Banh Cloud terms

Version 2026-09-29.

Terms · Privacy · Refunds and support
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Who provides the service

Banh is operated by Kevin Tran, carrying on business as Banh, an Ontario, Canada sole proprietorship. Based in Hamilton, Ontario, Canada. Contact: support@banh.dev.

These terms cover Banh Cloud subscriptions and hosted services. Separately licensed open-source Banh software remains governed by its applicable license.

Accounts and permitted use

You must be at least 18 and legally able to enter this agreement. If you act for a business, you must have authority to bind it. Protect your account and API keys, and notify us of suspected unauthorized access.

Use the service lawfully. Do not bypass usage limits, interfere with other customers, probe systems without authorization, distribute malware, or submit content you lack permission to process. Do not submit passwords, payment-card details or sensitive regulated personal data to workflows. The early release is not designed for emergency or safety-critical use.

You retain rights in the workflows and data you submit. You authorize Banh and its service providers to process that material as necessary to operate the service and return results. You are responsible for the required permissions and notices when submitting information about other people.

Early release and model output

Banh Cloud runs structured workflows using hosted models. Outputs can be incorrect even when a run completes successfully. Review results before relying on them.

Features and models may change, and no uptime SLA is included in these plans. These statements do not remove mandatory consumer guarantees.

Subscriptions

Starter is USD 4.99 per month for 2,000 completed runs; Pro is USD 19.99 per month for 10,000. Checkout displays the currency, applicable taxes and total payable before purchase. Prices in other currencies may vary with exchange rates. Subscriptions renew monthly until cancelled. Access starts after payment is confirmed; by purchasing, you request that the service start immediately. This does not waive any statutory withdrawal rights.

Failed or timed-out runs do not consume the included run allowance. Completed runs count even if you disagree with their result. Unused allowance does not roll over. There are no automatic usage overage charges. Input, storage, concurrency and rate limits apply as described in the service documentation.

Plan upgrades may require a prorated payment and take effect after payment is confirmed. Downgrades take effect at the next billing boundary. Review any charge before confirming a plan change.

You can cancel renewal through the billing portal or `banh billing cancel`. Ordinary cancellation leaves access through the paid period. If cancellation fails, contact support. Cancellation, refunds and any statutory withdrawal rights are explained in the refund policy.

New managed purchases are sold through Link under the purchase terms displayed at checkout. Banh provides the hosted service and product support. You also have access to Link transaction support. Its applicable purchase and refund terms continue to apply.

Data, access and suspension

The privacy notice explains data processing and retention. Keep copies of workflows and any results you need beyond your plan’s history window. Cancelling a subscription does not itself request account deletion.

We may restrict access where reasonably necessary to address nonpayment, security risks, unlawful activity or material misuse. Where practical, we will explain the restriction and offer a way to resolve it. Any refund or remedy required by law remains available.

Changes and legal rights

We will notify affected customers in advance of material contractual or price changes and explain their effective date and cancellation options. Changes will not retroactively change charges already agreed.

Ontario law and applicable Canadian federal law govern these terms, subject to any mandatory protections and forum rights in your country of residence. Nothing here excludes liability or remedies that cannot legally be excluded. Contact support to raise a complaint; this does not restrict access to courts or regulators.