

TERMS & CONDITIONS

1. DEFINITIONS

In these Terms of Use ("Terms"), the following words and expressions shall have the meanings assigned to them:

Term	Definition
"Career17.ai", "Company", "We", "Us", "Our"	Refers to Anaktra Private Limited (CIN: U62011KL2026PTC103713), having its registered office at 6/526, Sanjos, M C Road, Athirampuzha, Kottayam, Kerala – 686562, India, and its website, platform, and associated services.
"Service", "Platform"	Refers to the Career17.ai website, career assessment tools, psychometric instruments, AI-powered recommendations, resume builder, mock interview simulator, learning management system, and all related features.
"User", "You", "Your"	Refers to any individual who accesses or uses the Service. FOR USERS UNDER 18 YEARS, the "User" is exclusively the PARENT or LEGAL GUARDIAN who registers the account. The child is the "Account Holder" but NOT the legal "User" under these Terms.
"Minor User"	Refers to any Account Holder aged 13 to 17 years.
"Child"	As defined under the Digital Personal Data Protection Act, 2023, refers to any individual below 18 years of age.
"Guardian", "Parent"	Refers to a parent or legal guardian who registers the account and provides verifiable consent for a Child's use of the Service. The Guardian is the sole "User" under these Terms for all users under 18.
"Institutional User"	Refers to schools, colleges, or educational institutions that register for the Service on behalf of their students.
"Report"	Refers to any career assessment output, personality profile, aptitude score, job recommendation, or other results generated by the Service.
"Assessment"	Refers to the psychometric, aptitude, or personality evaluation taken by an Account Holder through the Service.
"DPDP Act"	Refers to the Digital Personal Data Protection Act, 2023 (India), as amended from time to time.
"Agreements"	Refers collectively to these Terms, the Privacy Policy, the Disclaimer, the Acceptable Use Policy, and the No Refund Policy.
Last Update Date	18 June 2026

2. ACCEPTANCE OF TERMS

- 2.1 By creating an account, accessing, or using the Service in any manner, you acknowledge that you have read, understood, and agree to be bound by all of the Agreements.
- 2.2 If you do not agree to any part of the Agreements, you must immediately cease use of the Service and delete your account.

2.3 If you are accepting these Terms on behalf of an organisation or institution, you represent and warrant that you have the legal authority to bind that organisation to these Terms, and "you" and "your" shall refer to that organisation.

2.4 These Terms constitute a legally binding contract between you and the Company under the Indian Contract Act, 1872 and the Information Technology Act, 2000.

Legal Counsel Note:

These Terms are enforceable as a click-wrap agreement under Indian law. Section 10A of the Information Technology Act, 2000 gives effect to contracts formed electronically. Ensure the acceptance mechanism (checkbox or button) is clearly displayed and logged at the time of account creation.

3. ELIGIBILITY AND AGE RESTRICTIONS

3.1 The Service is designed for students aged 13 years and above (Classes 8–12 or equivalent academic levels).

3.2 Users Aged Under 18 Years Are NOT Permitted To:

- Create an account independently;
- Sign or accept these Terms;
- Provide any information during registration; or
- Give consent at any point in the registration or assessment process.

3.3 For All Users Under 18 Years:

- The PARENT or LEGAL GUARDIAN must register the account on behalf of the child;
- All registration information must be provided by the parent/guardian (not the student);
- The parent/guardian must provide verifiable consent (via OTP/email confirmation) and acknowledge these Terms;
- The parent/guardian is the sole "User" under these Terms; the child is merely the "Account Holder"; and
- Compliance with DPDP Act, 2023 parental consent requirements is mandatory.

3.4 Users aged 18 years and above may create accounts and use the Service independently.

3.5 Children under 13 years of age are not permitted to use the Service under any circumstances. If we discover that a child under 13 has provided Personal Data, we will delete such data promptly without notice.

3.6 You represent and warrant that all information provided during registration is accurate, current, and complete. Providing false information constitutes a material breach of these Terms.

3.7 Class Eligibility: The Service is designed exclusively for students enrolled in Classes 8 through 12 (or equivalent academic levels). Career assessments, psychometric instruments, and recommendations are calibrated for this academic range. By using the Service, you confirm that the Account Holder is currently enrolled in Class 8, 9, 10, 11, or 12.

