

# Terms and Conditions

*CODZS AI Vehicle Diagnostic Platform*

Effective Date: April 12, 2026

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These Terms and Conditions ("Terms") govern your access to and use of the CODZS platform, including the website [codzs.com](https://codzs.com), the web application at [codzs.ai](https://codzs.ai), and any related mobile applications (collectively, the "Platform"), operated by FleetServ® dba CODZS ("we," "us," or "our"). By creating an account or using the Platform, you agree to be bound by these Terms. If you do not agree, do not use the Platform.

## 1. Eligibility

You must be at least 18 years of age to use the Platform. By using the Platform, you represent that you meet this requirement and that the information you provide is accurate and complete.

## 2. Platform Description

CODZS is an AI-powered diagnostic tool that converts OBD-style trouble codes and plain-language symptom descriptions into ranked probable causes with structured resolution guidance. The Platform supports multiple vehicle and equipment categories, including:

- Auto & Light Truck
- Heavy Duty Truck
- Construction Equipment
- Motorcycle
- Marine
- Agricultural
- Industrial Engine

CODZS is designed as a decision-support tool. Diagnostic outputs are AI-generated and should be used as guidance only. They do not replace professional mechanical inspection or certified repair services.

## 3. Accounts and Authentication

### 3.1 Account Registration

You may create an account using SMS OTP (one-time passcode), email and password, or a supported single sign-on (SSO) provider such as Google or Apple. You are responsible for maintaining the confidentiality of your account credentials.

### 3.2 SMS Communications and OTP Authentication

By providing your mobile phone number and creating an account, you consent to receive SMS text messages from CODZS for the following purposes:

- One-time passcodes (OTPs) for account authentication and login verification
- Security alerts related to your account (e.g., new device sign-in, password changes)
- Transactional notifications directly related to your account activity

Message frequency varies. Standard message and data rates may apply depending on your mobile carrier plan. You are responsible for any charges imposed by your carrier.

To stop receiving SMS messages, reply STOP to any message from CODZS. You may also manage SMS preferences within your account settings. Opting out of SMS will disable OTP-based login; you will need to use an alternative authentication method. Reply HELP for assistance or contact us at [legal@codzs.com](mailto:legal@codzs.com).

CODZS uses Amazon Web Services (AWS) Simple Notification Service (SNS) and complies with 10DLC regulations and applicable TCPA guidelines for SMS delivery.

### 3.3 Account Security

You are responsible for all activity that occurs under your account. Notify us immediately at [legal@codzs.com](mailto:legal@codzs.com) if you suspect unauthorized access. We are not liable for losses resulting from unauthorized use of your credentials.

## 4. Subscription Plans and Billing

### 4.1 Plan Overview

CODZS offers the following subscription tiers. Current pricing for all plans is available at [codzs.com/pricing](https://codzs.com/pricing).

**Starter:** A monthly credit allocation for diagnostic queries, plus access to discounted add-on credits. Suitable for occasional personal use.

**Pro:** Unlimited diagnostic queries with single-user access. Includes image upload capability for scan tool readouts, dashboard warnings, and part photos.

**Team:** Up to 5 user seats with unlimited queries and access to the shared Workspace environment. Additional seat management is handled through account settings.

**Enterprise:** Custom pricing. Onboarded directly. Not publicly listed. Contact us at support@codzs.com for details.

## **4.2 Free Credits**

New users receive 5 complimentary diagnostic credits upon account creation. These credits do not expire but are non-transferable and non-refundable.

## **4.3 Billing and Renewal**

Subscriptions are billed on a recurring monthly basis via Stripe. Your subscription automatically renews at the end of each billing cycle unless cancelled. By providing payment information, you authorize CODZS to charge your selected payment method on each renewal date.

## **4.4 Cancellation**

You may cancel your subscription at any time through your account settings. Cancellation takes effect at the end of the current billing period. You retain access to paid features through the end of your paid term. We do not provide prorated refunds for unused portions of a subscription period unless required by applicable law.

## **4.5 Credit Packs**

Additional diagnostic credits may be purchased as add-ons. Credits are non-refundable and non-transferable. Unused credits do not roll over between billing cycles unless otherwise specified at the time of purchase.

## **4.6 Price Changes**

We reserve the right to modify subscription pricing with reasonable advance notice. Continued use of the Platform after a price change takes effect constitutes acceptance of the new pricing.

