Terms of Service

The rules for using Miyya.

Updated 5 Nov 2026

AT A GLANCE

Your store stays yours

You authorize a read-only connection and remain responsible for your products and customer relationships.

Hosted service, separate license

Paid AI usage is separate from the GPL rights and local controls of the WordPress plugin.

Review AI answers

Generated responses can be inaccurate. Your store remains the source for final order and product decisions.

01 About these terms

These terms describe the Miyya hosted shopping-assistant service operated by Niraltek Solutions Pvt. Ltd. They cover merchant portal access, store connections and hosted AI functionality.

Read any separately agreed written service order together with these terms.

02 Your account and authority

Only connect a store if you are authorized to act for its operator and approve access to its information. Use accurate account details, protect your credentials and notify support if you suspect unauthorized access.

You are responsible for the actions of people you authorize to access your account and for the product information, customer notices and permissions needed to use the service.

03 What Miyya provides

Miyya provides hosted catalog synchronization, semantic search and AI-generated shopping assistance. Features depend on your store connection, available catalog information, service availability and any applicable hosted-service entitlement.

A read-only WooCommerce connection allows the service to retrieve store information. Order questions use customer-scoped authorization for the signed-in customer. The connection does not authorize editing your store products or orders.

04 WordPress plugin and GPL rights

The WordPress plugin is distributed under GPLv2 or later. These service terms do not replace that license or limit the rights it grants to use, study, modify and redistribute the plugin.

Local plugin settings, widget appearance and visibility controls remain available independently of hosted AI payment or usage. Hosted AI processing runs on the Miyya service; an unavailable account, expired service trial or exhausted usage can prevent AI responses without locking those local controls.

05 Service fees, trials and usage

Paid offers use one-time software and credit purchases. Review the price, included credits, trial conditions and any applicable taxes shown before purchase.

AI usage can consume service credits. Available usage and account status affect whether the hosted service can answer a request. This page does not set a fixed price, credit allocation or trial duration.

Current one-time offers provide lifetime software access and purchased credits with no scheduled expiry. Hosted AI responses still require available usage and service availability. Later offer changes do not alter the price, purchased credit allocation, or expiry and software-update terms recorded for an existing order.

A refund can reverse the associated credits or software entitlement. Contact Niraltek about cancellation or refund requests under your service arrangement; any mandatory rights under applicable law are unaffected.

06 Responsible use

Use Miyya only for lawful store operations and within the authority granted to you.

- Do not submit content you have no right to use or disclose.
- Do not send passwords, API secrets, payment card details or unnecessary sensitive information in chat.
- Do not attempt to access another store or customer account, bypass service security or interfere with the platform.
- Do not use generated responses to mislead customers or to provide unlawful or harmful instructions.

07 AI answers and merchant responsibility

AI-generated responses may be incomplete, inaccurate or inconsistent with current store information. Merchants should test the assistant and review catalog quality before making it available to shoppers.

The store remains responsible for its products, prices, availability, delivery, warranties, returns and customer orders. Shoppers should confirm important details with the store. Miyya does not replace professional advice or the merchant's customer support.

08 Store information and processing

Connecting a store authorizes the processing needed to deliver the features you use, including catalog and conversation processing by Miyya AI in the hosted service. The Privacy Policy describes what is processed, the choices you have and who to contact.

You retain your existing rights in your store content. The service needs permission to receive, store and process the information you provide for the requested functions. These terms do not transfer ownership of your catalog to Niraltek.

09 Availability and changes

The service depends on WooCommerce, network access and external processing providers. Maintenance, technical faults, account status or provider interruptions can affect responses and synchronization. These terms do not promise uninterrupted availability or a service-level guarantee.

Your store should remain able to accept normal shopping activity when the assistant is unavailable. Keep your plugin and store software maintained and verify important product and order information through WooCommerce.

10 Disconnecting and ending service use

Disconnect stops local sharing immediately and requests remote connection revocation and product/category cleanup. Retry Disconnect if remote cleanup fails. Delete the key in WooCommerce > Settings > Advanced > REST API to invalidate it. Uninstall removes the plugin-stored site token, plugin settings and registered webhooks while retaining installation identity and the disconnect choice; it does not revoke the WooCommerce REST API key.

Disconnecting or uninstalling is separate from account deletion and cancellation of any paid arrangement. Contact support about cancellation or refund requests under the applicable service arrangement and info@niraltek.com about a data request. Any mandatory rights under applicable law are unaffected.

11 Your legal rights

Nothing in these terms excludes rights or obligations that cannot lawfully be excluded.

12 Questions and updates

For service questions, contact support@niraltek.com. For company and commercial enquiries, contact info@niraltek.com. The published Niraltek contact page provides further company information.

Updates to these service terms will be published on this page with its last-updated date. Later offer changes do not alter the terms recorded for an existing purchase.