3.8 Accuracy of Information: The accuracy of career assessments, recommendations, and Reports depends entirely on the information provided by the parent/guardian during registration, including but not limited to class, section, school name, and personal details. Career17.ai does not independently verify this information. If incorrect, misleading, or false information is provided (including selecting an incorrect class), Career17.ai shall not be liable for any outcomes, recommendations, or decisions made based on the resulting assessment. It is the sole responsibility of the parent/guardian to ensure all profile information is accurate and current.

⚠ DPDP Act, 2023 Compliance — Mandatory Parental Consent:

Under Section 9 of the Digital Personal Data Protection Act, 2023, a Data Fiduciary must not process the personal data of a Child without verifiable consent of the parent or lawful guardian. The Company's registration flow must implement a technically verifiable consent mechanism (e.g., parent OTP/email verification) and must NOT rely on a child self-declaring their age. Failure to implement this mechanism exposes the Company to penalties under the DPDP Act.

4. NATURE OF THE SERVICE, CRITICAL DISCLAIMERS

THIS SECTION CONSTITUTES A MATERIAL PART OF THESE TERMS. PLEASE READ IT CAREFULLY.

4.1 Career17.ai is a Decision Support Tool. The Service provides career guidance insights based on psychometric models, statistical algorithms, and behavioural analysis. It is designed to supplement, not replace, human judgment, professional counselling, and personal decision-making.

4.2 The Service Does NOT Constitute:

- Career counselling or professional career advice;
- Psychological or psychiatric evaluation;
- Educational or vocational guidance requiring a licence; or
- A guarantee of employment, admission, or any specific outcome.

4.3 Users Must Combine Service Outputs With:

- Personal research into career options;
- Consultation with teachers, parents, or qualified career counsellors; and
- Independent verification of any information provided by the Service.

4.4 No Reliance. You acknowledge and agree that any reliance you place on the Service's outputs is strictly at your own risk. The Company expressly disclaims any responsibility for decisions made based on Reports or AI-generated content.

4.5 Not a Substitute for Professional Advice. Nothing produced by the Service constitutes professional career or psychological advice. Users requiring such services must consult a professional licensed in their jurisdiction.

5. ACCOUNT REGISTRATION AND SECURITY

5.1 You must create an account to access certain features of the Service. You agree to provide accurate, current, and complete information during registration.

5.2 For Minor Users (Aged 13–17 Years):

- The PARENT or GUARDIAN must create the account (minors cannot register independently);
- Parent/Guardian must provide verifiable consent (via OTP or email confirmation);
- Parent/Guardian must acknowledge these Terms on behalf of the minor;
- All registration information must be provided by the parent/guardian (not the student); and
- The process must comply with DPDP Act, 2023 parental consent requirements.

5.3 For Institutional Users:

- Schools and colleges registering on behalf of students must obtain verifiable parental consent for all minor students BEFORE providing access;
- Institutional Users must provide written certification to Career17.ai that parental consent has been obtained; and
- Institutional Users must retain consent records (parent name, timestamp, verification method) for a minimum of 3 years.

5.4 You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

5.5 You agree to notify us immediately at admin@anaktra.com of any unauthorized use of your account or any other breach of security.

5.6 We reserve the right to suspend or terminate accounts that violate these Terms, with or without notice.

6. NO REFUND POLICY

STRICTLY NO REFUNDS:

All payments made for the Service are final and non-refundable under any circumstances. By making any payment, you acknowledge that you have read and accepted the full No Refund Policy (Section IV of this Legal Suite).

6.1 Career17.ai operates on a No-Refund Policy. All payments made for any Service — including but not limited to individual student access fees, institutional subscription fees, assessment fees, report fees, or any other paid features — are final and non-refundable under any circumstances.

6.2 No Refunds Will Be Provided For:

- Change of mind, dissatisfaction with results, or disagreement with recommendations;
- Failure to complete the course or assessment;
- Technical issues (support will be provided to resolve, but no refund will be issued);
- Cancellation of account mid-subscription; or
- Any other reason whatsoever.

6.3 Withdrawal of Consent vs. Refund: If a User withdraws consent for data processing under the DPDP Act, 2023, the Service will cease processing the User's personal data. However, withdrawal of consent does not entitle the User to any refund of fees already paid.

6.4 Deficiency of Service: In the rare event of a documented service deficiency (e.g., a platform-wide outage preventing access for an extended period), the Company, at its sole discretion, may offer a service credit. Service credits are not cash refunds and have no monetary value.

