downloaded, with dates and times and, where available, the IP addresses and devices involved. You agree that we may rely on these records, and share them for this purpose, as evidence that a purchase was authorised, delivered and used.

10.5 If you used value from a purchase and the payment for it is later reversed without good reason, you remain liable to pay us the price of what you used.

11. Promotions, rewards and referrals

11.1 A discount or promotion applies only as described where it is offered and only to the payment or period stated there. Promotions cannot be combined or applied after purchase unless we say so.

11.2 Daily streak rewards and any other bonus credits or minutes are promotional. They are available to paying subscribers on the conditions shown in the Service, have no cash value, and may be changed or withdrawn for the future at any time.

11.3 We may remove promotional or bonus credits, and any benefit gained from them, that were obtained by error, by exploiting a fault, by using more than one account, or otherwise in breach of these Terms.

11.4 Our affiliate programme has its own terms, which apply to affiliates in addition to these Terms.

12. Your content and AI output

12.1 “Your content” means anything you upload or enter, such as text, prompts, scripts, images, audio, video and links. “Output” means what the Service generates for you from it.

12.2 **Ownership.** You keep all rights you have in your content. As between you and us, and so far as the law allows, you own the output generated for you and may use it for any lawful purpose, including commercially, subject to these Terms and to the rules of the AI model provider and of any platform you publish it on.

12.3 AI can produce the same or similar output for different people, and the law on ownership of AI-generated material differs between countries. We do not promise that output is unique, that copyright exists in it, or that it does not resemble existing works.

12.4 **Licence to us.** You give us a worldwide, non-exclusive, royalty-free licence to host, store, copy, process, adapt and transmit your content and output, and to pass them to our providers, so far as needed to run, secure and support the Service for you. Files are stored on a content delivery network and can be opened by anyone who has the file’s link.

12.5 **AI Studio public feed.** By default, images and videos generated in AI Studio may be shown in the public Discover feed on Clippie, together with the prompt, the model and settings used and any reference images. Your name and account details are not shown. You give us a non-exclusive, royalty-free licence to display them in that way. Do not use reference images or prompts that you are not content to have shown publicly. To opt out, email support@clippie.ai; the opt-out applies to generations made after we action it, and we will remove earlier items from the feed on request.

12.6 **Your responsibility.** You are responsible for your content and for how you use output. You confirm that you have all the rights and permissions needed for your content, including from any person who can be seen or heard in it, and that your content and your use of output do not break the law or these Terms.

12.7 Review output before you rely on it or publish it. AI output can be inaccurate, incomplete or unsuitable, and it is not professional advice.

12.8 We may remove or disable content or output that we reasonably believe breaks these Terms or the law. Keep your own copies of anything you want to keep; we are not a backup service.

13. Acceptable use

13.1 You must not use the Service to create, upload or share anything that:

(a) is unlawful, or promotes or facilitates unlawful activity;

(b) sexualises or exploits children in any way;

(c) depicts a real person in a sexual, defamatory or misleading way, or imitates a real person's likeness or voice without that person's permission;

(d) is intended to deceive people about facts, events or who is speaking, including impersonation, fraud and election disinformation;

(e) harasses, threatens or incites hatred or violence against anyone;

(f) infringes anyone's copyright, trade mark, privacy, publicity or other rights; or

(g) breaks the usage rules of the AI model provider used to make it.

13.2 You must not:

(a) resell, rent or share access to the Service or to your account;

(b) access the Service by automated means, scrape it, or copy or reverse engineer it, except as the law allows;

(c) interfere with or get around security, rate limits, usage limits or content filters;

(d) exploit a fault or error to obtain credits, allowances, refunds or anything else you have not paid for, or use multiple accounts or false details to do so;

(e) use a payment method without the holder's permission; or

(f) use the Service to build a competing product or to train an AI model.

13.3 Only add a custom voice that you have the right to use. Do not use any voice to make it seem that a real person said something they did not say.

13.4 We may use automated and manual checks to detect breaches of this section and to protect the Service against fraud and abuse.

