TEKSIQ

Terms of Service

Customer terms for the Teksiq platform

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TEKSIQ (PTY) LTD | Registration 2026/740270/07

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1. Agreement and scope

These Terms govern access to and use of Teksiq websites, applications, products, messaging workflows, document-processing features and related services. By creating an account, starting a trial, purchasing a subscription or continuing to use the Services after the Terms are presented, the customer agrees to these Terms. A person accepting for an organisation confirms that they have authority to bind it. Mandatory rights under South African law are not excluded.

2. What Teksiq provides

Teksiq is an administrative software platform. Automated extraction, matching, classification, calculations, reminders, language-model answers and other machine-assisted functions can be incomplete, incorrect, delayed or outdated. Customers remain responsible for reviewing material records and decisions.

Teksiq does not become the customer's accountant, tax practitioner, attorney, labour consultant, property practitioner, compliance officer, mechanic, insurer, employer, landlord, tenant, contractor or regulator merely because information is captured, analysed, suggested, calculated or stored.

3. Customer records and responsibilities

Outputs depend substantially on information, documents, dates, classifications, confirmations and instructions supplied by the customer or authorised users. The customer must keep account details accurate, protect credentials, configure permissions appropriately and review important automated outputs before relying on them.

• Only upload/process information the customer is lawfully authorised to process.

• Do not attempt to access another customer's account, bypass security, overload the service, introduce malicious code or misuse messaging features.

• Keep source evidence where it is important for tax, tenancy, employment, warranty, fleet, compliance or other decisions.

4. Customer Data and platform IP

As between Teksiq and the customer, the customer retains the rights it lawfully holds in Customer Data. Uploading or creating Customer Data in Teksiq does not transfer ownership to Teksiq. Teksiq receives the limited rights needed to host, process, secure, support and provide the Services. Teksiq retains its software, code, generic workflows, designs, templates and know-how.

5. AI, extraction and changing rules

Teksiq is an administrative software platform. Automated extraction, matching, classification, calculations, reminders, language-model answers and other machine-assisted functions can be incomplete, incorrect, delayed or outdated. Customers remain responsible for reviewing material records and decisions.

Tax laws, SARS practices, employment rules, municipal requirements, insurer requirements, Meta/WhatsApp policies, payment-provider rules and other external requirements may change. Teksiq does not warrant that every external change will be reflected immediately or that a historical output remains correct after a rule changes.

6. Plans, trials, billing and cancellation

The price, billing cycle, included products and allowances shown at the final confirmation step control the purchase, subject to obvious error and applicable law. Recurring charges require affirmative authorisation. The separate Refund & Cancellation Policy forms part of these Terms.

• A 14-day free trial may be offered; the actual trial scope shown at signup applies.

• Usage limits, top-ups, throttling and material restrictions must be disclosed before a charge or material restriction occurs.

• Paid activation must rely on server-side validated payment status, not merely a browser success page.

7. Availability and third parties

Teksiq depends on cloud, messaging, email, payment, AI and other third-party services. No internet service can guarantee uninterrupted availability, message delivery, perfect security or error-free output. Teksiq will use reasonable operational safeguards and recovery processes appropriate to the service.

8. Suspension and termination

Teksiq may proportionately suspend access for non-payment, material breach, unlawful use, security threats or protection of the platform or other users. Where appropriate, notice and a reasonable opportunity to remedy will be provided unless immediate action is reasonably necessary.

9. Liability and mandatory law

To the extent permitted by law, Teksiq is not responsible for losses caused by inaccurate customer data, unauthorised customer users, failure to review warnings, independent third-party outages or external rule changes outside Teksiq's reasonable control. Nothing in these Terms excludes liability or rights that cannot lawfully be excluded. Any risk-transfer or limitation clause must be read subject to the Consumer Protection Act and other applicable law.

10. Governing law and contact

These Terms are governed by the laws of the Republic of South Africa. Questions about an account, these Terms, billing or data may be sent to support@teksiq.co.za.