7. USER CONDUCT AND PROHIBITED ACTIVITIES

7.1 You agree to use the Service only for lawful purposes and in accordance with these Terms and the Acceptable Use Policy (Section III of this Legal Suite).

7.2 You Agree Not To:

- Use the Service for any illegal or unauthorised purpose;
- Attempt to manipulate assessment results or bypass any technical restrictions;
- Share your account credentials with any third party;
- Attempt to reverse engineer, decompile, or extract the source code of the Service;
- Use bots, scripts, or automated tools to access the Service;
- Upload malicious code, viruses, or any content that could harm the Service or other users;
- Harass, abuse, defame, or threaten other users;
- Impersonate any person or entity, including Career17.ai employees; or
- Attempt to gain unauthorised access to any portion of the Service.

7.3 Violation of these prohibitions may result in immediate termination of your account and legal action where applicable.

8. INTELLECTUAL PROPERTY

8.1 All content, features, and functionality of the Service — including but not limited to psychometric models, assessment questions, algorithms, reports, designs, text, graphics, logos, icons, and software, are the exclusive property of Career17.ai (Anaktra Private Limited) or its licensors and are protected under the Copyright Act, 1957, the Trade Marks Act, 1999, and other applicable Indian and international intellectual property laws.

8.2 You are granted a limited, non-exclusive, non-transferable, revocable licence to access and use the Service for your personal, non-commercial use, or for institutional use in accordance with your subscription agreement.

8.3 You May Not:

- Copy, reproduce, distribute, modify, create derivative works from, or publicly display any portion of the Service without prior written consent;
- Sell, resell, or commercially exploit any portion of the Service; or
- Remove any copyright, trademark, or other proprietary notices from any part of the Service.

9. DATA PROTECTION AND PRIVACY

9.1 Your use of the Service is governed by our Privacy Policy, which explains how we collect, use, store, and protect your personal data. The Privacy Policy is incorporated by reference into these Terms.

9.2 DPDP Act, 2023 Compliance:

- Verifiable parental consent is required for all Users under 18 years of age before any personal data is processed;
- We do not engage in behavioural tracking or targeted advertising directed at children; and
- Users may withdraw consent at any time, subject to the No-Refund Policy.

9.3 Upon account deletion or withdrawal of consent, we will delete your personal data within a reasonable timeframe, except where retention is required for legal compliance or legitimate business purposes as permitted under the DPDP Act, 2023.

10. DISCLAIMER OF WARRANTIES

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND.

To the maximum extent permitted by applicable Indian law, the Company expressly disclaims all warranties, whether express, implied, statutory, or otherwise.

10.1 We Do Not Warrant That:

- The Service will be uninterrupted, timely, secure, or error-free;
- Results obtained from the Service will be accurate, reliable, or complete; or
- Any errors in the Service will be corrected.

10.2 No advice or information, whether oral or written, obtained by you from us or through the Service shall create any warranty not expressly stated in these Terms.

11. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

In no event shall Career17.ai (Anaktra Private Limited), its directors, officers, employees, or agents be liable for any direct, indirect, incidental, special, consequential, or punitive damages arising out of or related to your use of or inability to use the Service.

11.1 Maximum Liability: Our total liability to you for all claims of any kind, arising from or related to the Service, shall not exceed Indian Rupees Five Thousand (INR 5,000) or the amount paid by you in the 12 months preceding the claim, whichever is lower.

11.2 This limitation applies regardless of the legal theory (contract, tort, negligence, strict liability, or otherwise) and whether or not we were advised of the possibility of such damages.

Legal Counsel Note — Liability Cap:

An INR 5,000 liability cap is aggressive. While enforceable in most commercial contexts under Indian contract law, consumer courts under the Consumer Protection Act, 2019 may view this as unconscionable in cases involving minors or significant documented harm. The Company should ensure its service delivery quality and support processes are robust to minimise exposure. See also Clause 7 of the No Refund Policy (Section IV).

12. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless Career17.ai (Anaktra Private Limited), its directors, officers, employees, and agents from and against any and all claims, damages, losses, liabilities, costs, and expenses (including reasonable legal fees) arising out of or related to:

- Your use of the Service;
- Your violation of these Terms;
- Your violation of any applicable law, including the DPDP Act, 2023; or
- Your violation of any third-party rights.

