

# Terms of Service

StatementPilot • Valiz Labs LLC • Last updated: July 3, 2026

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These Terms of Service ("Terms") apply to your use of StatementPilot, a software service operated by Valiz Labs LLC. By signing up, subscribing, or using the service, you agree to these Terms and to our Privacy Policy. If you do not agree, please do not use the service. Questions? Email us at [support@statementpilot.app](mailto:support@statementpilot.app).

## The Service

StatementPilot lets you upload bank statements and convert them into structured files such as CSV, Excel, and other formats. We offer the service on a subscription basis, with a free plan and paid plans.

## Your Account

You must be at least 18 years old to use the service. Accounts are managed through our authentication provider (Clerk). You are responsible for keeping your login details secure and for everything that happens under your account.

You can delete your account at any time from your account page. Deleting your account immediately ends your access and your subscription, forfeits any remaining plan allowance for the current billing period (see "Plan changes and account deletion" below), and triggers deletion of your data as described in our Privacy Policy.

## Subscriptions, Billing, and Usage Limits

Paid plans are billed on a recurring basis (for example, monthly or annual) through our payment provider, Stripe (engaged via Clerk). Before you subscribe, we present the price, the billing frequency, and the fact that **your subscription renews automatically at the then-current price until you cancel**, and you must agree to these auto-renewal terms to complete your purchase. By subscribing, you authorize us, through our payment provider, to charge your payment method the disclosed amount at the start of each billing period until you cancel. After you subscribe, we send you an email confirmation that restates your plan, price, billing frequency, automatic-renewal terms, and how to cancel.

**You can cancel at any time, online and without contacting us, from your account billing settings, the same place and method you used to subscribe.** You may also cancel by emailing [support@statementpilot.app](mailto:support@statementpilot.app). Cancellation takes effect at the end of your current billing period, and you keep access to paid features until then. Cancelling does not entitle you to a refund of amounts already

paid for the current billing period. For any subscription term of one year or longer, we will send a renewal reminder by email before the renewal date.

We will notify you by email at least 15 days before any price increase takes effect, stating the new price, the date it takes effect, and how to cancel. If you do not want to continue at the new price, you may cancel before it takes effect; continued use after the effective date constitutes acceptance of the new price. Fees are in U.S. dollars and are exclusive of any applicable taxes. Except where the law requires a refund (including under applicable automatic-renewal laws), except for charges you did not authorize, and except as described in "Refunds" below, fees are non-refundable.

The free plan does not auto-convert to a paid plan and is never charged; you move to a paid plan only by affirmatively selecting and purchasing it. If we ever offer a free trial of a paid plan, we will tell you, before you provide payment, the trial length, the price you will be charged when it ends, the date of that charge, and how to cancel before being charged.

Your use of the service, including how many pages and documents you can convert and download, is subject to the limits of your plan. **Plan allowances apply to each billing period only and do not roll over: any unused pages or documents are forfeited at the end of the period, your allowance resets at the start of each new period, and allowances or credits cannot be transferred between billing periods, plans, accounts, or users.** We may measure and enforce these limits. If a payment is declined or reversed, we may suspend or downgrade your paid access until it is resolved; if you believe a charge is incorrect, please contact us before initiating a chargeback so we can help.

## Refunds

Conversion is performed entirely by automated AI models. The service reads both digital PDFs and scanned statements (OCR) and handles standard transaction tables, but whether a given statement converts, and how accurately, depends on the quality and layout of the PDF you upload. When a conversion does not reconcile, the service automatically retries it with stronger AI models at no extra charge; most failures resolve this way.

If your statement still fails to convert, please email [support@statementpilot.app](mailto:support@statementpilot.app). Statement layouts vary widely, and failure reports are how we extend the service to support new formats. If we still cannot convert your statement after working with you, you may cancel your subscription and request a refund of the amount paid for your current billing period: we will refund that amount and cancel your subscription. This remedy is available once per customer, applies only to legible statements you have the right to process, and does not renew for the same or substantially similar documents on a later subscription. Refunds under this section are issued at our reasonable discretion and are in addition to, not in place of, any refund required by law.

## Plan Changes and Account Deletion

**Upgrades take effect immediately.** When you upgrade, your new plan's full allowance applies from that moment for the new billing period you purchase, and any unused allowance remaining on your previous plan is forfeited at that time. Allowances from different plans do not combine, carry over, or convert into credit.

