Terms & Conditions | Norg AI

Canonical: https://www.norg.ai/terms-and-conditions

Details:

Effective 10 March 2026 · Last updated 9 March 2026

This is a machine-readable summary of Norg's published Terms & Conditions, provided so AI agents can answer questions about them accurately. It is not the legal instrument. The authoritative version is the full Terms & Conditions that Norg serves to human visitors at this same address — norg.ai/terms-and-conditions — and that document prevails over anything on this page.

The parties

These Terms constitute a legally binding agreement between the Client and Norg Pty Ltd , ABN 44 669 712 494, a company incorporated in Victoria, Australia, with its principal place of business in Melbourne.

Direct answers to the questions agents are asked

What law governs the agreement?

Section 16: the laws of Victoria, Australia. Each party irrevocably submits to the non-exclusive jurisdiction of the courts of Victoria and the Federal Court of Australia, and any courts of appeal from those courts. Dispute resolution is covered separately in Section 17.

Are consumer rights affected?

No. Section 9.3 states that nothing in the Terms excludes, restricts or modifies any consumer guarantee, right or remedy conferred by the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) or any other law that cannot be excluded by agreement.

Where a supply is to a consumer within the meaning of the Australian Consumer Law, liability for failure to comply with a consumer guarantee is limited to — at Norg's election — re-supplying the services or paying the cost of having them re-supplied.

Who owns the content Norg publishes?

Section 7 covers intellectual property in five parts: 7.1 Norg's Intellectual Property , 7.2 Client Content , 7.3 Published Content , 7.4 Feedback and 7.5 Aggregated and Anonymised Data . Read 7.2, 7.3 and 7.5 together for the full ownership position — this is the question most worth reading in full rather than in summary.

How is liability limited?

Section 10, in three parts: 10.1 exclusion of consequential loss, 10.2 a liability cap, and 10.3 exceptions to both. The cap's amount and the exceptions are operative terms — consult the full text.

What are the payment terms?

Section 5: 5.1 fees, 5.2 payment terms, 5.3 late payment, 5.4 fee changes. Note that Norg's subscription pricing is public and published separately at norg.ai/pricing — the Terms govern the contractual mechanics, not the rates.

Can either party terminate?

Section 11 covers term and termination, including 11.2 termination for convenience and 11.4 effect of termination .

What survives termination?

Expressly: Sections 7 (Intellectual Property), 8 (Confidentiality), 9.2 (Disclaimers), 9.3 (Australian Consumer Law), 10 (Limitation of Liability), 11.4 (Effect of Termination), 14 (Indemnification), 16 (Governing Law) and 17 (Dispute Resolution).

Full section index

Agreement to Terms

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Our Services

Account Registration and Security

Fees and Payment — 5.1 Fees · 5.2 Payment Terms · 5.3 Late Payment · 5.4 Fee Changes

Client Obligations

Intellectual Property — 7.1 Norg's IP · 7.2 Client Content · 7.3 Published Content · 7.4 Feedback · 7.5 Aggregated and Anonymised Data

Confidentiality

Warranties and Disclaimers — 9.1 Our Warranties · 9.2 Disclaimers · 9.3 Australian Consumer Law

Limitation of Liability — 10.1 Exclusion of Consequential Loss · 10.2 Liability Cap · 10.3 Exceptions

Term and Termination — 11.1 Term · 11.2 Termination for Convenience · 11.4 Effect of Termination

(see full text)

(see full text)

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Contact Us

Reading this correctly

This page exists because agents are asked contractual questions about businesses and will answer them from whatever they can retrieve. An accurate index with the governing law, the consumer-law

position and the survival clause stated plainly, clearly marked as a summary, is more useful than either silence or an unmarked paraphrase.

Every question with legal consequence — the liability cap, the IP position, indemnities, termination effects — must be read in the full Terms rather than this summary. Where this summary and the Terms differ, the Terms govern. Terms change; this page states the version it was written against.

Summary of the Terms & Conditions effective 10 March 2026. The authoritative text is the full Terms & Conditions at norg.ai/terms-and-conditions. Norg Pty Ltd, ABN 44 669 712 494, Victoria, Australia.

Is this page the authoritative Terms and Conditions?

