

# AIVI

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## Terms of Service

May 2026 · aivi.limited

*These Terms of Service ("Terms") constitute a legally binding agreement between you ("Buyer", "Creator", "Partner", or "Visitor") and AIVI LIMITED, a company incorporated in Hong Kong under the Companies Ordinance (Chapter 622 of the Laws of Hong Kong), Company Registration Number 79409382, with its registered office at Unit 04-05, 16/F, The Broadway, No. 54-62 Lockhart Road, Wan Chai, Hong Kong ("AIVI", "we", "us", "our").*

### 1. Who We Are

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AIVI LIMITED is a limited company incorporated in Hong Kong under the Companies Ordinance (Chapter 622 of the Laws of Hong Kong), Company Registration Number 79409382.

Registered office: Unit 04-05, 16/F, The Broadway, No. 54-62 Lockhart Road, Wan Chai, Hong Kong.

Contact: info@aivi.limited · Website: aivi.limited

### 2. Scope and Acceptance

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By accessing or using the AIVI platform at aivi.limited, placing an order, submitting a creator application, or otherwise engaging with our services, you confirm that you:

- Are at least 18 years of age
- Have read, understood, and agree to be bound by these Terms in their entirety
- Have the legal capacity to enter into a binding contract under the laws of your jurisdiction

If you do not agree to these Terms, you must immediately cease using the Platform.

### 3. Products and Services

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AIVI provides end-to-end infrastructure services enabling content creators to produce, market, and distribute limited-edition, investment-grade physical collectibles, including 3D-scanned figures, sculptural objects, signed photographs, and bespoke luxury items (collectively, "Collectibles").

#### 3.1 Nature of Products

All Collectibles are custom-manufactured to order and may be unique or produced in strictly limited editions. Product descriptions, dimensions, materials, and images on the Platform are provided for illustrative purposes. Minor variations due to the handcrafted or artisanal nature of production are not considered defects.

#### 3.2 Product Availability

AIVI reserves the right to limit quantities, discontinue products, or close any drop, lottery, or pre-order campaign at any time without prior notice. Inclusion on a waitlist or participation in a lottery does not guarantee purchase.

### **3.3 Intellectual Property on Products**

All creative content, likenesses, brand elements, and designs incorporated in the Collectibles are licensed by the respective Creator to AIVI under a separate Creator Agreement. AIVI grants Buyers a personal, non-commercial licence to display and enjoy purchased Collectibles. No right to reproduce, resell, or commercialise the Collectible or the intellectual property embodied in it is granted.

## **4. Orders and Purchases**

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### **4.1 Order Formation**

An order is formed when AIVI sends a written order confirmation to the email address provided during checkout. Displaying a product on the Platform does not constitute an offer; your order submission constitutes an offer which AIVI may accept or decline at its discretion.

### **4.2 Pricing**

All prices are displayed in the currency specified at checkout. AIVI reserves the right to correct pricing errors at any time prior to order confirmation. Where a correction results in a higher price than displayed, you will be notified and given the option to cancel.

### **4.3 Payment**

Payments are processed securely by LianLian Pay, a regulated payment services provider. AIVI does not store or access your raw payment credentials. By placing an order, you authorise the charge of the full order amount. All sales are final upon order confirmation, subject to the Return and Refund Policy set out in Section 7 below.

### **4.4 Order Cancellation by AIVI**

AIVI may cancel an order where: (a) the product is no longer available; (b) a pricing or description error is identified; (c) we are unable to verify your identity or payment; or (d) there is reason to suspect fraudulent activity. In such cases, a full refund will be issued to the original payment method within 7 working days.

## **5. Shipping and Delivery**

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Full details are set out in our dedicated Shipping Policy page. In summary:

- Orders are confirmed and production is initiated within 3–7 business days of order confirmation (excluding weekends and public holidays)
- Total production and dispatch time is 14–28 calendar days from order confirmation
- International delivery typically takes a further 8–45 business days depending on destination, carrier, and customs processing

- Once dispatched, a tracking number will be sent to your registered email address
- Risk of loss and title pass to you upon delivery to the carrier

*Import duties, taxes, and customs fees applicable in the destination country are the sole responsibility of the Buyer. AIVI is not liable for delays caused by customs authorities or events outside our control.*