13. TERMINATION

13.1 We May Suspend or Terminate Your Account, Without Prior Notice, For:

- Breach of these Terms or the Acceptable Use Policy;
- Violation of the Acceptable Use Policy;
- A request by law enforcement or a government agency; or
- Extended periods of inactivity.

13.2 You may terminate your account at any time by contacting us at admin@anaktra.com.

13.3 Upon Termination:

- Your right to use the Service will immediately cease;
- All fees paid are non-refundable (per our No-Refund Policy, Section IV); and
- We will delete your personal data in accordance with our Privacy Policy and DPDP Act requirements.

13.4 Survival: Clauses that by their nature should survive termination — including the No-Refund Policy, Disclaimer of Warranties, Limitation of Liability, Indemnification, and Governing Law — shall survive termination of these Terms.

14. GOVERNING LAW AND JURISDICTION

14.1 These Terms shall be governed by and construed in accordance with the laws of India, including the Indian Contract Act, 1872, the Information Technology Act, 2000, the Consumer Protection Act, 2019, and the Digital Personal Data Protection Act, 2023.

14.2 Any dispute arising out of or relating to these Terms or the Service shall be subject to the exclusive jurisdiction of the courts in Kottayam, Kerala, India.

15. MODIFICATIONS TO TERMS

15.1 We reserve the right to modify or update these Terms at any time, at our sole discretion.

15.2 If We Make Material Changes, We Will Notify You By:

- Posting the updated Terms on this page; and
- Updating the "Last Updated" date at the top of the document.

15.3 Your continued use of the Service after any changes constitutes your acceptance of the new Terms. If you do not agree to any updated Terms, you must cease using the Service.

16. SEVERABILITY

If any provision of these Terms is found to be invalid or unenforceable by a court of competent jurisdiction, that provision shall be modified to the minimum extent necessary to make it enforceable, and the remaining provisions shall remain in full force and effect.

17. ENTIRE AGREEMENT

These Terms, together with our Privacy Policy, Disclaimer, Acceptable Use Policy, and No Refund Policy (collectively, the Agreements), constitute the entire agreement between you and Career17.ai regarding the Service and supersede all prior agreements, representations, and understandings.

18. CONTACT US

For any questions about these Terms, please contact us at:

- Primary Contact: admin@anaktra.com
- Internal Appeal: If you are not satisfied with our response, you may appeal to our Founder & Director by emailing admin@anaktra.com with 'Appeal' in the subject line.

ACKNOWLEDGMENT:
BY USING CAREER17.AI, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO THESE TERMS OF USE. IF YOU ARE A PARENT REGISTERING ON BEHALF OF YOUR CHILD, YOU ACKNOWLEDGE THAT YOU ARE AUTHORISED TO DO SO AND THAT YOU ARE THE SOLE "USER" UNDER THESE TERMS FOR ALL USERS UNDER 18 YEARS.

SECTION II — DISCLAIMER & LIMITATION OF LIABILITY

Document No.: ANK-LC-003-II | Version: v1.0 | Last Updated: June 10, 2026

PLEASE READ THIS DISCLAIMER CAREFULLY.
This Disclaimer forms part of the Terms of Use and is legally binding. It must be read in conjunction with all other sections of this Legal Suite.

1. NATURE OF THE SERVICE

1.1 Career17.ai is a decision-support tool that provides career guidance insights based on psychometric assessment responses, personality mapping, aptitude analysis, and algorithmic processing.

1.2 Career17.ai Is NOT:

- A professional career counselling service;
- A psychological or psychiatric evaluation tool;
- An educational or vocational guidance service requiring professional licensure;
- A substitute for qualified career counsellors, psychologists, or academic advisors; or
- A guarantee of employment, admission, or any specific career outcome.

1.3 Regulatory Status and Non-Affiliation: Career17.ai is a self-administered, non-clinical career guidance and self-discovery tool. It is not certified, licensed, accredited, endorsed by, or affiliated with any psychological, psychiatric, educational, or professional regulatory body, including but not limited to the Rehabilitation Council of India (RCI), National Council for Teacher Education (NCTE), or any state-level counselling boards.