## **5. Workspace (Team Plan)**

Team plan subscribers have access to a shared Workspace environment. The Workspace includes session history, member management, and configuration tools. The account holder who establishes the Team subscription is the Workspace owner and is responsible for all activity within that Workspace. Users may be members of multiple Workspaces.

## **6. Acceptable Use**

You agree not to:

- Use the Platform for any unlawful purpose
- Attempt to reverse-engineer, decompile, or extract the underlying AI models or proprietary algorithms
- Circumvent usage limits, credits, or access controls
- Submit false, misleading, or harmful inputs
- Use automated scripts, bots, or crawlers to access the Platform without prior written consent
- Resell or sublicense access to the Platform
- Interfere with the security, integrity, or availability of the Platform

We reserve the right to suspend or terminate accounts that violate these Terms.

## 7. AI-Generated Diagnostic Content

Diagnostic outputs on the Platform are generated by artificial intelligence models. These outputs are:

- Provided for informational and decision-support purposes only
- Not a substitute for professional mechanical diagnosis or repair
- Not a guarantee of accuracy, completeness, or fitness for any specific vehicle or situation

CODZS disclaims all liability for any loss, damage, injury, or expense arising from reliance on AI-generated diagnostic content. Always consult a qualified mechanic or technician before undertaking any repair work.

## 8. Image Uploads

Pro and Team subscribers may upload images (e.g., scan tool readouts, dashboard warning lights, part photos) as part of a diagnostic session. By uploading an image, you represent that you have the right to share the content and grant CODZS a limited license to process the image for the purpose of providing diagnostic results. We do not use uploaded images to train AI models without your explicit consent.

## 9. Intellectual Property

All content, trademarks, software, and technology on the Platform are the property of CODZS or its licensors. You are granted a limited, non-exclusive, non-transferable license to use the Platform for your personal or internal business purposes. You may not copy, reproduce, modify, or distribute any part of the Platform without prior written permission.

## **10. Third-Party Services**

The Platform integrates with third-party services, including Stripe (payments), Shopify (product catalog), and Amazon Web Services (infrastructure). Use of these services is governed by their respective terms of service. CODZS is not responsible for the practices or availability of third-party services.

## **11. Product Discovery and Commerce**

The Platform may surface contextually matched products (parts, tools, equipment) from our integrated catalog. Product listings are provided for convenience. CODZS does not warrant the accuracy, availability, or fitness of any third-party products and is not liable for transactions conducted through linked product listings.

## **12. Disclaimers**

THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED. CODZS DISCLAIMS ALL WARRANTIES INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF HARMFUL COMPONENTS.

## **13. Limitation of Liability**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CODZS AND ITS AFFILIATES, OFFICERS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR LOSS OF PROFITS, DATA, OR GOODWILL, ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF THE PLATFORM, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR TOTAL LIABILITY FOR ANY CLAIM ARISING UNDER THESE TERMS SHALL NOT EXCEED THE AMOUNT YOU PAID TO CODZS IN THE 12 MONTHS PRECEDING THE CLAIM.

## **14. Indemnification**

You agree to indemnify and hold harmless CODZS and its affiliates, officers, agents, and employees from any claim, loss, liability, or expense (including reasonable attorneys' fees) arising out of your use of the Platform, your violation of these Terms, or your violation of any third-party rights.

## **15. Governing Law and Dispute Resolution**

These Terms are governed by the laws of the State of California, without regard to its conflict of law principles. Any dispute arising under these Terms shall be resolved by binding arbitration in accordance with the rules of the American Arbitration Association, conducted in Riverside County, California. You waive any right to participate in a class action lawsuit or class-wide arbitration.

## **16. Changes to These Terms**

We may update these Terms from time to time. We will notify you of material changes via email or in-platform notification. Continued use of the Platform after the effective date of revised Terms constitutes acceptance. If you do not agree to the updated Terms, you must stop using the Platform and cancel your subscription.

## **17. Termination**

We may suspend or terminate your access to the Platform at any time, with or without cause, with reasonable notice where practicable. Upon termination, your right to use the Platform ceases immediately. Provisions that by their nature should survive termination (including Sections 7, 9, 12, 13, 14, and 15) will survive.

## **18. Contact**

For questions about these Terms, contact us at:

**FleetServ® dba CODZS**

Phone: (888) 315-4228

Email: [legal@codzs.com](mailto:legal@codzs.com)

Website: [codzs.com](http://codzs.com)