

Terms of Use

Mustard Seed PSLE English Oral Last updated: 9 Sep 2026

1. Acceptance of These Terms

These Terms of Use ("**Terms**") form a binding agreement between you and [Company Name] ("**we**", "**us**", "**our**") governing your access to and use of Mustard Seed PSLE English Oral at ai.mustardseedenglish.com (the "**Service**"). By creating an account 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.

2. Description of the Service

The Service is an AI-assisted practice tool for the Singapore PSLE English Oral examination, covering:

- **Reading Aloud** — students read a passage aloud; audio is analysed using speech-recognition and pronunciation-assessment technology.
- **Stimulus-Based Conversation** — students answer questions about a picture stimulus; spoken answers are evaluated by an AI model against PSLE-style criteria.

The Service provides a numeric score and written feedback intended to support practice and revision. **It is a practice and revision tool, not an official PSLE assessment, and is not affiliated with, endorsed by, or a substitute for the Singapore Examinations and Assessment Board (SEAB) or the Ministry of Education.**

3. Eligibility and Use by Minors

The Service is intended primarily for use by Primary 6 students, most of whom are minors under Singapore law.

- If you are under 18, you may only use the Service with the consent and involvement of a parent or legal guardian, who should review these Terms and our Privacy Policy on your behalf.
- If you are a parent, guardian, or teacher creating or managing an account for a student, you confirm that you have the authority to do so and that you accept these Terms on the student's behalf where applicable.

- Subscription payment is expected to be made by an adult (parent/guardian) or an authorised school/teacher account.

4. Account Registration

You must provide accurate and current information when creating an account and are responsible for maintaining the confidentiality of your login credentials. You are responsible for all activity that occurs under your account. Notify us immediately if you suspect unauthorised use of your account.

Accounts have one of the following roles, each with different access:

- **Student** — practises Reading Aloud and Stimulus-Based Conversation; requires an active subscription, free trial, or valid access code.
- **Teacher** — additionally manages practice topics, rubric settings, and views student attempt history, typically granted via a teacher invite or access code.
- **Admin** — additionally manages users, subscriptions, payments, and access codes.

5. Subscription, Fees, and Billing

- The Service is offered on a **monthly recurring subscription** basis. The current price will be shown to you before checkout (promotional pricing may apply and may change from time to time).
- Payment is processed securely by our third-party payment processor, **Stripe**. We do not collect or store your full card details.
- Your subscription **automatically renews each month** until cancelled. By subscribing, you authorise us (via Stripe) to charge your chosen payment method on each renewal date.
- You may cancel at any time via **My Subscription** → **Manage Subscription**, which opens Stripe's Customer Portal. If you cancel, you will retain access until the end of your current paid billing period, after which your subscription will not renew and access to paid features will end.
- **Refunds:** Except as required by applicable law, fees already paid are generally non-refundable, including for any unused portion of a billing period. [Confirm your actual refund position and insert here — Singapore's Consumer Protection (Fair Trading) Act may still apply to misleading practices or defective service regardless of a "no refund" clause.]
- We do not automatically add Goods and Services Tax (GST) or other taxes to the displayed price unless stated at checkout.

6. Free Trials and Access Codes

We may, at our discretion, offer free-trial access or teacher/administrator access via access codes (for example, provided by a school). Access codes are subject to any expiry date, usage limit, or eligibility conditions we specify, may be modified or revoked at our discretion, and have no cash value.

7. Acceptable Use

You agree not to:

- Use the Service for any unlawful purpose or in violation of these Terms;
- Attempt to access the AI grading or other paid features without a valid subscription, trial, or access code, including by attempting to bypass or circumvent our access controls;
- Share your account credentials with, or grant access to, anyone not authorised to use that account;
- Attempt to reverse-engineer, scrape, or interfere with the proper functioning of the Service, including its AI grading and speech-recognition components;
- Upload, submit, or record any content that is unlawful, abusive, or infringes the rights of others;
- Use the Service to generate or extract content for purposes unrelated to personal PSLE Oral practice (e.g. bulk automated queries).