1.4 No Restricted Instruments: Career17.ai does not administer, reproduce, score, or interpret any restricted, proprietary, or qualified-purchaser psychological instrument (including but not limited to MMPI, WAIS, WISC, 16PF, NEO-PI-R, MBTI, or any DSM-5/ICD-11-aligned diagnostic instrument). All scoring models, item banks, and trait constructs used by the Service are proprietary algorithms developed by Anaktra Private Limited and are not validated, normed, or peer-reviewed against any published psychometric standard.

1.5 No Practice of Psychology: Nothing produced by the Service constitutes the practice of psychology, counselling, psychotherapy, psychiatric evaluation, educational psychology, vocational rehabilitation, or any other regulated professional service. Users requiring such services must consult a professional licensed in their jurisdiction.

Legal Counsel Note — Regulatory Compliance:
The explicit disclaimer of clinical/regulated instruments (Clause 1.4) is a critical legal protection. Any future feature that attempts to replicate or approximate a clinically validated instrument (e.g., MBTI-style typing) must be reviewed for potential regulatory implications. This clause must be kept updated as the product evolves.

2. NO GUARANTEE OF ACCURACY

2.1 All Reports, scores, recommendations, career match percentages, personality profiles, aptitude analyses, pathway simulations, and other outputs are statistical estimates generated by algorithmic and rule-based models. They are probabilistic, not deterministic.

2.2 The Company Makes No Representation or Warranty That:

- Assessment outputs will be accurate, complete, or reliable;

- Career recommendations will lead to successful employment or academic outcomes;
- The Service will meet your specific requirements or expectations; or
- Any particular career path is suitable for you based on assessment results.

2.3 Results May Vary Based On:

- The accuracy and truthfulness of information provided by you;
- Your state of mind, fatigue, or distractions during the Assessment;
- Subsequent changes in your interests, skills, or circumstances; and
- Market conditions and job availability not reflected in the Service's models.

3. AI AND ALGORITHMIC LIMITATIONS

3.1 Career17.ai uses a combination of proprietary algorithms, statistical models, and AI-based processing. These systems have inherent limitations:

- No AI system can reliably predict human career outcomes. Career success is influenced by countless factors that no assessment can capture, including individual effort, opportunities, relationships, economic conditions, health, and chance.
- Reports are point-in-time. Each Report reflects an analysis based on Assessment responses at the time of the Assessment. Reports do not account for changes in your interests, skills, circumstances, or the career landscape that may occur after the Assessment.
- Reports should be treated as one input among many in a broader career decision-making process that includes personal research, family consultation, teacher guidance, and professional counselling where appropriate.

4. USER RESPONSIBILITY

4.1 You assume all risk associated with your use of the Service and any decisions made based on Reports or recommendations.

4.2 You Are Solely Responsible For:

- Ensuring the accuracy of all information provided during registration and Assessment;
- Verifying career information obtained through the Service with independent sources;
- Consulting qualified professionals before making significant educational or career decisions; and
- Reviewing and updating your profile information as your circumstances change.

4.3 The Company has no obligation to update, correct, or supplement any Report after it has been generated, unless a material deficiency in service delivery is identified and confirmed.

5. LIMITATION OF LIABILITY

5.1 **Maximum Liability:** The Company's total liability to any User, for all claims of any kind, arising from or related to the Service, shall not exceed Indian Rupees Five Thousand (INR 5,000) or the amount paid by the User in the 12 months preceding the claim, whichever is lower.

5.2 Excluded Damages: The Company Shall Not Be Liable For:

- Any indirect, incidental, special, consequential, or punitive damages;
- Loss of profits, revenue, data, or goodwill;
- Career or educational outcomes, including failure to obtain employment or admission; or
- Any decisions made based on Reports or recommendations.

5.3 These limitations apply regardless of the legal theory (contract, tort, negligence, strict liability, or otherwise) and whether or not the Company was advised of the possibility of such damages.

6. NO REFUND POLICY

6.1 Career17.ai operates on a No-Refund Policy. All payments made for any Service are final and non-refundable under any circumstances. For full details, refer to Section IV of this Legal Suite.

6.2 Dissatisfaction with assessment results, disagreement with recommendations, failure to complete the course, or change of mind are not grounds for any refund, credit, or compensation.

ACKNOWLEDGMENT:
BY USING CAREER17.AI, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO THIS DISCLAIMER AND LIMITATION OF LIABILITY.

SECTION III — ACCEPTABLE USE POLICY

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This Acceptable Use Policy ("AUP") governs your use of the Career17.ai platform and forms part of the Terms of Use. Violation of this AUP may result in immediate suspension or termination of your account and, where applicable, legal action.

