

# Worlds End User Terms

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**Legal entity:** Voice2Evolve UG (haftungsbeschränkt)

**Registered office:** Amtsgericht Stuttgart, HRB 803557

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These Voice2Evolve Worlds End User Terms ("Worlds Terms") govern access to and use of the paid and free tiers of **Voice2Evolve Worlds** ("Worlds"), a story-driven voice practice game operated by **Voice2Evolve UG (haftungsbeschränkt)** ("Voice2Evolve", "we", "us").

## 1. Scope and Contracting Party

Worlds is a separate consumer product from Voice2Evolve's credit-based interview and negotiation training services. A Worlds subscription covers Worlds features only and does not include other Voice2Evolve services or entitlements.

Your use of Worlds is also subject to:

- the Voice2Evolve Terms of Service, except where these Worlds Terms are more specific;
- the Voice2Evolve Privacy Policy;
- the Voice2Evolve Cookie Policy;
- the Voice2Evolve Subprocessors list; and
- the Right of Withdrawal and Refund Policy.

If there is a conflict between these Worlds Terms and the general Terms of Service for Worlds use, these Worlds Terms control for Worlds.

## 2. What Worlds Provides

Worlds is an AI-supported communication-practice and entertainment service. You move through a fictional city, start voice conversations with characters, and receive in-game feedback, story progression, relationship state, mastery indicators, and rewards.

Worlds is:

- for communication practice, reflection, and entertainment;
- based on simulated characters and scenarios;
- not a hiring, employment, education-admission, legal, medical, psychological, financial, or professional decision-making tool;
- not intended to produce legal effects or similarly significant effects about you; and
- not a service for evaluating candidates, employees, pupils, patients, or other third parties.

AI-generated dialogue, scores, feedback, memories, relationship state, and progression outputs may be inaccurate, incomplete, delayed, or unavailable. They are game and coaching outputs, not factual findings or professional advice.

## 3. Accounts and Eligibility

You need a Voice2Evolve account to use live Worlds features. Paid Worlds subscriptions are currently available only to eligible authenticated users through the supported purchase flow.

You must be at least 16 years old to use the free Worlds service. You must be at least 18 years old and legally able to contract to purchase a paid self-service Worlds subscription. We do not currently offer a guardian-authorized paid checkout. If the law where you live requires a higher age or another condition, that higher requirement applies. We may restrict, suspend, or delete accounts where we reasonably believe the applicable age requirement is not met.

You are responsible for keeping your login credentials secure and for all activity under your account.

## 4. Free Tier and Paid Subscription

Worlds may include a free tier with limited missions, attempts, districts, features, or progression. Free-tier limits can change over time.

A paid Worlds subscription gives the subscribing account access to paid Worlds features during the active subscription period, subject to these Worlds Terms, applicable law, technical availability, and any limits shown at checkout or in the account area.

Unless the checkout page states otherwise:

- the subscription renews automatically for the billing interval shown at checkout;
- the price, currency, taxes, renewal date, and billing interval are shown before you subscribe;
- the seller and payment provider are identified at checkout; when Managed Payments is used, Link acts as merchant of record for the transaction while Voice2Evolve remains the Worlds service operator;
- you can cancel future renewals in your account area; and
- cancellation takes effect at the end of the then-current paid billing period unless mandatory law gives you a different right.

We do not store full card details.

## 5. Request for Immediate Performance and Withdrawal

Worlds is a continuing digital service and may become available immediately after checkout. For EU and German consumers, the initial subscription contract generally has a 14-day withdrawal period. Requesting immediate access does not by itself end that right.

Before starting paid access during that period, we ask you expressly to request immediate performance and inform you that proportionate compensation may be deducted if you withdraw. Compensation uses the gross amount paid and the actual elapsed time in the initial billing period. The account area displays the current compensation and refund before you confirm. Details are in the Right of Withdrawal and Refund Policy.