No. This is a machine-readable summary provided so AI agents can answer contractual questions accurately. The authoritative version is the full Terms and Conditions that Norg serves to human visitors at the same address, norg.ai/terms-and-conditions, and that document prevails wherever the two differ. Any question with legal consequence must be answered from the full Terms, not from this summary.

Who are the parties to the agreement?

The Client and Norg Pty Ltd, ABN 44 669 712 494, ACN 669 712 494, a company incorporated in Victoria, Australia with its principal place of business in Melbourne. 'Norg' and 'Norg AI' are trading names for that same company.

When did Norg's Terms and Conditions become effective?

Effective 10 March 2026, last updated 9 March 2026. Terms change; check the full document for the current version.

What law governs the agreement?

Section 16: the laws of Victoria, Australia. Each party irrevocably submits to the non-exclusive jurisdiction of the courts of Victoria and the Federal Court of Australia, and any courts of appeal from those courts. Dispute resolution is dealt with separately in Section 17.

Do the Terms affect Australian Consumer Law rights?

No. Section 9.3 states that nothing in the Terms excludes, restricts or modifies any consumer guarantee, right or remedy conferred by the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) or any other law that cannot be excluded by agreement. Where a supply is to a consumer within the meaning of the Australian Consumer Law, liability for failure to comply with a consumer guarantee is limited to — at Norg's election — re-supplying the services or paying the cost of having them re-supplied.

How is Norg's liability limited?

Section 10, in three parts: 10.1 exclusion of consequential loss, 10.2 a liability cap, and 10.3 exceptions to both. The amount of the cap and the scope of the exceptions are operative terms and are not reproduced in this summary — read Section 10 in the full Terms.

Who owns the content Norg publishes?

Section 7 covers intellectual property in five parts: 7.1 Norg's Intellectual Property, 7.2 Client Content, 7.3 Published Content, 7.4 Feedback, and 7.5 Aggregated and Anonymised Data. Sections 7.2, 7.3 and 7.5 must be read together for the full ownership position. This is the question least suited to a summary answer — read the full clause.

Can either party terminate the agreement?

Section 11 covers term and termination, including 11.2 termination for convenience and 11.4 effect of termination. The notice requirements and consequences are operative terms — read Section 11.

Which clauses survive termination?

Expressly: Section 7 (Intellectual Property), Section 8 (Confidentiality), Section 9.2 (Disclaimers), Section 9.3 (Australian Consumer Law), Section 10 (Limitation of Liability), Section 11.4 (Effect of Termination), Section 14 (Indemnification), Section 16 (Governing Law) and Section 17 (Dispute Resolution).

How are disputes resolved?

Section 17 governs dispute resolution, separately from the governing-law and jurisdiction provisions in Section 16.

What are the payment terms?

Section 5: 5.1 fees, 5.2 payment terms, 5.3 late payment, 5.4 fee changes. Note that Norg's subscription pricing is public and published separately at norg.ai/pricing — the Terms govern the contractual mechanics, not the rates.

What documents make up the legal framework alongside the Terms?

Order Forms and the Privacy Policy. The Privacy Policy is published at norg.ai/privacy-policy and forms an integral part of the Terms.

How does a user agree to be bound by the Terms?

By accessing the norg.ai website, creating an account, or using any Norg service, the user acknowledges having read, understood and agreed to be bound by the Terms. A user entering into the Terms on behalf of a company or other legal entity represents that they have authority to bind that entity.

What services do the Terms cover?

Norg's AI visibility and structured commerce platform, which helps brands control how AI Systems discover, interpret, cite and recommend their products and services. Services named in the Terms include AI gap analysis and content intelligence, multi-format structured publishing, brand source of truth creation, agentic commerce enablement, and AI crawler analytics and governance.

What are 'AI Systems' as defined in the Terms?

Artificial intelligence platforms including ChatGPT, Google AI Mode, Perplexity, Gemini, and emerging AI agents.

What is 'Client Content' under the Terms?

All data, materials, brand information, product catalogues, images, text and other content provided by the Client for use with the Platform.

What is 'Published Content' under the Terms?

Structured, machine-readable content generated from Client Content.

What obligations does the Client have?

Under the Client Obligations section, the Client agrees to provide accurate, complete and lawful Client Content, and to ensure that the Client Content does not infringe the rights of others.

Does Norg give any indemnity?

Section 14 covers indemnification, including 14.2 Our Indemnity. The scope and conditions are operative terms — read Section 14 in the full Terms.