**YankiAI Personal Assistant Service Terms**

**Effective Date: July 17, 2025**

These Personal Assistant Service Terms (“Service Terms”) govern your use of YankiAI’s personal assistant services, which connect you with independent third-party providers (“Assistants” or “Third-Party Providers”) to fulfill tasks, errands, or other services. These Service Terms supplement the **YankiAI General Terms of Use**, **Privacy Policy**, **Cookie Policy**, and **Acceptable Use Policy** (collectively, the “YankiAI Policies”).

By submitting a service request through the YankiAI platform (the “Services”), you agree to be bound by these Service Terms. If you do not agree, you must not submit requests or use the personal assistant services.

**1. Role of YankiAI**

YankiAI, operated by Nelat LLC (California, USA), is a technology platform that facilitates communication and coordination between you and independent Third-Party Providers. Key points about our role:

* **Intermediary Only**: YankiAI does not directly perform tasks, errands, or services. All services are fulfilled by Third-Party Providers, primarily based in Mexico.
* **No Employment Relationship**: Assistants are independent contractors, not employees, agents, or representatives of YankiAI.
* **Platform Services**: We provide tools to submit requests, communicate with Assistants, and process payments, but we do not control or supervise the execution of tasks.

**2. Nature of the Services**

**2.1 Types of Tasks**

Through the Services, you may request a variety of tasks, including but not limited to:

* Scheduling appointments or reservations.
* Coordinating deliveries, purchases, or logistics.
* Sourcing local service providers (e.g., cleaners, babysitters, or tutors).
* Providing recommendations for lifestyle-aligned services, such as kosher or halal certifications.
* Administrative support, such as research or organizing.

**2.2 Task Limitations**

YankiAI may reject or limit tasks that:

* Are unlawful, unsafe, or violate the YankiAI Policies or applicable laws.
* Conflict with community standards or ethical considerations, as determined by YankiAI.
* Require specialized skills, licenses, or certifications beyond the scope of the platform.
* Involve sensitive personal matters (e.g., legal, medical, or financial advice).
* Are estimated to take longer than 30 minutes or require disproportionate resources, unless pre-approved.

**2.3 No Guarantee of Results**

* Task fulfillment depends on the availability, capabilities, and performance of Third-Party Providers.
* YankiAI does not guarantee the successful completion, quality, or timeliness of any task.
* Outcomes may vary based on external factors (e.g., availability of goods or services, provider expertise).

**3. Third-Party Providers**

**3.1 Independence**

* Assistants are independent contractors who operate their own businesses and are not under YankiAI’s direct control.
* Third-Party Providers set their own schedules, methods, and standards for performing tasks, subject to their agreements with you and applicable laws.

**3.2 Vetting and Qualifications**

* YankiAI may implement basic vetting processes for Assistants (e.g., identity verification or eligibility checks) where required by law or platform standards.
* We do not conduct comprehensive background checks, certifications, or ongoing supervision unless explicitly stated.
* You are responsible for assessing the suitability of an Assistant for your needs, including verifying their qualifications or credentials.

**3.3 User Risks and Responsibilities**

* You assume all risks associated with engaging Third-Party Providers, including risks related to quality, safety, or compliance.
* YankiAI is not responsible for the actions, omissions, or conduct of Assistants, including any errors, delays, or misconduct.

**4. Payment and Fees**

**4.1 Pricing Structure**

* Fees for tasks may include:
  + **Platform Fees**: Charges for using YankiAI’s Services, disclosed at the time of your request.
  + **Service Fees**: Charges from Third-Party Providers for performing tasks.
  + **Additional Costs**: Expenses incurred on your behalf (e.g., purchases, transportation, or taxes).
* All fees and costs will be clearly communicated before you confirm a request, where feasible.

**4.2 Payment Process**

* Payments may be processed by YankiAI (via secure third-party payment processors) or directly by Third-Party Providers, depending on the task.
* You authorize YankiAI to charge your selected payment method for all applicable fees and costs.
* By submitting a request, you agree to pay all disclosed costs, including taxes and non-refunded expenses.

**4.3 Non-Refundable Costs**

* Costs incurred by Assistants on your behalf (e.g., purchases, reservations, or travel expenses) may not be refundable, even if a task is canceled or incomplete.
* Refunds, if applicable, are subject to Section 9 (Cancellation and Refunds).

**5. Limitations of Liability**

To the maximum extent permitted by law, YankiAI, its affiliates, officers, directors, employees, and agents will not be liable for:

* Personal injury, property damage, or financial loss arising from services performed by Third-Party Providers.
* Misconduct, negligence, errors, or delays caused by Assistants.
* Non-compliance with religious, cultural, or ethical standards (e.g., kosher or halal certifications), unless explicitly guaranteed by YankiAI.
* Errors in communication, task execution, or outcomes beyond YankiAI’s reasonable control.
* Indirect, incidental, special, consequential, or punitive damages, including loss of profits or data.