## 6. Cancellation and Refunds

You may cancel renewal of a paid Worlds subscription through your account area where online cancellation is available. If you subscribed online, cancellation must be no harder than subscription unless local law allows otherwise.

Statutory withdrawal is separate. During the applicable 14-day period, the account area provides **“Withdraw from contract”** followed by **“Confirm withdrawal.”** Confirmation ends paid access immediately, records the declaration, starts cancellation and the displayed refund through the dedicated Worlds payment account, and sends a durable receipt. You may also withdraw by an unequivocal email to [help@voice2evolve.com](mailto:help@voice2evolve.com).

Cancellation stops future renewal charges. It does not automatically refund the current billing period unless:

- mandatory consumer law requires a refund;
- the Right of Withdrawal and Refund Policy gives you a refund right;
- the service could not be delivered because of a verified technical issue caused by Voice2Evolve; or
- we decide, in good faith, to issue a discretionary refund.

If you believe you were charged in error, contact [help@voice2evolve.com](mailto:help@voice2evolve.com) with the account email and Stripe transaction or invoice identifier.

## 7. Voice, AI, and Recording Notice

Live Worlds missions involve microphone input, live voice audio transmission, speech recognition, AI-generated character responses, transcript or turn processing, and post-conversation analysis. A session-start notice is shown before live audio is transmitted for a mission.

By starting a live Worlds mission, you acknowledge that your live voice audio will be transmitted and processed for that mission. You may stop the mission or stop using the microphone. If you are in a jurisdiction that requires all parties to consent to recorded or transmitted communications, the in-product session-start notice and your mission-

start action are intended to capture that consent for your own participation.

Voice2Evolve does not use Worlds voice data to identify you biometrically or build voice-identification profiles.

## **8. In-Game Progression, Memories, and Content**

Worlds may store game state such as mission attempts, transcripts or turn records, character memories, relationship state, mastery evidence, XP, unlocks, rewards, and subscription status. These records are used to run the game, maintain progression, provide feedback, prevent abuse, maintain and secure the service, and comply with legal or accounting obligations.

You must not submit content that you do not have the right to use, and you must not intentionally include sensitive third-party personal data in Worlds conversations.

## **9. Acceptable Use**

You may not use Worlds to:

- violate laws or rights of others;
- harass, threaten, abuse, or discriminate against others;
- attempt to bypass subscription, free-tier, safety, rate-limit, or security controls;
- reverse engineer the service except where mandatory law permits it;
- use automated scripts, bots, scraping, or load-generation tools without written permission;
- resell, sublicense, rent, stream, or commercially exploit Worlds access;
- use Worlds outputs to make hiring, employment, education, credit, insurance, medical, legal, or similarly significant decisions about a person;
- upload malware or attack the service; or
- build or train a competing product using Worlds content, prompts, characters, outputs, or gameplay.

We may restrict, suspend, or terminate access if we reasonably believe these rules are violated.

## **10. Availability and Changes**

AI character behavior, coaching output, and optional game content are subject to the limitations described in these Terms. We do not promise a specific learning outcome or error-free AI output. Nothing in this section excludes mandatory rights concerning supply, conformity, continuity, security, accessibility, updates, remedies, or damages.

We may change missions, characters, districts, free-tier limits, paid features, prices, supported countries, or technical requirements. Material changes that affect paid subscriptions will be communicated where required by law. Price changes apply only as permitted by applicable law and payment-provider rules.

### **10a. Supply, Conformity, and Updates**

Paid Worlds access is supplied without undue delay after confirmed payment and for the subscription period shown in the account area. Worlds must conform to the agreed description and the objective requirements of applicable consumer law, including relevant functionality, compatibility, continuity, security, accessibility, support information, and updates.

We provide the security and functional updates required to keep paid Worlds access in conformity during the subscription period and for any longer period required by mandatory law. If an update requires action from you, you should install or apply it within a reasonable time after being informed of its availability and the consequences of not applying it.

