

Terms and Conditions for Elevate

B2C contractual terms and conditions for the use of Elevate and the purchase and use of credits. Information-only translation of the German B2C terms version v0.5. The German version remains authoritative.

Last updated: July 31, 2026 · Version v0.5

§ 1 Scope and contractual partners

These General Terms and Conditions (“GTC”) apply to the use of the Elevate platform offered at elevate.langvis.ai as well as to the purchase and use of credits by consumers.

The contractual partner is Langvis UG (limited liability), Floningweg 7A, 12107 Berlin, Germany, registered in the commercial register of the Charlottenburg district court under HRB 287674, represented by the managing director Marek Iwaszkiewicz (“Langvis”, “we” or “provider”).

These terms and conditions are aimed exclusively at consumers within the meaning of § 13 BGB. An offer to entrepreneurs, employers or recruiters is not the subject of this version. For a later B2B offer, separate contractual conditions and a separate regulatory review are required.

Differing user conditions do not apply.

§ 2 Subject and purpose of the digital service

Elevate is an AI-supported digital service for personal preparation for job interviews. The scope of services can include, in particular, simulated interviews, voice input and output, automated evaluations and coaching tips. The product description displayed immediately before the order and the order confirmation are decisive.

The services serve exclusively for training and exercise purposes. What is owed is the provision of the booked functions in accordance with the contract, not a specific application, selection, hiring or professional success.

Elevate does not make decisions for employers and does not constitute legal, tax, financial, medical or other regulated advice.

Expenses are generated in whole or in part by AI systems. They may be incomplete, incorrect or unsuitable for the individual case. Users should check essential content independently. This notice does not limit any statutory defect or liability rights.

Functions for emotion recognition, biometric categorization or assessment of professional suitability are not the subject of the contract unless they are expressly described and separately legally approved.

§ 3 Registration and user account

Use requires a personal user account. When registering and using the information, complete and accurate information must be provided; Changes must be updated.

Access data must be kept secret. The account may not be transferred or given to third parties for use. The user informs us immediately of any suspected unauthorized access.

Registration and the conclusion of a paid contract require that the user is at least 18 years old and has created their own personal account. Elevate does not collect any date of birth or identification information; Technical confirmation of legal age is a prerequisite for registration or purchase.

§ 4 Ordering process, conclusion of contract and contract language

The presentation of credit packages is an invitation to place an order and is not yet a binding offer.

The user first checks their order on the Elevate order summary and is then redirected to the hosted Stripe checkout. By pressing the final button on the Stripe page that clearly indicates the payment obligation, the user makes a binding offer to purchase the package displayed.

The contract is concluded as soon as the successful payment is confirmed on the server side and the associated credit package is bindingly assigned to the user account. This point in time is the relevant point in time when the contract is concluded. The browser return alone is not proof of conclusion of the contract.

The contract documents applicable at the time of purchase are referenced in a versioned manner and may not be replaced later by a new version. The Stripe payment receipt is an additional payment receipt.

Before placing a binding order, the user can check and correct the order in the shopping cart and in the order overview.

The contract language is German. Until a separate qualified release, translations are for information purposes only.

§ 5 Prices and payment

All prices stated to consumers are total prices in euros including the applicable statutory sales tax.

Payment will be processed by Stripe using the payment methods displayed in the checkout. Details about the payment method, total price and sales tax can be found in the order overview and the payment receipt.

Each credit purchase is a one-time purchase. No subscription is taken out and no automatic renewal is agreed.

The credits will only be credited after successful payment confirmation. A failed or reversed payment does not constitute a claim to credits.

§ 6 Credits and consumption logic

With a credit package, the user acquires a limited usage volume for the training services mentioned in the product description.

10 credits are charged for each training unit started. A training session includes up to 15 minutes of training time. Even if the user terminates the session early, the 10 credits for the unit started will not be automatically refunded. A selected training duration of up to 30 minutes includes two training sessions and consumes 20 credits. Mandatory legal rights and a technically verified, idempotent fix for a platform error caused by Elevate remain unaffected.

