Terms and Conditions

Version 1.1.0 · Effective 13 November 2026 · EPIC AI Solutions Pty Ltd

These documents are being finalised and will be reviewed before payments open.

These Terms and Conditions are the agreement between you and EPIC AI Solutions Pty Ltd (ABN 92 700 539 635), an Australian company. They apply when you visit epic-ai.solutions, create an account, secure a slot or use our API and the models we serve.

Please read them together with our Privacy Policy, Cookie Policy and Acceptable Use Policy, which form part of this agreement.

1. Accepting these terms

By creating an account or using EPIC, you agree to these terms. If you use EPIC for a business or other legal entity, you confirm that you may accept them on its behalf. If you do not agree, please do not use EPIC.

2. Who can use EPIC

- You must be at least 18 years old.
- You must not be located in, or ordinarily resident in, a country or region subject to the sanctions we apply. We check the country of your connection when you create an account and the country you declare before you invest, and we refuse new accounts and purchases that fail these checks.
- Each person may have one login, and a login belongs to exactly one account.
- You must give us accurate information and keep your email address up to date, because we use it for important notices about your account.

3. Your account and its security

You are responsible for keeping your password, two-step login codes and API keys secret, and for everything done with them. Tell us straight away at security@epic-ai.solutions if you think someone else has access to your account or a key, and revoke the key from your Pools tab.

You can close your account at any time from your account page. When you do, it is disabled straight away and deleted after 30 days, as our Privacy Policy describes.

4. Community user slots

A community user slot gives you access to the models we serve for an estimated term of 5 years, in return for one upfront investment. There are no monthly bills and no charges for how much you use. You may secure one or several slots.

By “endless use” we mean non-stop access, without the session, weekly or other time-frame limits that are standard in the industry. Your access still ends when your estimated term has passed.

Each slot gives access to a share of the capacity of the server it is on. Capacity is shared across the community: when the service is busy, your requests may take longer, but we do not refuse requests because of how much you use. Idle capacity from members who are offline is shared with those who are online.

The term is an estimate based on the total community investment and our expected running costs. It can shift because of running costs, unforeseen events, installation costs or energy prices. If we finish

ahead of budget, the excess is used only to extend your service time, free of charge, for as long as possible.

Slots become usable once the server they are on is online. We may also grant complimentary slots, for example to testers or partners, on the terms we tell the recipient.

5. How we use the community's investment

- No investment funds will ever be used to pay bonuses or similar corporate payouts. Every dollar invested by the community is dedicated to the platform.
- We do not take extra profits for the EPIC AI Solutions team and do not make ongoing shareholder payouts from the investment. Excess funds extend everyone's access or improve the service.
- At the end of each financial year, starting after our first year of operations, we will publish a financial breakdown showing how funds were allocated and how long the remaining capital is expected to sustain our servers.

6. Prices and payment

Final slot prices will be published after our hardware performance testing phase is finalised. Prices are shown in Australian dollars and include GST where it applies. Card payments will be handled by a payment provider, which we will name before they open; we never see or store your card details. A slot is yours once its payment is confirmed.

Where checkout offers it, you can pay by direct bank transfer into our Australian bank account. Checkout then holds your slots for the payment window it shows, and gives you the amount and a payment reference to put on your transfer. If the money has not arrived by the end of the window, the slots go back on sale; money that arrives later buys the slots if any are left, and is otherwise sent back. Money we cannot match to a purchase is sent back to the account it came from. Any fee your bank charges is yours. Where checkout offers a deposit, the deposit secures your slots, and the rest is due within two weeks of the server's last purchasable slot being taken. We issue a tax invoice for every purchase paid by bank transfer.

7. Refunds and your consumer rights

Our services come with guarantees that cannot be excluded under the Australian Consumer Law, and consumers in other countries may have similar rights. Nothing in these terms limits those rights.

We will publish our refund policy, including any cooling-off period, before payments open, and it will apply to every purchase made after it is published.

If we suspend or close your account because you broke these terms or our Acceptable Use Policy, we may do so without a refund, to the extent the law allows.

