Public Offer

Contract of adhesion for the provision of information services · revision of 29 October 2026

Individual entrepreneur **Oleksandr Kupenko** (the “Provider”) offers any legally capable natural or legal person (the “Customer”) the use of the service on the terms of this Public Offer. This offer is an official proposal to conclude a service contract under Articles 633, 641 and 642 of the Civil Code of Ukraine.

Payment for a paid plan or the start of using the Service constitutes full and unconditional acceptance of this offer. From that moment the contract is deemed concluded in written form and has the same legal force as a contract signed by the parties.

1. Subject of the contract

The Provider grants the Customer access to the web service “Buzzo”, hosted at **https://buzzo.fun** (the “Service”) — a multiplayer trivia game in the classic quiz-show format, in which players pick questions by category and value and compete on the speed and accuracy of their answers.

The Service includes: creating and hosting games by hand; automatic creation of question packs from a topic or from uploaded materials; an AI host and AI opponents; spoken host lines; and ready-made quiz collections. What each plan contains is published at **https://buzzo.fun/pricing**.

The service is digital and is supplied remotely, at the moment the corresponding action is performed in the Service. Questions, answers and host lines produced by artificial intelligence are the result of automatic processing of the Customer’s request.

2. Coins and payment

- **Free access** lets the Customer host games by hand without a limit on their number and grants free silver coins (section 3) with no payment needed.
- **Gold coins** are a paid digital good bought in one-off packs. This is not a subscription: nothing renews automatically, nothing moves the account to another plan, and each pack is a single payment.
- Current packs and prices are published at **https://buzzo.fun/pricing** and apply as of the moment of payment. The school pack is meant for teachers and schools; the Customer confirms at checkout that they are a teacher or are buying for a school. The Provider may ask for a confirmation by email and, if none is given, may refund the unspent coins of that pack.
- The Customer is charged in **Ukrainian hryvnia**. Prices for Customers outside Ukraine are set in US dollars and converted to hryvnia at the National Bank of Ukraine rate on the day of the payment, rounded up to a whole hryvnia. The final hryvnia amount is shown on the payment page before the payment is confirmed.

- Payment is made by payment card through a payment service provider, named on the payment page. The Provider neither receives nor stores the Customer’s card details.
- The Provider is the seller of record. All mandatory taxes and duties arising from the supply of the service are paid by the Provider in accordance with the legislation of Ukraine.
- The Provider may change pack prices. A new price applies only to purchases made after it takes effect; gold coins the Customer has already bought keep working regardless of a later price change.

3. Coins: silver and gold

Features that use paid artificial-intelligence models are paid for with coins of two kinds. **Silver coins** are granted for free: 3 right after a new account confirms its email, and 5 at the start of every calendar month with no carry-over. Silver coins pay for: creating a question pack with artificial intelligence, and one game with the AI host (charged when the first question’s timer starts; if the room is closed earlier, nothing is charged). A silver coin never unlocks what is marked “gold” below, no matter how many sit on the balance.

Gold coins are bought in packs (section 2) and never expire. Spending one gold coin on a game with the AI host turns that one game — and only that game — into a game with extra features: the host speaks an explanation after each answer, a player may name the next clue by voice, a premium voice, every studio set, and unlimited invited guests. If silver runs short at the moment a game is created but gold is enough, the Service offers to pay for that game with gold automatically. Unlocking one topic from the catalogue of ready-made Buzzo games costs 1 gold coin (once, for both languages of the topic) and lasts forever — access never lapses even if the coin balance later runs out. After the first gold purchase, the limit on how many of the Customer’s own packs may be saved (3 on a free account) is lifted permanently, even if every coin is later spent.

A coin spent on an operation that failed and produced no usable result is returned to the balance automatically. The history of charges and refunds is shown on the pricing page. The Provider may change the free allowances (the welcome or monthly silver coins); a change does not reduce the gold coins the Customer has already paid for.

