

Purchaser Terms of Service

Effective: June 4, 2026

moodeng (<https://moodeng.win>) offers paid features—including prepaid balance top-ups and influencer package subscriptions (each a "Paid Service"). If you purchase, pay for, or use a Paid Service, these Purchaser Terms of Service (these "Purchaser Terms") apply.

These Purchaser Terms apply together with our Terms of Service, Privacy Policy, and Refund Policy (collectively, "Base Policies"). If Base Policies conflict with these Purchaser Terms regarding a Paid Service, these Purchaser Terms prevail.

> Notice: This document is an operational draft. We recommend legal review for your jurisdiction before publication.

1. Changes to terms, pricing, and Paid Services

- 1. We may revise these Purchaser Terms from time to time. Changes are not retroactive. The current version is posted on this page.
- 2. Paid Service features, supported regions, and delivery may change or be discontinued with or without notice.
- 3. For recurring subscriptions, we will provide reasonable advance notice of material price changes. You may cancel before the new price takes effect if you do not agree.
- 4. Material revisions may be notified via in-service notice or registered email. Continued use after the effective date constitutes acceptance.

2. Contracting entity

Paid Services are provided by AI-ZY (Bangkok, Thailand). Contact: support@moodeng.win

Item Detail

Service moodeng (SMM panel, prepaid balance, subscriptions)

Payment processing Stripe and other payment processors

3. Payment terms

- 1. You pay the listed price plus applicable taxes and processor fees per the checkout flow.
- 2. Subscriptions may auto-renew using your selected payment method until you cancel via account settings or the Stripe customer portal before the renewal date.
- 3. If payment fails, Paid Services may be suspended until valid payment details are provided.
- 4. Chargebacks are handled per our Refund Policy.

4. Acceptance, termination, and refunds

- 1. Paying for or using a Paid Service means you agree to these Purchaser Terms and Base Policies. You must be at least 18 (or the age of majority in your jurisdiction).
- 2. We may suspend or terminate Paid Services for violations of our Terms of Service, unlawful use, payment fraud, or use subject to sanctions or export restrictions.
- 3. Paid Service fees are generally final and non-refundable, except where required by law or as stated in our Refund Policy (e.g., unused prepaid balance, credit restoration for undelivered orders).
- 4. After subscription cancellation, access may continue until the end of the paid period; no pro-rata refund for

unused days unless required by law.

5. General terms

1. Paid Services are provided "AS IS" and "AS AVAILABLE" without warranties of uninterrupted operation, error-free service, or specific marketing outcomes.
2. SMM fulfillment depends on third-party suppliers. We are not liable for platform policy changes, account restrictions, or content removal beyond what applicable law requires.
3. Limitation of liability: Our aggregate liability shall not exceed the greater of (a) amounts you paid us for the relevant Paid Service in the prior 12 months, or (b) USD 100, excluding indirect, special, or consequential damages where permitted.
4. Some jurisdictions do not allow certain limitations; those limitations may not apply to you for fraud, gross negligence, death, or personal injury.

6. Dispute resolution

1. These Purchaser Terms are governed by the laws of Thailand. Courts in Bangkok, Thailand have exclusive jurisdiction, subject to mandatory consumer protections.
2. EU/UK consumers may have additional rights under local law, including withdrawal rights described in Section 8.
3. Claims must be brought within one (1) year after the event giving rise to the claim, unless a longer period is required by law.

7. Credit recharge (additional terms)

1. Prepaid balance is used to pay for SMM orders. Promotional or bonus credits may be non-refundable.
2. Refund of unused prepaid balance: Refund Policy Section 1.
3. Order-level credit restoration (not started, partial delivery): Refund Policy Section 2 and Terms of Service.
4. Unauthorized chargebacks may result in immediate account suspension.

8. Influencer subscription (additional terms)

1. Influencer package subscriptions are prepaid and auto-renewing. Cancel at least 24 hours before renewal via your account or Stripe.
2. Stripe-billed subscriptions are managed through the Stripe customer portal or paths we provide.
3. EU/UK consumers: You agree the subscription starts immediately on purchase. Where applicable law allows, you may have 14 days to withdraw; immediate access to digital services may limit withdrawal rights. Refunds follow your payment channel and these terms.
4. Taiwan consumers: You may cancel per Section 8.1; other rescission rights may not apply.
5. Plan upgrades/downgrades follow in-product and Stripe rules; pro-rata refunds are generally not provided.

Supplementary provisions

These Purchaser Terms apply from June 4, 2026.