14. Third-party services and connected accounts

14.1 The Service uses, and may link to, services run by other companies, including AI model providers, Whop, and social platforms. Their own terms and privacy policies apply to your use of them, and we are not responsible for their services.

14.2 If you connect a social media account, you authorise us to access it within the permissions you grant so that the Service can carry out what you ask, such as publishing a video. You can disconnect an account at any time. You must comply with that platform's terms. Where a feature uses YouTube API Services, you also agree to the YouTube Terms of Service (https://www.youtube.com/t/terms).

14.3 You are responsible for making sure that what you publish complies with the rules of the platform you publish it on, including any rule on labelling AI-generated content.

15. Our intellectual property

15.1 We and our licensors own the Service, including its software, design, templates, stock media, system voices, text, logos and the Clippie name. Nothing in these Terms transfers any of those rights to you.

15.2 While you comply with these Terms we give you a personal, non-exclusive, non-transferable, revocable right to use the Service, and to use the templates, stock media and voices we supply only as part of videos you make with the Service.

15.3 If you send us feedback or suggestions, we may use them freely without owing you anything.

16. Copyright complaints

16.1 If you believe that material on the Service infringes your copyright, email support@clippie.ai with: your name and contact details; a description of the work; the exact location of the material on the Service; a statement that you believe in good faith that the use is not authorised; and a statement that the information in your notice is accurate and that you are the rights holder or authorised to act for them.

16.2 We may remove the material, notify the user who posted it, and close the accounts of repeat infringers.

17. Suspension and termination

17.1 We may suspend or restrict your account, with immediate effect, if we reasonably believe that: you have seriously or repeatedly broken these Terms; a payment for your account has been disputed, reversed or made without the cardholder's permission; the account is being used for fraud or abuse; or we need to do so to comply with the law or protect the Service or other users.

17.2 While an account is suspended you can sign in and see a notice, but you cannot use the Service. To appeal, open a ticket in our Discord server or email us. Suspension does not by itself cancel a subscription: if your account is suspended, email support@clippie.ai and we will cancel the subscription so that no further renewal is charged.

17.3 We may close your account and end these Terms if you have seriously or repeatedly broken them, or on 30 days' notice for any other reason. If we close your account without your having broken these Terms, we will refund the unused part of any period you have paid for.

17.4 If we suspend or close your account because you broke these Terms, you are not entitled to a refund, and any remaining allowance, pack balance or promotional credit is lost, except where the law requires otherwise.

17.5 You can stop using the Service at any time and can ask us to delete your account by emailing support@clippie.ai. Cancel any subscription first; deleting an account does not refund payments already made.

17.6 Sections that by their nature should continue after these Terms end, including sections 8, 10, 12, 15, 19, 20, 22 and 23, continue to apply.

18. Service quality and disclaimers

18.1 **If you are a consumer**, the Service must be as described, fit for purpose and of satisfactory quality, and we must supply it with reasonable care and skill. If it is faulty you have legal rights, and nothing in these Terms affects them.

18.2 AI generation is unpredictable by nature. A result that differs from what you imagined, or that you do not like, is not by itself a fault, where the Service worked as described.

18.3 **If you use the Service for a business**, it is provided "as is" and "as available", and we exclude all conditions, warranties and other terms that might be implied by law, so far as the law allows.

18.4 We do not promise that output will be accepted, monetised or left online by any social platform, or that it will achieve any particular number of views, followers or sales.

19. Our liability to you

19.1 **Nothing in these Terms limits or excludes** our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot be limited or excluded by law, including a consumer's statutory rights.

19.2 **If you are a consumer:** if we fail to comply with these Terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or of our failing to use reasonable care and

skill. We are not responsible for loss that is not foreseeable, or for business losses such as loss of profit, loss of business or loss of business opportunity, because the Service is supplied to consumers for private use. If defective digital content that we supplied damages a device or digital content belonging to you because we failed to use reasonable care and skill, we will repair the damage or pay you compensation.