### **10b. Service Modifications and Remedies**

We may modify Worlds during a subscription only where the contract permits and there is a valid reason, such as legal or security requirements, abuse prevention, provider or technical changes, interoperability, accessibility, balancing or improving the service, or

adding content. A modification will not impose an additional charge during the current paid period. Where required, we will give clear advance notice on a durable medium.

If a modification more than minimally and negatively affects access to or use of paid Worlds, you may terminate without charge within the period provided by mandatory law unless you can retain the unmodified conforming service without additional cost.

If paid Worlds is not supplied or does not conform, contact [help@voice2evolve.com](mailto:help@voice2evolve.com). Mandatory remedies may include supply, bringing the service into conformity free of charge within a reasonable time and without significant inconvenience, a proportionate price reduction, termination, reimbursement, and damages. The applicable mandatory law governs the conditions and sequence of those remedies; these Worlds Terms do not restrict them.

## **11. Intellectual Property**

Voice2Evolve and its licensors retain all rights in Worlds, including software, artwork, characters, missions, prompts, storylines, audio behavior, scoring logic, designs, trademarks, and documentation.

You receive a limited, personal, non-transferable, revocable right to use Worlds for your own non-commercial use during the applicable free or paid access period.

## **12. User Content and Feedback**

You retain any rights you have in content you provide during Worlds use. You grant Voice2Evolve the rights needed to process that content to operate Worlds, provide AI responses and feedback, maintain progression, secure the service, and comply with law.

If you send suggestions or feedback, we may use them without obligation to compensate you.

## 13. Third-Party Services

Worlds uses third-party services for hosting, authentication, AI inference, payments, analytics where enabled, security, email, and operations. The current public subprocessor list identifies the main third-party processors and service providers.

Payment providers may act as independent controllers for fraud prevention, compliance, and payment-network obligations.

## 14. Liability

Nothing in these Worlds Terms limits liability where liability cannot be limited under applicable law, including liability for intent, gross negligence, injury to life, body, or health, product-liability claims, or mandatory consumer rights.

To the maximum extent permitted by applicable law, Voice2Evolve is not liable for indirect, incidental, special, consequential, punitive, or purely economic losses; loss of data; loss of opportunity; or reliance on AI-generated outputs.

For consumers, these limitations apply only to the extent permitted by mandatory consumer-protection law in your place of residence.

## 15. Termination

You may stop using Worlds at any time and may cancel renewal of a paid subscription as described above.

We may suspend or terminate access if:

- you materially breach these Worlds Terms;
- payment fails or is reversed;
- we reasonably need to protect the service, other users, or third parties;
- continued access would violate law, sanctions, export-control, payment-provider, or platform restrictions; or
- we discontinue Worlds or the relevant feature.

Termination does not affect rights or obligations that must survive, including payment obligations already incurred, refund rights, intellectual-property rights, liability limits, and legal compliance obligations.

## 16. Supported Countries and Market Availability

Worlds is not offered in every country. Access to paid subscriptions may be restricted by country, payment rail, sanctions, export-control, tax, consumer-law, age, or language-publication requirements.

If paid Worlds access is not available where you live, you may not bypass country, payment, or access controls.

## 17. Governing Law and Disputes

These Worlds Terms are governed by the laws of the Federal Republic of Germany. Mandatory consumer-protection laws in your country of residence continue to apply where they cannot be waived by contract.

Disputes are subject to the courts of Stuttgart, Germany, unless mandatory consumer law gives you a right to bring claims elsewhere.

## 18. Contact

For questions about Worlds, subscriptions, cancellation, withdrawal, refunds, or these Worlds Terms, contact:

### **Voice2Evolve UG (haftungsbeschränkt)**

Grabenstrasse 26

71254 Ditzingen

Germany

Email: [help@voice2evolve.com](mailto:help@voice2evolve.com)

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