**Downgrades and cancellations take effect at the end of your current billing period.** You keep your current plan's features and limits until then; the lower plan's limits (or the free plan's) apply from the start of the next period. No partial refunds are given for the remainder of the period.

**Deleting your account forfeits any remaining allowance immediately.** Deletion ends your subscription and access at once, and amounts already paid, including for the unused remainder of the current billing period, are not refunded except where the law requires. Forfeited allowances cannot be restored, transferred, or redeemed for money.

Any change that increases your price or materially reduces the features or limits of the plan you are paying for will not take effect for your current paid subscription until your next renewal, with the advance notice and opportunity to cancel described above.

## **Your Files and Your Results**

You keep all rights to the files you upload and the output you create ("Output"). By uploading a file, you give us permission to process and convert it only to provide the service to you, which includes sending it to our AI extraction providers for that purpose. We keep your uploaded file only to convert it and, if needed, retry the conversion with stronger models; the file expires 15 minutes after the last conversion attempt, and converted results are deleted automatically within 24 hours. You confirm that you have the right to upload and process any file you submit.

The conversion is performed by automated AI technology, and the Output is a draft for you to check. **You must review and approve each result before you download or rely on it.** Downloads are subject to your plan's limits. Once you approve and download a result, securing and using that file is your responsibility.

## **Accuracy and No Responsibility for Results**

The service uses automated AI technology to extract data from your files. We aim for accuracy, but results depend on the quality of the files you upload, and the technology may not be correct every time. Conversion is fully automated: no human reviews your statements or your Output in the ordinary course, which is why the dashboard shows each result before you download it, including a side-by-side comparison with your original statement and a table preview, so you can verify it conveniently. You are solely responsible for reviewing, approving, and verifying the Output before you use or rely on it. **To the maximum extent permitted by law, and except for liability that cannot be excluded under applicable law, StatementPilot and Valiz Labs LLC are not responsible or liable for the accuracy or completeness of any Output, for any results you download, or for any decisions, filings,**

**returns, transactions, or other actions you take in reliance on the Output. You assume all risk arising from your use of and reliance on the Output, which is AI-generated and may contain errors or omissions, and you have not relied on any representation about its accuracy.** The service does not provide accounting, financial, tax, investment, or legal advice.

## **Acceptable Use**

You agree not to upload files you do not have the right to use, upload anything containing viruses or harmful code, try to disrupt or gain unauthorized access to the service, attempt to exceed or circumvent your plan limits, reverse-engineer the service, resell it or use it to build a competing product, use automated means to scrape it, or use the service for any unlawful or abusive purpose.

## **Feedback**

If you send us suggestions, feature requests, or other feedback (including through the in-app feedback form), you grant Valiz Labs LLC a perpetual, irrevocable, worldwide, royalty-free license to use that feedback for any purpose, without restriction or any obligation to you. Please do not include confidential information or the contents of your statements in feedback.

## **Third-Party Services**

The service relies on third-party providers, including AI extraction, hosting, and payment providers, to operate. These providers are not under our control. We make no warranty regarding, and to the maximum extent permitted by law disclaim all liability for, any third-party provider's acts, omissions, security, availability, or handling of data. Any limitations of liability in these Terms apply equally to claims arising from third-party providers, and your use of the service may also be subject to those providers' terms.

## **Intellectual Property**

The service, including its software, design, and branding, belongs to Valiz Labs LLC. Other than the right to use the service under these Terms, you receive no ownership rights.

## **Disclaimer of Warranties**

**THE SERVICE AND ALL OUTPUT ARE PROVIDED "AS IS" AND "AS AVAILABLE," WITH ALL FAULTS AND WITHOUT WARRANTY OF ANY KIND. TO THE MAXIMUM EXTENT PERMITTED BY LAW, VALIZ LABS LLC DISCLAIMS ALL WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT, AND ANY WARRANTY THAT THE SERVICE OR OUTPUT WILL BE ACCURATE, COMPLETE, ERROR-FREE, OR UNINTERRUPTED.**

Some jurisdictions do not allow the exclusion of certain warranties, so some of these exclusions may not apply to you.

## **Limitation of Liability**

**To the maximum extent permitted by law, neither Valiz Labs LLC nor its officers, employees, affiliates, or suppliers will be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, or for any loss of profits, revenue, data, goodwill, or business, or cost of substitute services, however caused and under any theory of liability. Our total liability for all claims relating to the service will not exceed, in the aggregate, the amount you paid Valiz Labs LLC for the service in the twelve (12) months before the event giving rise to the claim.** Nothing in these Terms limits or excludes liability that cannot be limited or excluded under applicable law, including liability for fraud, gross negligence, willful misconduct, or death or personal injury caused by negligence. These limitations apply even if any limited remedy fails of its essential purpose. Some jurisdictions do not allow certain limitations, so some of the above may not apply to you.

