Faata Terms of Service

Version 1.1 · effective 9 October 2026.

1. Service provider, website and scope

1.1. Усвицкий Евгений Вадимович, an individual registered under the Russian professional income tax regime, tax identification number (ИНН) 645492092935, located in Russia, Moscow (the “Provider”), offers to enter into a service agreement under these terms.

1.2. Faata is available at https://faata.ai (https://faata.ai). For service, order, cancellation, refund and personal data requests, contact support@faata.ai (mailto:support@faata.ai). The customer is an individual aged 18 or over ordering a personal AI photoshoot for themselves.

1.3. These terms cover the creation of a personal collection of AI-generated images in the selected setting, The Estate. The service is provided remotely, and results are delivered digitally.

1.4. The specific order contents, number of images, available options and final price are shown before payment. The Provider fulfils the paid order according to that description and the version of these terms accepted at payment.

1.5. While the website operates as an informational storefront and ordering is unavailable, visiting it does not create a paid order. The paid-service terms apply once ordering opens and you accept them as described in section 3.

2. Preparing photographs and understanding the result

2.1. Before payment, you verify your email and upload 5–10 photographs of yourself following the website instructions. The Provider checks their individual and combined suitability. If photographs are unsuitable, the service asks you to replace them or add the required views. After payment confirmation, the Provider automatically prepares and checks a temporary visual reference: materials that help preserve your likeness when creating the ordered images.

2.2. You must be at least 18 and upload photographs only of yourself, with the necessary rights and permissions to use them. You must not upload photographs of other people, including children, or use the service for unlawful, erotic, deceptive or rights-infringing purposes.

2.3. Preparation before payment is not an order for a paid photoshoot and creates no obligation to pay for one. Photograph processing during preparation is governed by the privacy policy and separate permissions requested on the website where necessary.

2.4. Your prepared visual reference is available for **7 days from first readiness**. Retrying preparation or updating photographs does not extend this period. If the reference has expired or is unsuitable for a new order, the service may ask you to prepare it again. This does not change the agreed terms of an already paid order.

2.5. Results are created using AI rather than a physical photoshoot. The website may show illustrative examples of the intended mood and presentation. These are not results for a particular customer and do not promise exact reproduction of every element shown. This explanation does not release the Provider from fulfilling the paid order description or addressing problems with the result.

3. Ordering, price and agreement

3.1. Before payment, you are given the order contents, final price, payment currency and an opportunity to read these terms, the delivery and refund conditions and the privacy policy. Payment is made through the payment service identified at checkout.

3.2. **Paying for a specific order after being given an opportunity to read these terms constitutes acceptance and creates the service agreement for that order.** The applicable version is the one provided when the paid order was placed. Registration, email verification, photograph uploads and simply visiting the website do not themselves constitute acceptance of an agreement for a paid photoshoot.

3.3. Payment is one-time. This service has no subscription or automatic recurring charges. Any fees or currency conversion applied by your bank or payment service are governed by its terms. These are not additional charges payable to the Provider and do not remove the obligation to show the final order price and payment currency before payment.

3.4. Creation of the ordered collection starts after payment confirmation. Payment confirmation means the service receives confirmation of successful payment from the payment provider. A later change to website prices or terms does not change that order.

3.5. The Provider may use technical contractors for website operations, photograph checks, generation, payments and customer communications. Using contractors does not release the Provider from its contractual obligations to you.

4. Timing, delivery and access

4.1. **Your complete collection will be ready within 24 hours of payment confirmation.** The Provider emails you when it is ready and gives you access to the collection in your private Faata area.

4.2. Individual images may appear while the collection is being created. Their appearance does not mean the full collection is ready, does not constitute partial delivery and does not start the availability period for the completed collection.

4.3. Once ready, you can download photographs individually or together in a ZIP archive. **The collection remains available for 30 days from readiness.** Download any photographs you wish to keep during that period. Faata does not provide permanent collection storage.

4.4. A temporary ZIP copy is retained for no more than 24 hours. This does not shorten the collection’s 30-day availability period: the archive can be prepared again while the collection remains available.

4.5. Delivery takes place by providing access to the full collection in the service; the email notifies you about that access. If the email does not arrive or you have a problem signing in or downloading, contact support. A missing email does not itself remove your rights concerning an actual lack of access or another problem with the service.

5. Cancellation, problems and refunds

5.1. **Before the complete collection is ready, you may cancel the order and receive a full refund, even if generation has already started.** To cancel, send a request to support@faata.ai. Cancellation is determined by when the Provider receives the request, rather than when support replies. The Provider does not deduct preparation or generation costs in this case.

5.2. If the Provider cannot fulfil your order, or the complete collection is not ready within 24 hours of payment confirmation, you may also request a **full refund**.

5.3. If you discover a problem with the collection's contents, access or quality after delivery, describe it to support. The Provider reviews your request and offers an appropriate resolution, including a refund where applicable. These terms do not limit your choice of remedies under applicable law; requests need no special form or certified translation.

5.4. Any extra payment received for the same order is refunded in full.

5.5. **The Provider initiates an agreed refund within 24 hours of confirming the refund decision to you.** The refund is sent through the payment provider to the original payment method. The Provider emails you when the refund is initiated.

5.6. Initiating a refund does not mean the money has already reached your account. Crediting time depends on your bank and payment provider. If technical obstacles arise, the Provider informs you and assists with completing the refund under applicable law; those obstacles do not extinguish the refund obligation.