We may suspend or terminate accounts that we reasonably believe violate these Terms.

8. AI-Generated Content and Assessment Disclaimer

The Service uses third-party artificial intelligence and speech-recognition technology (including Microsoft Azure Speech services and Anthropic's Claude AI models) to transcribe speech and generate scores, feedback, and model answers.

- **AI feedback and scores are generated automatically and are for practice purposes only.** They are not a guarantee of, or a substitute for, your actual performance in the real PSLE English Oral examination, which is assessed by human examiners under SEAB's own rubric.
- Speech-recognition transcripts may not perfectly capture what was said, and AI-generated feedback may occasionally be inaccurate, incomplete, or fail to reflect nuances a human tutor would catch.
- Where a rubric or grading framework is customised by a teacher or administrator, we do not independently verify that it matches any particular school's or SEAB's official marking criteria.

9. Intellectual Property

All content and materials provided as part of the Service (including topics, passages, rubric content, branding, and software) are owned by us or our licensors and are protected by intellectual property laws. You may use them only for personal, non-commercial PSLE Oral practice. You retain ownership of your own recorded audio and spoken content, but grant us a licence to process it as necessary to provide the Service (including sending it to our third-party speech-recognition and AI providers as described in our Privacy Policy).

10. Third-Party Services

The Service relies on third-party providers, including Supabase (hosting/database), Microsoft Azure (speech recognition), Anthropic (AI evaluation), Stripe (payments), and Cloudflare (hosting). We are not responsible for outages, errors, or changes in these providers' services that may affect the availability or accuracy of the Service. Your use of Stripe's payment services and Customer Portal is also subject to Stripe's own terms.

11. Disclaimer of Warranties

The Service is provided on an "as is" and "as available" basis. To the fullest extent permitted by law, we disclaim all warranties, whether express or implied, including warranties of merchantability, fitness for a particular purpose, and non-infringement. We do not warrant that the Service will be uninterrupted, error-free, or that AI-generated feedback or scores will be accurate or complete.

12. Limitation of Liability

To the fullest extent permitted by law, we shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or for any loss of data, revenue, or goodwill, arising out of or relating to your use of the Service. Our total aggregate liability to you for any claim arising out of or relating to these Terms or the Service shall not exceed the total subscription fees you paid to us in the three (3) months preceding the event giving rise to the claim.

Nothing in these Terms excludes or limits liability that cannot be excluded or limited under Singapore law (for example, liability for fraud or for death or personal injury caused by negligence).

13. Indemnification

You agree to indemnify and hold us harmless from any claims, losses, liabilities, and expenses (including reasonable legal fees) arising from your breach of these Terms or misuse of the Service, except to the extent caused by our own negligence or wilful misconduct.

14. Termination

We may suspend or terminate your access to the Service at any time, with or without notice, if we reasonably believe you have violated these Terms. You may stop using the Service and cancel your subscription at any time as described in Section 5. Sections of these Terms that by their nature should survive termination (including Sections 8–13) will continue to apply.

15. Changes to These Terms

We may update these Terms from time to time. We will post the updated Terms on this page with a revised "Last updated" date and, for material changes, will provide additional notice where practicable. Continued use of the Service after changes take effect constitutes acceptance of the updated Terms.

16. Governing Law and Dispute Resolution

These Terms are governed by the laws of the Republic of Singapore. Any dispute arising out of or in connection with these Terms, including any question regarding its existence, validity, or termination, shall be subject to the exclusive jurisdiction of the courts of Singapore. [Insert an arbitration clause here instead if you prefer arbitration over court proceedings — common for Singapore SaaS businesses is SIAC arbitration.]

17. Contact Us

If you have questions about these Terms, please contact:

Mustard Seed Email: mustardseed900@gmail.com