In the case of several valid credit purchases, credits are technically deterministically used first from the lot with the earliest expiry date and, if the expiry date is the same, from the oldest lot.

Paid credits are personal, non-transferable and not for resale. Statutory repayment, withdrawal and conformity rights remain unaffected.

Free promotional, bonus, test or correction credits are technically and economically separated from paid credits. Different validity rules may apply to them if these are clearly communicated before granting. In principle, they cannot be paid out unless expressly stated otherwise.

§ 7 Validity of credits

Paid credits are valid for 36 calendar months from the date of purchase. The decisive factor is the purchase time, which is saved in an unchangeable manner at the time of purchase.

The expiry date is displayed for each credit purchase or credit lot in the user account. If there are multiple purchases with different expiration dates, the wallet display must not give the impression that all credits have the same expiration date.

The validity agreed upon upon purchase will not be subsequently shortened to the detriment of the user. Facts that have already been used, refunded, revoked or have finally expired will not be retroactively changed by later changes.

§ 8 Right of withdrawal and early start of service

Consumers have the statutory right of withdrawal. Details are set out in the separate withdrawal information, including the model withdrawal form.

If the user expressly requests that the service begin before the withdrawal period expires, a withdrawal may, subject to the statutory requirements, result in an obligation to compensate for the value of services already provided.

The service relating to a specific credit purchase is fully performed once all credits from that purchase have been used. The right of withdrawal expires upon full performance only if the statutory requirements, including express consent and acknowledgement, have been met.

Submitting a declaration of withdrawal initially confirms receipt only. It does not constitute acceptance of the withdrawal or a commitment to reimburse and does not trigger any automatic payment, credit reversal, tax correction or other financial entry. Whether any mandatory statutory remedy is due, and if so which one, is assessed on a case-by-case basis.

§ 9 Term, account closure and termination

The usage contract for the account runs for an indefinite period of time. The user can request the account to be closed at any time.

A requested account closure immediately blocks product access. A closure requested by the user may be reversed within 30 days following renewed authentication. Reversing the closure is not a withdrawal from a credit purchase.

After the reversal period expires, the closure is processed as final. A traceable, immutable decision is stored for each active credit lot. Any remaining paid credits are treated as account-closure expiry; the associated remaining liability is derecognized as account-closure breakage. Free credits are cancelled without paid revenue. An account closure initiated by the user does not create a voluntary reimbursement claim.

Mandatory withdrawal, conformity, repayment, retention and other consumer rights remain unaffected. An account closure is not processed as final while outstanding statutory or financial obligations prevent it.

We can terminate the user contract in writing with four weeks' notice. The right of both parties to extraordinary termination for good cause remains unaffected.

Before a block or termination due to a user violation, we always inform the user of the reason and, if reasonable, give the user the opportunity to comment. Immediate measures remain possible if there are significant security or legal risks.

After final closure, reactivation of the previous account is impossible.

§ 10 No voluntary refunds

Elevate does not grant any voluntary right of return, exchange, cash-out or refund. Purchased credits are personal, non-transferable and cannot be redeemed for money.

Unused credits remain usable until their agreed validity expires. Non-use, premature termination of a training session or account closure initiated by the user does not constitute a claim for reimbursement.

Mandatory legal rights, in particular in the event of an effective revocation, defects or non-provision for which Elevate is responsible, remain unaffected. Legally mandatory exceptional cases are examined individually; a voluntary refund or general goodwill rule is not offered.

§ 11 Technical faults and credit correction

If credits are used up due to a technical error for which we are responsible and understandable without the training service owed being provided, the affected credits will be credited again via a traceable credit correction.

The credit correction is carried out via an auditable booking and leaves statutory warranty, compensation and repayment rights unaffected.

A voluntary early termination by the user is not a technical error and does not trigger an automatic credit correction.

A technically verified credit correction is not a refund of payment, not a voluntary accommodation, not an acknowledgment of a legal obligation and does not create a claim or precedent for other purchases or training.

