

## User Agreement (Terms of Service) for BlueTickets

**Effective Date: November 27, 2025**

This User Agreement ("Agreement") is between you ("User," "you," or "your") and Ingenious Dynamics LLC-FZCO ("Company," "we," "us," or "our"), located at Premises No. 42712-001, IFZA Business Park, DDP, Dubai Silicon Oasis, United Arab Emirates (TRN: 104258416700003). By accessing or using BlueTickets (the "Service"), a multi-tenant SaaS helpdesk and ticketing system, you agree to be bound by this Agreement. If you do not agree, do not use the Service. For questions, contact [hello@ingeniousdynamics.com](mailto:hello@ingeniousdynamics.com).

**1. Service Description** BlueTickets provides ticketing management for small teams and startups, including multi-channel support (email, web, API), role-based access (Organization Admin, Agent, Requester), analytics, and multi-language support (English, Italian). The Service is offered on a 30-day free trial basis (no credit card required), followed by paid subscriptions.

**2. Accounts and Subscriptions**

**2.1. Account Creation:** You must provide a valid email address and password to register. You are responsible for maintaining account security and accuracy of information.

**2.2. Subscriptions:** After the trial, access requires a paid subscription (monthly or yearly) processed via Stripe. Payments are recurring and automatic until canceled. No refunds for monthly or yearly subscriptions; upon cancellation, access continues until the end of the paid period. You authorize us and Stripe to charge your payment method for all fees. Cancel via your account settings or Stripe dashboard. We may update pricing with 30 days' notice.

**2.3. Organization Management:** Organization Admins control team memberships, API keys, and data; deletion of an organization is permanent and irreversible.

**3. Acceptable Use**

**3.1. Permitted Use:** Use the Service only for lawful business purposes, such as managing support tickets.

**3.2. Prohibitions:** You must not: (a) engage in illegal activities, spam, harassment, or abuse; (b) attempt to breach security, reverse engineer, or impersonate others; (c) upload harmful content or violate third-party rights; (d) exceed API limits (100 requests/minute/key) or file size limits (as specified in documentation).

**3.3. Content Responsibility:** You are solely responsible for your content (e.g., tickets, comments, attachments). We may monitor but are not obligated to review content.

**4. Data and Privacy** Your use is subject to our Privacy Policy (incorporated herein), which details data collection, processing, and rights under GDPR and applicable laws. You grant us a non-exclusive, worldwide license to use your content to provide and improve the Service.

**5. Intellectual Property** We own all rights to the Service, including software and trademarks. You receive a limited, revocable license to use it as permitted herein.

**6. Termination** 6.1. **By You:** Cancel your subscription and delete your account anytime; data is retained for 30 days then deleted. 6.2. **By Us:** We may suspend or terminate for violations, non-payment, or at our discretion with notice (where feasible). Post-termination, you lose access, but we retain data for 30 days. 6.3. **Effects:** Termination does not relieve payment obligations; sections on liability, indemnification, and disputes survive.

**7. Disclaimers and Limitations of Liability** 7.1. **Disclaimers:** The Service is provided "as is" without warranties of any kind, express or implied, including merchantability or fitness for purpose. We do not guarantee uninterrupted access, error-free operation, or data security. 7.2. **Limitation of Liability:** Our total liability is limited to amounts you paid in the last 12 months. We are not liable for indirect, consequential, incidental, or punitive damages, even if advised of their possibility. 7.3. **Third Parties:** We are not responsible for third-party services (e.g., Stripe, email providers) or their outages.

**8. Indemnification** You agree to indemnify and hold us harmless from claims arising from your use of the Service, content, or violations of this Agreement.

**9. Governing Law and Dispute Resolution** This Agreement is governed by UAE law, without regard to conflicts of laws. Disputes shall be resolved exclusively in UAE courts or through binding arbitration under UAE rules, at our election. You waive jury trial rights.

**10. Changes to Agreement** We may update this Agreement with 30 days' email notice. Continued use constitutes acceptance.

**11. Miscellaneous** 11.1. **Entire Agreement:** This, with the Privacy Policy, is the full agreement; no oral modifications. 11.2. **Severability:** Invalid provisions do not affect others. 11.3. **Assignment:** We may assign this Agreement; you may not without consent. 11.4. **Force Majeure:** No liability for events beyond control (e.g., natural disasters).

By using BlueTickets, you acknowledge reading and agreeing to this Agreement.