WISHTALES AI, INC.

Customer Support

How to reach Wishtales, what to expect when you do, and answers to the questions we are asked most often.

EFFECTIVE DATE	LAST UPDATED	VERSION	APPLIES TO
13 October 2026	13 October 2026	2.0	All users worldwide

AT A GLANCE

- For help, write to **support@wishtales.ai**. Investors, partners and enterprises can reach us at **admin@wishtales.ai**.
- We aim to acknowledge every message within 48 hours, and we prioritise urgent safety reports.
- Use the subject lines in Section 2 so that your request reaches the right team quickly.
- Wishtales is in private alpha. Access opens in cohorts from our waitlist.
- This page is a summary for your convenience. Our Terms and Conditions, Privacy Policy and Cancellation and Refund Policy set out your rights in full and prevail over anything on this page.

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1. Welcome

1.1 Welcome to Wishtales Customer Support. Wishtales AI builds Generative Synchronous Diffusion (GSD), a foundational model that generates video, voice, lip sync, sound effects, music and on screen text at once, in sync, in a single pass. On it we build Studio, Supercut, Compose, Spark and Stream, and an API for platforms. We are here to help you have a seamless experience.

1.2 The Services are provided by Wishtales AI, Inc., a Delaware corporation headquartered in Palo Alto, California. Its subsidiary, Wishtales Technologies Private Limited in Bengaluru, India, supports our operations and our customers in India.

1.3 This page is provided for information only. It does not form part of our Terms and Conditions and does not create any additional right, obligation, warranty or guarantee. If anything on this page conflicts with our Terms and Conditions, Privacy Policy or Cancellation and Refund Policy, those documents prevail.

2. How to Contact Us

2.1 Requests for help go to **support@wishtales.ai**. Please write from the email address associated with your Account and use the subject line that matches your request. Investor, partner, Platform API and enterprise enquiries go to **admin@wishtales.ai**.

What you need	Subject line	What to expect
General help and technical support	Support	Acknowledgement within 48 hours
Billing, cancellations and refunds	Billing, Cancel Subscription or Refund Request	Acknowledgement within 48 hours; approved refunds paid within 14 days
Withdrawal by EU, EEA or UK consumers	Withdrawal	Acknowledged without undue delay; refund within 14 days
Privacy and data requests	Privacy Request	Acknowledgement within 5 working days; answered within the period the law requires
Data protection complaints (UK)	Data Protection Complaint	Acknowledged within 30 days at most and investigated without undue delay
Parental requests about a child's data	Parental Request	Verified, then actioned promptly
Reporting illegal or harmful content	Report, or use the in product reporting tools	Receipt confirmed and decision communicated
Intimate image removal	Intimate Image Removal Request	Content removed within 48 hours of a valid request; no Account needed
Copyright notices	Copyright Notice	Handled under the procedure in Section 12 of our Terms
Appeals against moderation decisions	Appeal	Reviewed by a person not involved in the original decision
Grievances in India	Grievance (India)	Handled within the time frames in Section 4
Accessibility assistance	Accessibility	Acknowledgement within 48 hours
Investors, partners, Platform API and enterprise	Sent to admin@wishtales.ai	Acknowledgement within 48 hours
Legal notices	Legal Notice	Please also send a copy by post to our principal place of business

2.2 The response times above are our service targets, except where the law sets a fixed period, in which case we meet that period. Our postal addresses are listed in Section 12. We provide support in English.

3. Our Service Commitments

- We aim to acknowledge every message within 48 hours.

- We aim to resolve consumer complaints within one month of receipt, and we do so within that period wherever the law requires it. If a matter needs longer, we tell you why and when to expect an answer.
- We never ask for your password or full card number by email.
- We treat every request confidentially and use the information you give us only to resolve it, as described in our Privacy Policy.
- Safety reports involving children or intimate imagery are prioritised above all other requests.

4. Grievance Redressal in India

4.1 Grievance Officer. Users in India may raise a grievance with our Grievance Officer at Wishtales Technologies Private Limited, 5th Floor, WeWork Galaxy, 43 Residency Road, Shanthala Nagar, Ashok Nagar, Bengaluru, Karnataka 560025, India, or by email to support@wishtales.ai with the subject line "Grievance (India)".