5.7. If available, include your order email and order number. You can still make a request without an order number. Where necessary, the Provider asks for the minimum additional information needed to identify the order securely.

5.8. Support gives an initial reply **within 24 hours**. This does not replace deadlines for satisfying claims set by applicable law. The refund guarantees in this section supplement, and do not restrict, mandatory consumer rights.

6. Using your photographs and public links

6.1. You may download your resulting images, keep your own copies, use them personally, publish them on your profiles and share selected photographs with other people. No additional permission from the Provider is required for these activities. These permissions do not promise that exclusive copyright arises in every AI result: the legal treatment depends on applicable law.

6.2. Once the collection is ready, you may use the service's available public-link feature for images you explicitly select. People with the link can access those images; the link does not automatically publish the whole collection or extend its availability period.

6.3. You may revoke a public link using the available service controls or by contacting support. Revocation stops further access through that link but does not delete copies other people have already saved.

6.4. The Provider does not publish your photographs or use them in advertising without separate permission. Permissions for your own results do not authorise copying other people's photographs, impersonating someone else, or using Faata's brand, design or software in violation of law.

7. Personal data and deletion

7.1. Information about processing, contractors, international transfers, retention and your rights is provided at https://faata.ai/legal/privacy (https://faata.ai/legal/privacy); the Russian version is at https://faata.ai/legal/privacy/ru (https://faata.ai/legal/privacy/ru). A plain-language explanation is available at https://faata.ai/privacy (https://faata.ai/privacy).

7.2. Data is processed to prepare and fulfil your order, communicate with you, maintain security, meet mandatory recordkeeping requirements and for other grounds described in the privacy policy. Optional analytics requires separate consent; declining it does not prevent access to the main service. Accepting these terms does not replace separate consents required by law.

7.3. Within Faata, original photographs are retained for no more than 24 hours after upload; unfinished preparation for no more than 24 hours from its start; prepared materials for 7 days from first readiness; and the completed collection for 30 days from readiness. Other retention periods and contractor-side operational retention are described in the privacy policy. Creating a public link does not extend these periods.

7.4. To request deletion of all your personal data, email support@faata.ai (mailto:support@faata.ai). Individual photographs and other data can also be deleted through available service controls. The Provider may check that the request is yours to protect your data. The deadline for fulfilling a request is determined by applicable law, rather than the initial support reply deadline.

7.5. If deletion of necessary materials or withdrawal of permission makes completing the order impossible, the Provider stops the relevant processing and addresses cancellation and refunds under section 5 and applicable law. Deleting data before the complete collection is ready does not exclude the full refund under section 5.1. Limited records necessary for settlement, a dispute or legal compliance may be retained on the grounds and for the periods described in the privacy policy; this does not extend access to images.

8. Responsibility and circumstances beyond control

8.1. The parties are responsible for breaches under the agreement and applicable law. Explanations about the nature of AI results do not exclude responsibility for failing to fulfil the agreed order contents, missing the deadline or service defects.

8.2. If extraordinary and unavoidable circumstances make performance impossible, the affected party informs the other without undue delay. Any relief from liability because of such circumstances is determined by applicable law.

8.3. Such circumstances do not remove the section 5 right to a full refund for an unfulfilled order or a missed readiness deadline. You do not have to wait for the circumstances to end before requesting that refund.

9. Languages, governing law and requests

9.1. These terms are published in Russian and English. Both versions express the same conditions. Support correspondence, cancellation requests, refund claims and ordinary documents may be provided **in Russian or English**, without a general requirement for certified translation.

9.2. If a discrepancy between language versions is found, the Provider clarifies the text and does not use the discrepancy to restrict expressly granted delivery, cancellation or refund guarantees, or mandatory legal rights.

9.3. The agreement is governed by Russian law. This choice does not deprive consumers of protection under mandatory rules that apply regardless of the chosen law, including relevant rules of their country of habitual residence where applicable.

9.4. The parties may seek to resolve disagreements through support. Contacting support is not a prerequisite for going to court unless applicable law requires it. The competent court and available remedies are determined by applicable law; these terms do not restrict mandatory consumer rights

concerning the choice of court.

9.5. If a provision is held invalid, the remaining provisions continue to apply to the extent permitted by law. An invalid provision is not replaced by a condition that reduces your mandatory rights.

10. Version of these terms and related conditions

10.1. **A paid order is governed by the version provided when that order was placed.** Later changes to prices, deadlines or other conditions do not automatically amend an existing agreement. Changes for a new order are published before payment.

10.2. The Provider may revise these terms or stop accepting new orders. This does not cancel obligations for existing orders, including delivery, collection access and refunds. Earlier versions must remain available to verify the conditions of the relevant order.

10.3. https://faata.ai/delivery-and-refunds (https://faata.ai/delivery-and-refunds) provides a summary of delivery, cancellation and refunds. Its conditions provided when the order was placed supplement these terms. If the summary expressly provides a more favourable guarantee for you, a more general provision in these terms does not cancel it. Mandatory legal rules remain paramount.

11. Provider details and contact

Provider: Усвицкий Евгений Вадимович.

Status: individual registered under the Russian professional income tax regime.

Tax identification number (ИНН): 645492092935.

Location: Russia, Moscow (Россия, Москва).

Website: https://faata.ai (https://faata.ai).

Email: support@faata.ai.

Initial support reply: within 24 hours.