4. Refunds

- The Customer may request a full refund of a gold-coin pack within **14 days** of the payment being confirmed, provided that no coin from that pack has been spent. No reason needs to be given.
- If even one coin from the pack has already been spent, the pack is not refunded, because that part of the service has been supplied in full at the moment it was performed. No partial refund is made.
- Funds are returned to the same card in the original currency. The unspent gold coins of that pack are removed from the balance along with the refund.
- If a coin was spent on an operation that failed and produced no usable result, it is returned to the balance automatically and does not count as spent for this section.

- Refund requests are sent to **support@buzzo.fun** from the account's email address, stating the payment date. The Provider answers within 3 business days. How quickly the money arrives depends on the issuing bank and usually takes 5 to 10 business days.

5. Rights and obligations of the parties

The Provider undertakes to keep the Service available, to supply the services on the published terms and to handle the Customer's requests.

The Customer undertakes to supply accurate data on registration; not to pass access to the account to third parties or resell it; not to circumvent allowance accounting; not to upload material they have no rights to or that is unlawful; and not to create quizzes that incite violence, hatred or discrimination, contain sexual material involving minors, or are otherwise unlawful.

The Customer keeps the rights to the questions they write and the materials they upload, and grants the Provider a non-exclusive right to process them as far as the Service needs (storing them, showing them to the players of a game, passing them to AI models to produce a result). Gold coins may be bought only by a person aged 18 or over; children and pupils use the Service under the guidance of an adult or a teacher.

The Provider may suspend or close an account that breaches this offer, abuses allowances or creates a security or payment-fraud risk. If an account is closed through no fault of the Customer, the Provider refunds the gold coins the Customer had not spent at the time of closing.

6. Availability of the Service

The Provider makes reasonable efforts to keep the Service running but does not guarantee uninterrupted availability. The Service may be temporarily unavailable because of maintenance, faults, or outages and changes at the platforms and model providers on which it depends. **A continuous interruption of up to 72 hours does not constitute a failure to perform and is not a ground for a refund.**

The Provider may discontinue the services entirely, giving notice on the site and by email **at least 30 days** in advance. In that case the Provider refunds the gold coins the Customer has not spent. Nothing in this section limits the Customer's statutory consumer rights.

7. Liability

Questions, answers and host lines are produced by artificial intelligence and may be incomplete, inaccurate or wrong. They are not professional, medical, legal or financial advice, and the Customer reviews a question pack themselves before running a game with it (a class or a contest, for example). The Provider's aggregate liability on any claim is limited to the amount paid by the Customer in the twelve months preceding the claim. Nothing in this offer limits the Customer's statutory consumer rights.

8. Personal data

How personal data is processed is described in the Privacy Policy: https://buzzo.fun/en/privacy/.

9. Term and amendments

The offer takes effect on the date of its publication and remains in force until withdrawn. The Provider may amend the offer; the current revision is always available at **https://buzzo.fun/en/offer/**. Amendments do not apply to gold coins already bought. Continued use of the Service after a change constitutes acceptance of the updated terms.

10. Requests and disputes

All requests are sent to **support@buzzo.fun**. The Provider answers within 3 business days, and a formal claim within 30 days. Disputes are settled by negotiation and, failing agreement, in court under the legislation of Ukraine.

11. Governing law

This contract is governed by the law of Ukraine, without prejudice to the mandatory consumer protection rules in force at the Customer’s place of residence.

12. Provider’s details

Name	Individual entrepreneur Oleksandr Borysovych Kupenko
Taxpayer registration number (TIN)	3264911853
Registered address	9 Vyshneva St., Hlobyne, Poltava region, 39001, Ukraine
Account (IBAN)	UA893052990000026005031210704
Bank	JSC CB “PrivatBank”
Email	support@buzzo.fun
Website	https://buzzo.fun

Provider _____ O. B. Kupenko

This document is a public offer and requires no signature from the Customer. Acceptance takes place by paying for the services or starting to use the Service.