

Terms and Conditions of Use

Last updated: July 2026 Version 1.0 Kaissen Technology LLC · Kaissen · Soldi

1. Introduction

Welcome to the digital customer service offered by Kaissen Technology LLC ("Kaissen"), available through its commercial brands Kaissen and Soldi.

These Terms and Conditions govern the use of the customer service provided through digital channels, including WhatsApp Business, our website, mobile applications and any other channel enabled by Kaissen using the TextCenter technology platform.

By using any of these channels, you declare that you have read, understood and accepted these Terms.

2. Definitions

For the purposes of this document:

Kaissen

Kaissen Technology LLC, the company responsible for providing the service, operating under the Kaissen and Soldi brands.

TextCenter

The technology platform used to manage omnichannel communications.

User

Any natural or legal person who uses the service channels.

Virtual Assistant

An automated system based on Artificial Intelligence.

Human Agent

Authorised Kaissen personnel.

Digital Channels

WhatsApp, WebChat, email, mobile applications and any other enabled medium.

3. Acceptance of these Terms

Use of any of the service channels implies full acceptance of these Terms.

If the User does not agree with any of them, they must refrain from using the service.

4. Description of the service

Kaissen makes available to its customers a service system that may combine:

- Artificial Intelligence.
- Process automation.
- Human agents.
- Integrations with internal systems.
- Access to customer information.
- Request tracking.
- Technical support.
- Commercial support.

The service may be provided wholly or partially through automated tools.

5. Use of Artificial Intelligence

The User acknowledges that some responses may be generated by Artificial Intelligence.

The AI may:

- answer queries;
- classify requests;
- summarise conversations;
- translate messages;
- generate recommendations;
- detect the User's intent;
- assist human agents.

AI is a support tool and does not replace professional judgement or the official decisions of Kaissen.

6. Service from human agents

The User may request assistance from a human agent when the nature of the case requires it.

Kaissen may decide when a conversation should be transferred to a human representative.

7. Acceptable use

The User undertakes not to:

- use offensive language;
- make threats;
- send illegal content;
- attempt to access unauthorised systems;
- use bots to overload the service;
- distribute malware;
- send false information;
- impersonate others.

Kaissen may suspend access where it detects improper use.

8. Information provided by the User

The User warrants that all information supplied is truthful, complete and up to date.

Kaissen shall not be liable for errors arising from incorrect information provided by the User.

9. Security

For security reasons, the virtual assistant will never request:

- passwords;
- PINs;
- OTP codes;
- CVV numbers;
- banking credentials;
- authentication codes.

If any third party requests such information while posing as Kaissen, the User must report it immediately.

10. Availability

Kaissen will make reasonable efforts to keep the service available.

However, it does not guarantee uninterrupted availability, due to:

- maintenance;
- technical failures;
- Internet outages;
- failures of external providers;
- security incidents.

11. Intellectual property

All content of the system, including:

- software;
- designs;
- logos;
- images;
- documentation;
- AI models;
- processes;

is the property of Kaissen or of its respective owners.

Reproduction without authorisation is prohibited.

12. Limitation of liability

Kaissen does not warrant that responses generated by Artificial Intelligence are entirely accurate or free of errors.

Responses are informational in nature and do not replace professional, technical, financial or legal advice.

13. Amendments

Kaissen may amend these Terms at any time.

Amendments take effect from the moment they are published.

14. Governing law

These Terms are governed by the laws of the Dominican Republic, without prejudice to other legal provisions applicable in the jurisdictions where Kaissen operates.

15. Contact

For questions relating to these Terms or to the processing of personal data, the User may contact Kaissen through the official service channels published by the company, or by writing to info@kaissen.com.

User Consent

By using any of Kaissen's digital channels, including WhatsApp Business, WebChat, mobile applications or any other enabled medium, the User declares that they:

- have read and understood these Terms and the [Privacy Policy](#);
- authorise the processing of their personal data for the purposes described;
- understand that they may interact with Artificial Intelligence systems and with human agents;
- accept the storage and processing of conversations for service, audit, security, regulatory compliance and continuous improvement purposes;
- acknowledge that responses generated by Artificial Intelligence constitute automated assistance and do not replace official decisions, professional advice or authorisations issued by Kaissen.