4.2 Time frames.

Type of grievance	How we respond
Consumer complaints about purchases, under the Consumer Protection Act, 2019 and its rules for electronic commerce	Acknowledged within 48 hours and resolved within one month of receipt
Complaints about content on the Services, where we act as an intermediary under the Information Technology Act, 2000 and the IT Rules as amended in 2026	Acknowledged within 24 hours and resolved within 7 days; requests to remove content are resolved within 36 hours
Complaints about content that exposes a person's private areas, shows them in full or partial nudity or in a sexual act, or impersonates them, including through artificially morphed images	Acted on within 2 hours, as the IT Rules require
Grievances about personal data, under the Digital Personal Data Protection Act, 2023	Resolved within 90 days at most, and sooner where other law requires

4.3 Further recourse. If you are not satisfied with our response, you may appeal a content decision to the Grievance Appellate Committee within 30 days, complain about personal data matters to the Data Protection Board of India, contact the National Consumer Helpline on 1915, or approach the appropriate Consumer Disputes Redressal Commission.

5. Frequently Asked Questions

5.1 What Is Wishtales AI?

Wishtales AI builds Generative Synchronous Diffusion (GSD), a foundational model that generates video, voice, lip sync, sound effects, music and on screen text at once, in sync, in a single pass. On it we build Studio, Supercut, Compose, Spark and Stream, and an API for platforms.

5.2 What Is GSD?

GSD is our foundational generative model, which we describe as the fourth architectural pillar of generative AI. It plans the whole video once on a topological world graph, then renders every layer in one linear pass, which is how it reaches 120 seconds and beyond in one shot.

5.3 What Is Giga Papaya?

Giga Papaya is the editing engine built into GSD. It changes one layer for only the seconds you choose and leaves everything else as it was, then carries the change into later scenes if you confirm.

5.4 Which Product Should I Use?

Spark to turn a website or social link into an explainer or story. **Compose** to write once and publish in every format. **Studio** to generate and edit long form video. **Supercut** to edit on your phone. **Stream** to watch and share. The **Platform API** to build GSD into your own product.

5.5 How Long Can a Video Be?

Studio generates 120 seconds and beyond in a single pass, with no camera cuts; the longest single pass demonstrated in our testing so far is 154 seconds. Spark explainers run up to five minutes.

5.6 Which Languages Are Supported?

Voice and lip sync are available in more than 30 languages.

5.7 How Do I Get Access?

Wishtales is in private alpha. Join the waitlist on our website; early access opens in cohorts, with credits to create. Platforms and enterprises can write to admin@wishtales.ai.

5.8 What Does It Cost?

Basic is USD 30 a month, Creator USD 60 a month and Max USD 300 a month. Spark is a flat USD 10 for each explainer or story of up to five minutes. The API is USD 2 per minute of video, covering one GSD generation and ten Giga Papaya edits, with each additional edit at USD 0.10. Applicable taxes are added at checkout, and current prices and plan details are always shown on our Pricing page before you buy.

5.9 What Counts as a Minute?

One minute of finished video with all six layers: video, voice, lip sync, sound effects, music and on screen text. A two minute video uses two minutes of your plan.

5.10 How Do Giga Papaya Edits Work in My Plan?

Every minute you generate comes with ten Giga Papaya edits, and Max includes unlimited edits, subject to fair use. Each edit renders again only the seconds you change, so editing never means paying for the whole video again.

5.11 Can I Cancel or Get a Refund?

Yes. Cancel at any time from the billing section of your account settings; your plan stays active until the end of the billing period. You may cancel a new subscription or Credit pack within 7 days of purchase for a refund, less the value of any Credits you have used. Consumers in the EU, EEA and UK have a 14 day statutory right of withdrawal, and annual renewals can be refunded within 14 days. Our Cancellation and Refund Policy sets out the full terms.

5.12 Who Owns What I Create?

You keep the rights in what you put in and, as between you and Wishtales, own what you generate, subject to our Terms and Conditions and the rights of others. You are responsible for checking that your content does not infringe anyone else's rights before you publish it. We feature your published work in our promotional channels only with your permission.

5.13 Do You Use My Content to Train Your Models?

No, not unless you choose to allow it in your settings. We do not use voice and likeness data, or content we know was created by or for a child, for training, whatever setting is chosen.

5.14 Is AI Generated Content Labelled?

Yes. Outputs carry labels and machine readable provenance markers, in line with the EU Artificial Intelligence Act, the California AI Transparency Act and India's IT Rules. Please do not remove them, and disclose that realistic synthetic content is AI generated when you share it.

5.15 Can Wishtales Be Used to Make Deepfakes?

Wishtales is built to be safe by design: harmful concepts are left out of the world graph, and our safety systems screen prompts and outputs. Our Terms prohibit deceptive impersonation, nonconsensual intimate imagery and the use of a real person's likeness or voice without consent. No safety system is perfect, so if you see misuse, report it and we will act quickly.