8. Models and community voting

We plan to offer several open-weight models, from very large to small. Members vote models in or out through the community portal, and all model changes are voted on by the community before they are made. We will explain the strengths and limits of each model to help the community balance performance against the hardware capacity and the number of models served at once.

AI models can produce answers that are wrong, incomplete or inappropriate. You are responsible for checking what they produce before you rely on it.

9. Maintenance and availability

There will be occasional, brief service limitations for essential model updates and upgrades. We plan these maintenance windows in advance and the community votes on their dates and times. We work to keep downtime to a minimum, but we cannot promise that EPIC will always be available or free of errors, for example during unplanned outages or events outside our control.

10. Pools

A main user may share their slots with their own people, such as team members or family, by creating pools and linking those people's accounts to them. Members of a pool share its capacity, so the more people in a pool, the slower it may be at busy times.

- The pool manager can see each member's usage, but never the content of their requests.
- The pool manager is responsible for who they add, and every member must follow these terms and our Acceptable Use Policy.
- Pools are for your own people. You must not sell, rent or otherwise give access to your slots to third parties.

11. The affiliation programme

Members who agree to take part receive an affiliation code they can share. These rules apply:

- You earn one point for each slot bought by an account that joined through your code. If a purchase is partly or fully refunded, your points are reduced in proportion.
- From 5 points, you appear on the public leaderboard, under your profile name or as "Anonymous", with your points and accounts created. Anonymous lines show the same figures, so people may still be able to link one to you. The only way off the leaderboard is to leave the programme.
- You may choose a personal code once. Some words are reserved, and we may remove a code that impersonates someone or causes offence. A code that stops working is never given out again.
- You may publish a short promotional profile with links to your own channels. It must not contain scams, impersonation, offensive or illegal content, or links that are not yours, and we may remove it. We do not endorse the pages it links to.
- We may run a bonus programme for the top public members. Its rules and who is eligible will be published with it.
- If you leave the programme, your codes stop working, your points are lost and your promotional profile is removed. Rewards you have already received are kept. If you join again, you start with a new code and no points.
- We may change or end the leaderboard or the programme.

12. Community questions

You may ask the EPIC team questions through your dashboard, within the limits shown there. We may answer and publish questions for the whole community. A question asked anonymously is published without your name, but our team can see who asked it and may email you about it. We may remove questions that break these terms.

13. Your content

Your prompts, your projects and the answers you receive are yours. We do not claim ownership of them, we do not store them by default, and we do not train AI models on them. You give us only the permission we need to process them to provide the service, as our Privacy Policy describes. You are responsible for having the rights to what you send, and for how you use what the models produce.

14. Acceptable use

You must follow our Acceptable Use Policy. It describes the content that is never allowed, the other things you must not do, and how we screen for and respond to misuse.

15. Suspension, blocking and termination

If we believe you have broken these terms or our Acceptable Use Policy, we will usually contact you first. We may then suspend or revoke API keys, suspend or close your account or a pool, and, for an account linked to three or more incidents, block it. A blocked email address cannot be used for a new account, an invitation or an email change until we lift the block.

In serious cases, such as illegal content or a risk to someone’s safety, we may act straight away and without notice. You can ask us to review any decision by writing to abuse@epic-ai.solutions or support@epic-ai.solutions.

16. Limits of our responsibility

Apart from the guarantees you have under the Australian Consumer Law and other laws that cannot be excluded, EPIC is provided as it is, and we make no other promises about it.

To the extent the law allows, we are not liable for indirect or consequential loss, such as lost profits, lost data or lost business, or for loss caused by events outside our reasonable control. Where the law allows us to limit our liability for a failure to meet a consumer guarantee, our liability is limited to supplying the service again or paying the cost of having it supplied again.

17. Changes to these terms

We may update these terms, for example as the service grows or the law changes. We will publish the new version here with a new version number and tell members before the change takes effect. We may ask you to accept the new version when you next log in. Emails about changes to these terms are service messages and are sent even if you have turned optional emails off.

18. Governing law

These terms are governed by the laws of Queensland, Australia. You and we submit to the courts of Queensland, without affecting any right you have as a consumer to bring proceedings where you live.

19. Contact

EPIC AI Solutions Pty Ltd, Queensland, Australia. Questions about these terms: support@epic-ai.solutions.