1. PERMITTED USE

The Service is intended for:

- Students in Classes 8 through 12 exploring career options and building employability skills;
- Parents and guardians supporting their children’s career exploration; and

- Educational institutions (schools and colleges) providing career guidance to enrolled students.

2. PROHIBITED CONDUCT — ALL USERS

You must not engage in any of the following:

2.1 Assessment Manipulation

- Attempt to manipulate, falsify, or artificially influence assessment results;
- Have another person take an Assessment on your behalf;
- Use automated tools, bots, or scripts to complete Assessments; or
- Provide false or misleading information during registration or Assessment.

2.2 Unauthorised Access

- Access or attempt to access any part of the Service that you are not authorised to use;
- Bypass or circumvent any technical restrictions or access controls; or
- Share your account credentials with any third party.

2.3 Data Extraction and Reverse Engineering

- Scrape, crawl, or extract data from the Service using automated tools;
- Reverse engineer, decompile, disassemble, or attempt to derive source code from any part of the Service; or
- Copy or reproduce any portion of the Service's content or algorithms.

2.4 Harmful Use

- Upload, transmit, or distribute any viruses, malware, or malicious code;
- Interfere with or disrupt the integrity or performance of the Service; or
- Attempt to overload or crash the Service through excessive requests.

2.5 Credential Abuse

- Use another User's account without permission;
- Sell, trade, or transfer your account to any third party; or
- Create multiple accounts for the purpose of evading restrictions.

3. PROHIBITED CONDUCT — INSTITUTIONAL USERS

In addition to the prohibitions in Clause 2, Institutional Users (schools and colleges) must not:

3.1 Misuse of Reports

- Use Reports for any purpose other than career guidance of enrolled students;
- Modify, alter, or misrepresent Report content; or
- Use Reports to discriminate against students in any manner.

3.2 Data Misuse

- Share student Reports with third parties without appropriate consent; or
- Use student data for any purpose not explicitly authorised by the student and their guardian.

3.3 Consent Violations

- Provide access to the Service to minor students without obtaining verifiable parental consent as required by the DPDP Act, 2023; or
- Fail to maintain records of parental consent as required by law.

4. AUTOMATED ACCESS

- 4.1 Automated access to the Service (via bots, scripts, or APIs not explicitly provided by the Company) is prohibited unless expressly authorised in writing by the Company.
- 4.2 Rate limits apply to all access. Exceeding rate limits may result in temporary or permanent blocking of access.

5. REPORTING VIOLATIONS

If you become aware of any violation of this AUP, please report it immediately to: admin@anaktra.com. We will investigate all reports and take appropriate action.

6. CONSEQUENCES OF VIOLATION

Violations of this AUP may result in, at the Company's sole discretion:

- Warning notification;
- Temporary suspension of account;
- Permanent termination of account;
- Forfeiture of any fees paid (per No-Refund Policy, Section IV);
- Reporting to law enforcement authorities; or
- Legal action to recover damages or obtain injunctive relief.

7. MONITORING

- 7.1 The Company reserves the right to monitor use of the Service for compliance with this AUP and the Terms of Use.
- 7.2 Monitoring may include automated fraud detection, behavioural analysis of Assessment response patterns, review of usage logs, and IP address tracking.
- 7.3 Monitoring is conducted in accordance with our Privacy Policy and applicable law, including the DPDP Act, 2023.

BY USING CAREER17.AI:
YOU AGREE TO COMPLY WITH THIS ACCEPTABLE USE POLICY. IF YOU DO NOT AGREE, YOU MUST NOT USE THE SERVICE.

NO REFUNDPOLICY

Section IV of the Career17.ai Legal Suite
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Scope:

SECTION IV — NO REFUND POLICY

Document No.: ANK-LC-003-IV | Version: v1.0 | Last Updated: June 10, 2026

This No Refund Policy ("Policy") governs all payments made for any feature of the Career17.ai platform and forms part of the Terms of Use.

1. SCOPE

This Policy applies to all paid features, plans, and services offered through the Service, including but not limited to:

- Individual student access fees;
- Institutional / college subscription fees;
- Assessment fees;
- Report generation fees; and
- Any other paid features introduced in the future.

2. STRICTLY NO REFUNDS

NO REFUNDS. NO EXCEPTIONS.

