# US — LEGAL NOTICE

Effective Date: 12 February 2026
Last Updated: 17 February 2026

This Legal Notice applies to:
• https://institutionofinnovation.com (including subdomains)
• the AILA product pages, downloads, account/checkout areas, and related support channels
• official social media profiles where this Legal Notice is linked

## 1) Service Provider / Operator

**Palindrom – Institution of Innovation LLC**
(Delaware Limited Liability Company, United States)

**Registered / Business Address (USA):**
1007 N Orange St, 4th Floor Suite #5410
Wilmington, DE 19801
United States

Email (General / Legal): info@palindrom-ioi.com
Email (Support): support@palindrom-ioi.com
Phone: +49 152 22156817
Website: institutionofinnovation.com

**Additional Service Address (Germany) — for EU/DE correspondence:**
M. Heigl
Anna-Ebermann-Straße 26
13053 Berlin
Germany

## 2) Authorized Representatives (Management)

• Marco Heigl — Founder, CEO, Manager / Authorized Representative
• Florian Wildelau — Co-Founder, Co-CEO

## 3) Company Register (Delaware, USA)

Registered with: Delaware Division of Corporations
File Number: 10507730

# 4) Registered Agent (Delaware, USA)

Firstbase Agent LLC
1007 N Orange St, 4th Floor Suite #5410
Wilmington, DE 19801
United States

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# 5) Payments & Payment Processing (Important)

Payments for AILA are processed using **Stripe**.

For payment processing, a Stripe account may be used that is registered to:
**Marco Heigl** (sole proprietor / "Einzelunternehmen")
Anna-Ebermann-Straße 26, 13053 Berlin, Germany

**Important clarification:**
This payment-processing arrangement is provided for transparency regarding checkout and payment flows. Unless explicitly stated otherwise during checkout, the **seller / service provider and contracting party for AILA remains Palindrom – Institution of Innovation LLC**. Support and product-related communication remain available through the contacts listed in this Legal Notice.

Refunds, reversals, and chargebacks (if applicable) are handled through the original payment method and the applicable refund rules shown at checkout and in the relevant policy documents.

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# 6) Regional Rules / Consumer Information

Depending on where you access the Services from and which regional terms govern your purchase/use, additional mandatory consumer and information rules may apply. The applicable legal documents and regional terms are provided via our Global Legal Hub and/or during checkout.

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# 7) Responsibility for Content

We are responsible for our own content on these pages under applicable laws.
However, we do not guarantee that information is complete, accurate, or up to date, unless mandatory liability rules require otherwise.

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# 8) External Links

Our pages may contain links to external third-party websites. We have no control over the content of those websites.

The respective provider/operator is responsible for third-party content. If we become aware of specific legal violations, we will remove such links where reasonable and practicable.

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# 9) Intellectual Property / Copyright / Trademarks

All content on this website and within AILA (including text, design elements, logos, graphics, and software components) is protected by copyright, trademark, and/or other intellectual property laws.
Any reproduction, modification, distribution, or use beyond what is permitted by mandatory law requires prior written permission from Palindrom – Institution of Innovation LLC, unless expressly stated otherwise.

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# 10) Support & Contact

For the fastest resolution, please contact us before initiating formal proceedings:
• Support: support@palindrom-ioi.com
• Legal/General: info@palindrom-ioi.com

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# 11) Legal Documents / Terms

Your use of the website and AILA is governed by our applicable legal documents (by region), including (as applicable):
• Terms of Sale & Terms of Service
• Subscription Terms
• End User License Agreement (EULA)
• Privacy Policy
• Key & License Policy

Current versions are made available via our Global Legal Hub and/or during checkout.

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# 12) Changes to This Legal Notice

We may update this Legal Notice from time to time. The “Last Updated” date will reflect changes. Updates apply prospectively.