YankiAI’s total liability for any claim related to these Service Terms is limited to the greater of (a) the amount you paid for the specific task giving rise to the claim or (b) $100 USD, as outlined in the General Terms of Use.

You are solely responsible for evaluating the suitability of services and Assistants for your needs.

**6. Religious and Cultural Considerations**

* YankiAI may facilitate services aligned with religious or cultural preferences (e.g., kosher certifications, halal requirements, or Jewish religious practices).
* However, YankiAI does not assume responsibility for ensuring compliance with such standards unless explicitly stated in writing for a specific task.
* You are responsible for:
  + Verifying the validity of certifications, practices, or standards provided by Assistants.
  + Communicating specific requirements clearly in your request.
* YankiAI disclaims liability for any non-compliance with religious or cultural expectations.

**7. Task Rejection and Limitations**

YankiAI reserves the right to:

* Reject or cancel any request at our sole discretion, with notice provided where feasible.
* Limit tasks based on operational capacity, estimated duration (e.g., tasks exceeding 30 minutes), or resource requirements.
* Pause or restrict services during peak periods, holidays, or unforeseen circumstances (e.g., force majeure events like natural disasters or governmental restrictions).

If a request is rejected, you will be notified promptly, and any pre-paid fees will be refunded, subject to Section 9.

**8. Safety and Compliance**

To ensure a safe and respectful experience, you agree to:

* Provide clear, accurate, and lawful instructions for tasks.
* Refrain from requesting tasks that are illegal, unsafe, unethical, or violate the YankiAI Policies.
* Treat Assistants and other users with respect, courtesy, and professionalism.
* Comply with all applicable laws and regulations when using the Services.

You must not:

* Request tasks that endanger the safety of Assistants or others.
* Engage in harassing, discriminatory, or abusive behavior toward Assistants.
* Misuse the platform to facilitate fraudulent or harmful activities.

YankiAI may investigate reports of unsafe or non-compliant behavior and take appropriate action, including account suspension or termination.

**9. Cancellation and Refunds**

**9.1 Cancellations**

* **By You**: You may cancel a task request before an Assistant begins work by notifying us through the Services or at [pa@yanki.ai](mailto:pa@yanki.ai). Cancellation policies vary by task and will be communicated at the time of your request.
* **By YankiAI or Assistants**: If a task cannot be fulfilled (e.g., due to Assistant unavailability or unforeseen circumstances), we will notify you promptly and cancel the request.
* **Automatic Cancellation**: Tasks may be canceled if no suitable Assistant is available within a reasonable timeframe.

**9.2 Refunds**

* Refunds for canceled or unfulfilled tasks are subject to YankiAI’s refund policy and applicable consumer protection laws.
* **Eligible Refunds**: You may receive a full or partial refund for platform fees if a task is canceled before work begins or is not completed due to Assistant failure.
* **Non-Refundable Costs**: Expenses already incurred (e.g., purchases, reservations, or travel costs) are non-refundable unless required by law.
* **Processing**: Refunds, if approved, will be processed to your original payment method within a reasonable timeframe (e.g., 5-10 business days).

**9.3 Disputes**

* If you believe a task was not fulfilled satisfactorily, contact us at [pa@yanki.ai](mailto:pa@yanki.ai) within 7 days of the task’s completion or cancellation to report the issue.
* YankiAI may mediate disputes between you and Assistants but is not obligated to resolve them. Disputes with Third-Party Providers are governed by their terms and applicable laws.

**10. Dispute Resolution**

Disputes arising from these Service Terms are subject to the dispute resolution provisions in the **General Terms of Use**, including:

* **Governing Law**: The laws of the State of California, USA.
* **Arbitration**: Binding arbitration in Los Angeles, California, administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules.
* **Exceptions**: Small claims or injunctive relief may be pursued in a court of competent jurisdiction.

Your local consumer protection laws (e.g., GDPR in the EU, LGPD in Brazil, LFPDPPP in Mexico) may provide additional rights that are not affected by this clause.

**11. Changes to These Service Terms**

We may update these Service Terms to reflect changes in our Services, legal requirements, or operations. Material changes will be communicated at least 30 days in advance via email, the Services, or our website. Non-material changes may take effect immediately.

Your continued use of the personal assistant services after updates constitutes acceptance of the revised Service Terms.

**12. Contact**

For questions, concerns, or issues related to personal assistant services, contact:

* **Email**: [pa@yanki.ai](mailto:pa@yanki.ai)
* **Mail**: Nelat LLC, 4221 Wilshire Blvd, Suite 312, Los Angeles, CA 90010, USA

For privacy-related inquiries, contact our Data Protection Officer at [pa@yanki.ai](mailto:pa@yanki.ai).