§ 12 User obligations and prohibited use

Users may only use Elevate lawfully and within the scope of personal training purposes. In particular, you may not enter any content that is illegal, offensive, discriminatory or violates the rights of third parties.

Third-party data may only be entered if there is sufficient authorization. Users should not enter health information, political or religious information, trade union affiliations, sexual orientation information, or other special categories of personal information that are unnecessary for training.

In particular, circumventing security controls, automated mass queries, scraping, reading system instructions, passing on the account and reselling credits or platform access are not permitted.

In the event of serious or repeated violations, we may take appropriate protective measures including temporary suspension or extraordinary termination. Legal claims that have already arisen are not excluded.

§ 13 Content and rights of use

Rights to the content contributed by the user remain with the user or the respective rights holder.

The user grants us a simple, non-exclusive right, limited to the execution of the contract, to technically store entries, transmit them to integrated service providers, have them processed by AI systems and create the agreed outputs from them.

Inputs, audio, transcripts and evaluations are not used by Langvis or the providers used for training or fine-tuning of AI models.

Users may use the output generated for them for their own purposes. We do not guarantee that each AI output is copyrighted or free of third party rights. Users must independently verify any intended external or commercial use.

All rights to the platform, software, design, trademarks and interview templates remain with us or our licensors.

§ 14 Provision, updates and changes

We provide the digital service to the agreed extent. Maintenance, security measures and updates may result in temporary restrictions. Planned significant maintenance work will be announced wherever possible.

The legal regulations regarding digital products apply to contractual compliance and necessary updates, in particular §§ 327 ff. BGB.

Changes that go beyond maintaining contractual compliance will only be made within the scope of Section 327r of the German Civil Code (BGB). Valid reasons may include, in particular, security, legal, misuse protection or technical development reasons. Significant adverse changes will be announced on a persistent medium; Statutory termination rights remain unaffected.

§ 15 Conformity rights

The statutory provisions apply to defects in the digital service, in particular §§ 327 ff. BGB. These rights are not restricted by credit corrections or other provisions of these terms and conditions.

§ 16 Liability

We are liable without limitation in the event of intent and gross negligence, in the event of culpable injury to life, body or health, in accordance with the Product Liability Act and to the extent of an expressly assumed guarantee.

In the event of a simple negligent violation of an essential contractual obligation, liability is limited to the damage typical for the contract and foreseeable at the time the contract was concluded. Essential contractual obligations are

obligations whose fulfillment enables the proper execution of the contract and on whose compliance the user can regularly rely.

Furthermore, liability for simple negligence is excluded. The restrictions also apply to our legal representatives and vicarious agents.

We are not liable for a user obtaining a successful job application, an interview invitation or employment as a result of using Elevate. This clarification does not limit statutory rights relating to a defective digital service.

§ 17 Changes to these General Terms and Conditions

For a credit purchase, the version of the General Terms and Conditions included when placing the order and subsequently saved applies.

Changes to the current account usage relationship will only become effective with the express consent of the user, unless there is a legally permissible and narrowly limited change to the digital service in accordance with Section 327r of the German Civil Code (BGB). Mere silence does not constitute consent.

A new version of the General Terms and Conditions does not change any purchase, payment, credit, tax, consent or contract facts that have already been stored immutably.

§ 18 Consumer dispute resolution

We are neither willing nor obliged to take part in a dispute resolution procedure before a consumer arbitration board unless there is a mandatory legal obligation (§ 36 VSBG). A reference to the discontinued EU online dispute resolution platform is not used.

§ 19 Applicable law and final provisions

The law of the Federal Republic of Germany applies. If the user, as a consumer, has his habitual residence in another country, the mandatory consumer protection provisions of that country remain unaffected.

The statutory places of jurisdiction apply to consumers.

If individual provisions are ineffective, the rest of the contract remains effective. The statutory regulations take the place of the invalid provision.

Document evidence

Document ID: terms-en-b2c-translation

Version: v0.5

SHA-256: sha256:cea4c9cfc6517bb53ce4c4aa0049aa2d3ed0620d07713044bcd3bccb4983259e