

Terms of Service

Last updated: April 2026

1. ACCEPTANCE

By creating an account or using Zoast, you agree to these Terms of Service. If you do not agree, do not use the service.

These terms apply to all users of zoast.ai and zoast.sabalanconsulting.com. Sabalan Consulting reserves the right to update these terms at any time. Continued use of Zoast after changes constitutes acceptance of the revised terms.

2. SERVICE DESCRIPTION

Zoast is an AI-powered revenue diagnostic tool for CPG brands and co-manufacturers. It is built and operated by Sabalan Consulting. Outputs are AI-generated using the Anthropic Claude API and live web research. All outputs are intended for informational purposes only.

3. NOT PROFESSIONAL ADVICE

Zoast does not provide legal, financial, accounting, tax, or professional consulting advice. Diagnostic outputs are not a substitute for qualified professional counsel. Sabalan Consulting is not liable for business decisions made based on Zoast outputs.

4. ACCOUNTS & ELIGIBILITY

You must be at least 18 years old and authorized to act on behalf of your business to create an account. You are responsible for maintaining the security of your account credentials. Each account is for a single user. Sharing account credentials is prohibited. Sabalan Consulting reserves the right to suspend or terminate accounts that violate these terms.

5. PERMITTED USE

Zoast is intended for use by operators of CPG brands and co-manufacturing businesses. You may not use Zoast to: reverse-engineer its methodology or prompts; resell, redistribute, or sublicense outputs; misrepresent AI-generated content as human-authored consulting work; use the platform for any unlawful purpose; or attempt to circumvent usage limits or tier restrictions.

6. SUBSCRIPTION TIERS & PRICING

Zoast offers four tiers: Free, Pro (\$25/month), Ultimate (\$100/month), and Max (\$200/month). Annual billing is available at a discount. Free tier users receive limited diagnostic reads and follow-up messages per day. Paid tiers unlock additional tools, unlimited diagnostics, and expanded features as described on the pricing page.

Sabalan Consulting reserves the right to modify pricing, tier structures, and feature availability at any time. Existing subscribers will receive at least 30 days' notice before any price increase takes effect on their account. Price changes do

not apply retroactively to the current billing cycle.

7. BILLING & PAYMENT

All payments are processed through Stripe. By subscribing to a paid tier, you authorize Sabalan Consulting to charge your payment method on a recurring basis at the applicable rate. Monthly subscriptions are billed on the same calendar date each month. Annual subscriptions are billed on the anniversary of the subscription start date.

You are responsible for keeping your payment information current. If a payment fails, Zoast may restrict access to paid features until the balance is resolved. Sabalan Consulting is not responsible for fees charged by your bank or payment provider.

8. PRORATION & PLAN CHANGES

Upgrades

When you upgrade to a higher tier mid-cycle, you will be charged a prorated amount for the remainder of the current billing period. Access to the new tier's features begins immediately upon successful payment.

Downgrades

When you downgrade to a lower tier, the change takes effect at the end of the current billing period. You retain access to your current tier's features until the period expires. No partial refunds are issued for the remaining time on the higher tier.

9. CANCELLATION

Monthly Subscriptions

You may cancel your monthly subscription at any time through the Manage Subscription page or the Stripe Customer Portal. Upon cancellation:

- Your paid features remain active until the end of the current billing period.
- No further charges will be made after cancellation.
- Your account reverts to the Free tier at the end of the billing period.
- Diagnostic reads, saved data, and chat history created during your paid subscription remain accessible on the Free tier, subject to Free tier usage limits.

Annual Subscriptions

You may cancel your annual subscription at any time. Upon cancellation:

- Your paid features remain active until the end of the current monthly period within your annual term.
- **Prorated refunds:** A prorated refund for the unused portion of the annual term is processed automatically through the Stripe Customer Portal. The refund is calculated based on the number of full months remaining in the annual period, minus a 10% early termination adjustment. For example, if you cancel 6 months into a 12-month plan, you are eligible for a refund of approximately 5.4 months' worth of the annual rate.

- Your account reverts to the Free tier at the end of the current monthly period.

Sabalan Consulting reserves the right to delete inactive account data after 12 months of inactivity.

10. REFUNDS

Beyond the prorated annual refund described in Section 9, Zoast subscriptions are non-refundable. Sabalan Consulting may issue additional refunds at its sole discretion in the following limited circumstances:

- Duplicate charges or billing errors caused by the platform.
- Service outages lasting more than 72 consecutive hours during a paid billing period.
- Charges incurred after a cancellation request was properly submitted but not processed due to a system error.

Refund requests for these circumstances must be submitted to parsa@sabalanconsulting.com within 14 days of the charge in question. Approved refunds are processed through Stripe and may take 5–10 business days to appear on your statement.

11. OVERAGE CREDITS

Certain tiers may offer the option to purchase additional usage credits beyond the included tier limits. Overage credits are one-time purchases, non-refundable, and expire at the end of the billing period in which they are purchased. Overage credit pricing is displayed at the time of purchase.

12. FREE TRIAL & BETA FEATURES

Sabalan Consulting may offer free trials or beta access to features at its discretion. Free trials may convert to paid subscriptions at the end of the trial period unless cancelled. Beta features are provided as-is and may be modified, limited, or removed without notice.

13. DATA & PRIVACY

Zoast collects and stores diagnostic inputs, chat history, uploaded files, and account information. Your data is used to deliver personalized outputs and is not sold to third parties. Data is stored using Supabase (database and authentication) and processed through the Anthropic Claude API. By using Zoast, you acknowledge that your inputs may be sent to third-party AI providers for processing. For full details, see the Zoast Privacy Policy.

14. INTELLECTUAL PROPERTY

The Zoast name, owl logo, diagnostic framework, prompt architecture, and system design are the intellectual property of Sabalan Consulting. “Zoast” is a trademark of Sabalan, Inc. All rights reserved. You retain ownership of the business data you input into Zoast. Sabalan Consulting retains ownership of the diagnostic methodology, tool frameworks, and system prompts that generate outputs.

15. LIMITATION OF LIABILITY

To the maximum extent permitted by law, Sabalan Consulting shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of Zoast, including but not limited to: loss of revenue, profits, or data; business interruption; or reliance on AI-generated outputs. Sabalan Consulting's total liability for any claim arising from these terms or your use of Zoast shall not exceed the amount you paid for the service in the 12 months preceding the claim.

16. INDEMNIFICATION

You agree to indemnify and hold harmless Sabalan Consulting, its officers, employees, and agents from any claims, damages, or expenses arising from your use of Zoast, your violation of these terms, or your infringement of any third-party rights.

17. SERVICE AVAILABILITY

Zoast is provided on an as-is, as-available basis. Sabalan Consulting does not guarantee uninterrupted or error-free service. Scheduled maintenance, third-party API outages (including Anthropic), and force majeure events may affect availability. Sabalan Consulting will make reasonable efforts to notify users of planned downtime.

18. GOVERNING LAW

These terms are governed by the laws of the State of California. Any disputes arising under these terms shall be resolved in the courts of Orange County, California. You agree to submit to the personal jurisdiction of such courts.

19. CONTACT

For questions about these terms, billing inquiries, or refund requests, contact Sabalan Consulting at parsa@sabalanconsulting.com.