## 6. Consumer Rights Under Hong Kong Law

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In accordance with the Sale of Goods Ordinance (Cap. 26) and applicable consumer protection legislation in Hong Kong, Buyers have the right to:

- Reject goods that are of unsatisfactory quality, unfit for purpose, or not as described, within 30 days of taking ownership, and receive a full refund
- Where goods have been accepted but defects are later discovered, request repair, replacement, or a proportionate price reduction

*These statutory rights are not affected or limited by any provision of these Terms. Nothing in these Terms shall exclude or restrict AIVI's liability for death or personal injury caused by our negligence, fraud, or fraudulent misrepresentation, in accordance with the Control of Exemption Clauses Ordinance (Cap. 71).*

## 7. Returns and Refunds

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Full details, timelines, and instructions are set out in our dedicated Return & Refund Policy page. Key terms:

- Due to the custom-manufactured and limited-edition nature of Collectibles, we do not accept returns based on change of mind or buyer's remorse
- Returns are accepted where: (a) the item arrives damaged or defective; (b) the item materially differs from its confirmed product description; or (c) the item is not delivered
- Valid return requests must be submitted to [info@aivi.limited](mailto:info@aivi.limited) within 14 calendar days of delivery
- Upon approval, refunds are processed within 5 business days and credited to the original payment method within 7 working days

## 8. Creator Programme

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Content creators participating in the AIVI Creator Programme are subject to a separate Creator Agreement which governs production rights, revenue sharing, exclusivity, and likeness licensing. In the event of any conflict between these Terms and a Creator Agreement, the Creator Agreement shall prevail in respect of the subject matter covered therein.

## 9. User Conduct

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You agree not to:

- Use the Platform for any unlawful purpose or in violation of these Terms
- Attempt to gain unauthorised access to any part of the Platform or its infrastructure

- Submit false, misleading, or fraudulent information in any form or application
- Reproduce, redistribute, or exploit any content from the Platform without prior written consent from AIVI
- Use automated tools to scrape, crawl, or extract data from the Platform

AIVI reserves the right to suspend or terminate access for any user who violates these Terms, with or without notice.

## 10. Intellectual Property

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All content on the Platform — including text, graphics, logos, images, product designs, and software — is the property of AIVI LIMITED or its licensors and is protected under applicable intellectual property laws. No licence to use any AIVI intellectual property is granted except as expressly stated in these Terms.

## 11. Limitation of Liability

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To the maximum extent permitted under the Control of Exemption Clauses Ordinance (Cap. 71) and applicable Hong Kong law:

- AIVI's total aggregate liability to you for any claim shall not exceed the total amount paid by you for the specific order giving rise to the claim
- AIVI shall not be liable for any indirect, consequential, special, or punitive damages, including loss of profits, loss of data, or loss of goodwill
- AIVI does not warrant that the Platform will be uninterrupted, error-free, or free of viruses or harmful components

*Nothing in this section limits liability for matters that cannot be excluded by law.*

## 12. Indemnification

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You agree to indemnify and hold harmless AIVI LIMITED, its directors, employees, agents, and partners from any claims, damages, losses, or expenses (including legal fees) arising out of: (a) your use of the Platform in breach of these Terms; (b) your violation of any applicable law or regulation; or (c) your infringement of the rights of any third party.

## 13. Governing Law and Dispute Resolution

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These Terms of Service shall be governed by and construed in accordance with the Laws of Hong Kong.

Any dispute arising out of or in connection with these Terms shall first be referred to good-faith negotiation between the parties. If unresolved within 30 days, the dispute shall be submitted to the Hong Kong International Arbitration Centre (HKIAC) for arbitration in accordance with its administered arbitration rules, unless both parties agree to submit the matter to the courts of Hong Kong, which shall have exclusive jurisdiction.

## 14. Changes to These Terms

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AIVI reserves the right to modify these Terms at any time. Updated Terms will be posted on this page with a revised effective date. For material changes, we will provide advance notice by email or prominent website notice. Continued use of the Platform after changes are posted constitutes acceptance of the revised Terms.

## 15. Severability and Waiver

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If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect. Failure by AIVI to enforce any right under these Terms shall not constitute a waiver of that right.

## 16. Contact

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Field	Details
Company	AIVI LIMITED
Address	Unit 04-05, 16/F, The Broadway, No. 54-62 Lockhart Road, Wan Chai, Hong Kong
Email	info@aivi.limited
Website	aivi.limited