All payments made to Career17.ai are FINAL and NON-REFUNDABLE under any circumstances whatsoever.

2.1 Career17.ai operates on a STRICT NO-REFUND POLICY. All payments made to Career17.ai are final and non-refundable.

2.2 Refunds Will NOT Be Provided For Any Reason, Including But Not Limited To:

- Change of mind or discontinuing use of the Service;
- Dissatisfaction with assessment results, recommendations, or Report content;
- Disagreement with career suggestions or personality profiles;
- Failure to complete the course, assessment, or any part of the Service;
- Technical issues or bugs (support will be provided to resolve, but no refund will be issued);
- Account termination by the User;
- Account termination by the Company for violation of Terms or AUP;
- Withdrawal of consent for data processing under the DPDP Act, 2023; or
- Any other reason, whether foreseeable or not.

3. DEFICIENCY OF SERVICE vs. DISSATISFACTION WITH RESULTS

3.1 Deficiency of Service means a failure to deliver the Service as described, for example:

- The platform is entirely inaccessible due to a Company-side outage for an extended period; or
- A paid Report fails to generate due to a confirmed technical error on our end.

In the rare event of a documented service deficiency, the Company, at its sole discretion, may offer a service credit. Service credits are not cash refunds and have no monetary value. Service credits may be applied toward future use of the Service, subject to terms determined by the Company.

3.2 Dissatisfaction with Results means you disagree with or are unhappy about:

- The content, recommendations, or scores in your Report;
- Your personality profile or career matches; or
- The outcome of your Assessment.

As stated in the Terms of Use and Disclaimer, Reports are decision-support tools that provide probabilistic guidance. Disagreement with Report content is NOT a deficiency of service and is NOT eligible for any refund, credit, or compensation.

4. WITHDRAWAL OF CONSENT UNDER DPDP ACT, 2023

4.1 You have the right to withdraw your consent for the processing of your personal data under the DPDP Act, 2023. Upon withdrawal of consent, we will cease processing your personal data and delete it within a reasonable timeframe.

4.2 Withdrawal of consent does NOT entitle you to any refund of fees already paid. The No-Refund Policy applies regardless of any withdrawal of consent.

4.3 By making a payment to Career17.ai, you explicitly acknowledge and agree that you are not entitled to any refund even if you subsequently withdraw your consent for data processing.

5. ACCOUNT TERMINATION

5.1 If the Company terminates your account for violation of the Terms of Use or Acceptable Use Policy, all fees paid are forfeited and non-refundable.

5.2 If you choose to terminate your account, all fees paid prior to termination are non-refundable.

5.3 No partial refunds or pro-rata refunds will be issued for any unused portion of any subscription period.

6. HOW TO REPORT TECHNICAL ISSUES

If you believe you have experienced a technical deficiency of service (not dissatisfaction with results), please contact us at admin@anaktra.com with:

- Your registered email address;
- A description of the issue; and
- Screenshots or other evidence, if available.

We will investigate and, if a confirmed technical deficiency is found, may offer a service credit at our sole discretion.

7. NO CONSUMER PROTECTION WAIVER

7.1 Nothing in this Policy limits your rights under the Consumer Protection Act, 2019 or any other applicable mandatory law.

7.2 However, you acknowledge and agree that the Service is a decision-support tool, not a tangible good, and that dissatisfaction with algorithmic or AI-generated results does not constitute a "deficiency in service" under consumer protection laws.

7.3 For unresolved complaints, you may approach the appropriate Consumer Disputes Redressal Commission under the Consumer Protection Act, 2019. The Company's liability, in any event, remains limited as set forth in the Terms of Use and Disclaimer.

Legal Counsel Note — Consumer Protection:

The Consumer Protection Act, 2019 applies to all services offered in India, including digital/AI services. The Company's No-Refund Policy will be tested against the definition of 'deficiency in service' under the Act. The key defence is that Reports are probabilistic guidance tools, not guaranteed outcomes. Maintaining detailed logs of service delivery (assessment completion, report generation timestamps, access logs) will be critical evidence in any consumer complaint.

8. CONTACT

For technical issue reporting or inquiries about this Policy, contact:

- Primary Contact: admin@anaktra.com

ACKNOWLEDGMENT:

BY MAKING ANY PAYMENT TO CAREER17.AI, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO THIS NO REFUND POLICY. NO REFUNDS. NO EXCEPTIONS.