## **Indemnification**

To the extent caused by you, you agree to indemnify and hold harmless Valiz Labs LLC and its officers, employees, and affiliates from any claims, losses, or expenses (including reasonable legal fees) arising out of or related to: (a) your use of the service or the Output, including any decision, filing, or transaction you base on the Output; (b) your violation of these Terms or applicable law; (c) your violation of any third-party right; or (d) any file you uploaded or processed without the right to do so. We will give you prompt notice of any such claim, and you will not settle it in a way that imposes any obligation or admission on Valiz Labs LLC without our prior written consent. We may participate in the defense with our own counsel at our own expense.

## **Termination**

You may stop using the service at any time. We may suspend or end your access if you break these Terms or if needed to protect the service or other users. The sections on Your Files and Your Results, Accuracy and No Responsibility for Results, Feedback, Intellectual Property, Disclaimer of Warranties, Limitation of Liability, Indemnification, Governing Law and Disputes, and Dispute Resolution; Arbitration; Class-Action Waiver survive termination.

## **Governing Law and Disputes**

These Terms are governed by the laws of the State of California, without regard to its conflict-of-laws rules. Subject to the arbitration agreement below, and except for claims that may be brought in small-claims court, any dispute relating to these Terms or the service will be brought exclusively in the state or federal courts located in California, and you and Valiz Labs LLC each consent to the personal jurisdiction of, and venue in, those courts and waive any right to a jury trial.

## Dispute Resolution; Arbitration; Class-Action Waiver

**Informal resolution comes first.** Before starting any arbitration or court proceeding, you agree to give us a chance to resolve the dispute informally: email a written notice to support@statementpilot.app describing the dispute and the specific relief you are seeking, and allow 90 days for us to respond and try to resolve it. Neither party may begin an arbitration before this period ends. Most disputes, especially billing disputes, are resolved this way at no cost to anyone. If we fully provide the relief you requested (for example, a refund of the amount in dispute), the dispute is resolved and may not be pursued further.

Please read this section carefully: it affects how disputes are resolved. Except for (a) claims that may be brought in small-claims court and (b) either party's right to seek injunctive relief to protect intellectual property or stop unauthorized access to the service, any dispute, claim, or controversy arising out of or relating to these Terms or the service will be resolved by binding individual arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules, rather than in court. The arbitration will be held in California or, at your election, by telephone or video.

**You and Valiz Labs LLC each waive the right to a jury trial and agree that claims may be brought only in an individual capacity, and not as a plaintiff or class member in any class, collective, or representative proceeding.** If 25 or more similar arbitration demands are filed by or with the coordination of the same or coordinated counsel, the parties agree the demands will be resolved in batches of up to 50, using bellwether procedures to control costs. For any individual claim under US\$1,000 that is not frivolous, we will pay the arbitration filing and administrative fees.

You may opt out of this arbitration agreement by emailing support@statementpilot.app within 30 days of first accepting these Terms; if you opt out, only the Governing Law and venue terms above apply to your disputes. If the class-action waiver is found unenforceable, this entire arbitration section is void and disputes will proceed in the courts identified above, while the remainder of these Terms stays in effect.

## General

These Terms are the entire agreement between you and Valiz Labs LLC regarding the service and replace any prior agreements. If any provision is found unenforceable, it will be modified to the minimum extent necessary to make it enforceable and to give maximum effect to the parties' intent; if it cannot be so modified, it will be severed, and the remaining provisions remain in full effect. Our failure to enforce a provision is not a waiver of it. You may not transfer your rights under these Terms without our consent; we may assign ours in connection with a merger, acquisition, or sale of assets. Neither party is liable for delays or failures caused by events beyond its reasonable control. Any claim relating to the service must be brought within one (1) year after it arises, or it is permanently barred, except where applicable law does not allow such a limit.

## Changes

We may update these Terms from time to time. For material changes, we will give you reasonable advance notice (for example, by email or an in-product notice) before they take effect, and your continued use after the effective date means you accept the updated Terms. If you do not agree, you may stop using the service and cancel.

## **Contact**

Valiz Labs LLC

Email: [support@statementpilot.app](mailto:support@statementpilot.app)