19.3 **If you use the Service for a business:** we are not liable for loss of profit, revenue, business, contracts, anticipated savings, goodwill or data, or for any indirect or consequential loss; and our total liability to you arising out of or in connection with these Terms, whether in contract, tort (including negligence) or otherwise, is limited to the amount you paid us for the Service in the 12 months before the event giving rise to the claim.

19.4 We are not responsible for delay or failure caused by events outside our reasonable control, including failures of third-party AI providers, payment providers, hosting or networks.

20. Indemnity (business users)

20.1 If you use the Service for a business, you will compensate us for all losses, damages, costs and reasonable legal fees we incur as a result of any claim by a third party arising from your content, your use of output, or your breach of these Terms or of the law.

21. Changes to the Service, prices and these Terms

21.1 We may change the Service to reflect changes in law, to improve security, to add or remove models and features, and to make technical adjustments.

21.2 We may change our prices. A price change for a subscription takes effect from your next renewal after we have given you at least 30 days' notice by email or in the Service. If you do not accept it, cancel before that renewal.

21.3 We may change these Terms. We will post the new version, with its version number and effective date, at https://clippie.ai, and for significant changes we will tell you by email or in the Service before they take effect. If you keep using the Service after the effective date you accept the new version. If you do not accept it, stop using the Service and cancel your subscription. A change does not apply to a payment taken before it took effect.

22. Governing law and disputes

22.1 These Terms, and any dispute or claim arising out of or in connection with them, are governed by the law of England and Wales.

22.2 The courts of England and Wales have jurisdiction. If you are a consumer living in another part of the United Kingdom or in another country, you can also bring proceedings in the courts where you live, and you keep the benefit of any mandatory consumer protection of the law of that place.

22.3 Please contact us first at support@clippie.ai so that we can try to resolve any complaint directly.

23. General

23.1 These Terms, with the documents they refer to, are the whole agreement between you and us about the Service and replace any earlier version.

23.2 We may transfer our rights and obligations under these Terms to another organisation that takes over the Service; this will not affect your rights. You may not transfer yours without our written consent.

23.3 If a court finds part of these Terms unenforceable, the rest continues to apply. If we do not enforce a right, or delay in doing so, we can still enforce it later.

23.4 No one other than you and us has any right to enforce these Terms.

23.5 We send notices to the email address on your account or show them in the Service. You send notices to us at support@clippie.ai.

24. Contact

24.1 CLIPPIE AI LTD, company number 15829898, registered office: Unit 25, 81 Lee High Rd, London, United Kingdom, SE13 5NS.

24.2 Email: support@clippie.ai. Support is also available by opening a ticket in the Clippie Discord server, linked from the Help menu in the Service.

25. Plans and packs on the effective date

Subscription plans

Plan	Billed monthly	Billed every 3 months	Billed yearly	Allowance each month
Clippie Lite	$19.99 per month	$47.99 every 3 months	$179 per year	60 export minutes, 60 voiceover minutes, 1 custom voice, 800 AI credits
Clippie Creator	$34.99 per month	$78.99 every 3 months	$294 per year	240 export minutes, 240 voiceover minutes, 10 custom voices, 1,500 AI credits
Clippie Pro	$69.99 per month	$146.99 every 3 months	$499 per year	500 export minutes, 500 voiceover minutes, 30 custom voices, 3,000 AI credits

One-time packs

Pack	Price (one time)	What is added to your account
AI credits: Starter	$5	500 AI credits
AI credits: Creator	$27	3,000 AI credits
AI credits: Pro	$80	10,000 AI credits
Minutes: Quick Reload	$5	12 minutes each of export and voiceover
Minutes: Extra	$14	30 minutes each of export and voiceover
Minutes: Best Value	$30	120 minutes each of export and voiceover

Prices are in US dollars and were correct on the effective date of this document. Taxes may be added at checkout depending on where you are. The price, billing interval and any discount shown on the checkout page at the time you buy are the ones that apply to your purchase.