

[AI Manual Search] Terms of Use

Article 1 General Provisions

1. These Terms of Use ("Terms") apply to customers who use the chatbot service ("Service") provided by Brother Industries, Ltd. ("Company") on the website related to the Company's machine tools products ("Company Website"). By using the Service, customers shall be deemed to have agreed to these Terms.
2. If you agree to these Terms on behalf of the entity to which you belong, you represent and warrant that you have the legal authority to bind such entity to these Terms.

Article 2 Contents of the Service

1. This Service automatically provides appropriate answers to customer inquiries entered in the chat window on the Company Website, based on information from the manuals of the Company's machine tools. Information entered when using this Service will be used solely for the purpose of providing answers.
2. The Service does not provide specific answers that take into account the content of individual contracts with customers or actual usage conditions.
3. This Service is available only in English.
4. The Company may upgrade the Service without prior notice to customers.
5. Customers are responsible for communication costs incurred when using this Service and any other expenses necessary to use the Service.
6. This Service uses Microsoft's "Azure OpenAI Service" and "Azure AI Search". Please use this Service only after agreeing to the following:
 - i. Use the Service in a manner that does not violate Microsoft's Terms of Service, as set forth below:
<https://learn.microsoft.com/en-us/legal/cognitive-services/openai/code-of-conduct>
 - ii. Do not enter personal information such as the customer's name and address, or any confidential information.
 - iii. Do not enter content from third-party copyrighted works without permission.
 - iv. Do not ask questions unrelated to the manuals of the Company's machine tools.
 - v. Do not intentionally solicit responses related to illegal activities or containing false information.

Article 3 Prohibition of Input of Personal Information

As stipulated in Article 2, Paragraph 6, Item 2, customers shall not enter any personal information, such as names or addresses, when using this Service. Customers must enter only the information necessary for the Service to provide answers based on the manuals of the Company's machine tools.

Article 4 Change of Service, Suspension of Use, etc.

1. The Company may, without prior notice to customers, change, suspend, or terminate the content of the Service; change the Terms of Use; or select or change the AI service used for the Service.
2. The Company may discontinue or suspend all or part of the Service at any time due to system maintenance or for any other reason.

Article 5 Disclaimer

1. The Company does not guarantee the accuracy, completeness, appropriateness, usefulness, or any other aspect of any answers or other information obtained by customers through the Service.
2. The Company shall not be liable for any damages incurred by customers in connection with the Service.

Article 6 Prohibitions

When using the Service, the Customer shall not engage in any of the following acts:

1. Acts that are, or may be, contrary to public order and morals, or in violation of applicable laws and regulations.
2. Acts that discriminate against, defame, or otherwise damage the reputation or credibility of the Company or any third party.
3. Acts that infringe or may infringe upon the property, intellectual property rights (including, but not limited to, patent rights, trademark rights, copyrights, etc.), privacy, or other rights or interests of the Company or any third party.
4. Acts of transmitting false information or falsifying or deleting information without proper authority.
5. Acts that cause or may cause disadvantage or damage to the Company or any third party.
6. Acts that interfere or may interfere with the operation of the Service.
7. Any act that constitutes a violation of these Terms of Use.
8. Any other acts that the Company reasonably deems inappropriate.



Article 7 Changes to the Terms of Use

1. The Company may amend these Terms of Use at any time without prior notice to, or prior consent from, the Customer.
2. Any such amendment shall become effective as of the effective date specified in the amended Terms of Use.

Article 8 Termination of the Service

1. The Company may suspend or terminate the Service at any time without prior notice to, or prior consent from, the Customer.
2. The Company shall not be liable for any damages incurred by the Customer as a result of the suspension or termination of the Service.

Article 9 Governing Law and Jurisdiction

1. The formation, validity, and interpretation of these Terms shall be governed by the laws of Japan.
2. In the event of any dispute arising between the Customer and the Company in connection with the use of the Service, the Nagoya District Court of Japan shall have exclusive jurisdiction as the court of first instance.

Agree and proceed to use this service.