5.16 Can Children Use Wishtales?

Accounts are for adults aged 18 or over. Children may use Wishtales only through a parent's or guardian's Account and under their supervision. We never show personalised advertising to anyone we know to be under 18.

5.17 How Is My Data Handled?

We use encryption, access controls and a written information security programme, and we do not sell personal data for money. Our Privacy Policy sets out what we collect, how we use and share it, how long we keep it and how to exercise your rights.

5.18 How Do I Delete My Account or Download My Data?

Use the Delete Your Account option on our website or the privacy settings in your Account, or email us with the subject line "Privacy Request". We delete closed Accounts within 30 days, and remaining copies leave our encrypted backups within a further 60 days.

5.19 How Do I Report Content or Appeal a Decision?

Use the in product reporting tools or email us with the subject line “Report”. If we take action on your content, we explain why, and you may appeal within six months.

Generation lengths, language counts and other performance figures describe results achieved in our own testing and may vary with your inputs, settings and plan. Section 18 of our Terms and Conditions applies.

6. Data Protection and Privacy

Our practices are designed to meet the requirements of the data protection laws of the places we serve, including:

- the General Data Protection Regulation, for the European Union and the European Economic Area;
- the UK GDPR and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025, for the United Kingdom;
- the California Consumer Privacy Act, as amended by the California Privacy Rights Act and its regulations in force from 1 January 2026, and the comprehensive privacy laws of other United States states;
- the Children’s Online Privacy Protection Act and the amended COPPA Rule, for the United States;
- the Personal Information Protection and Electronic Documents Act and provincial laws, including Quebec’s Law 25, for Canada;
- the Digital Personal Data Protection Act, 2023, the Digital Personal Data Protection Rules, 2025 and the Information Technology Act, 2000, for India;
- the Protection of Personal Information Act, 2013, for South Africa; and
- the Privacy Act 1988 for Australia and the Privacy Act 2020 for New Zealand.

Our Privacy Policy describes the data we collect, how we use and share it, how long we keep it, and how to exercise your rights.

7. Advertising Standards

Where we show advertising, including on Stream, we follow Google’s advertising policies, including its EU User Consent Policy, and the advertising laws of the places we serve. In particular:

- we do not display misleading or false advertisements;
- sponsored video and banner content is clearly marked as sponsored;
- we show personalised advertising only with your consent in the EEA, the UK and Switzerland, and you can opt out of personalised advertising everywhere else, including through Global Privacy Control; and
- we never show personalised advertising to anyone we know to be under 18.

8. AI Transparency and Safety

- **Transparency.** We make clear when you are interacting with AI, and we label AI generated content with visible notices and machine readable markers, as the EU Artificial Intelligence Act requires from 2 August 2026, together with the California AI Transparency Act and India’s IT Rules as amended in 2026.

- **Child safety.** We have zero tolerance for child sexual abuse material, use detection technology and human review, and report apparent material to the National Center for Missing and Exploited Children and other authorities as the law requires.
- **Intimate imagery.** We remove nonconsensual intimate imagery, including AI generated depictions, within 48 hours of a valid request, in line with the United States TAKE IT DOWN Act.
- **Fair moderation.** When we act on your content, we explain our reasons and offer an appeal reviewed by a person.

9. Key Terms in Brief

By using Wishtales, you agree to our Terms and Conditions. In brief:

1. You must use the Services lawfully and in line with our Acceptable Use Policy, and must not misuse or exploit any content or service we provide.
2. You keep the rights in your content and are responsible for it. We feature your published content in our promotional channels only with your permission.
3. Harassment, hate speech, sexual content involving minors, nonconsensual intimate imagery, deceptive impersonation and other harmful content are prohibited and may lead to removal and Account suspension.
4. You are responsible for keeping your Account credentials secure.
5. The Services and Outputs are provided “as is”, and our liability is limited, as Sections 18 and 19 of the Terms explain.
6. If you live in the United States, disputes are resolved by individual arbitration unless you opt out within 30 days, as Section 21 of the Terms explains.

Please read the full Terms and Conditions, which prevail over this summary.

10. Accessibility

We strive to make Wishtales accessible to everyone, and we aim for our websites and applications to conform to the Web Content Accessibility Guidelines (WCAG) 2.2 at Level AA, consistent with the European Accessibility Act and the Americans with Disabilities Act. If you encounter any barrier, email support@wishtales.ai with the subject line “Accessibility”. We will provide the information you need in an alternative format, or another way to complete your task, and use your feedback to improve.

11. Feedback

Your feedback is invaluable to us. Share suggestions through the feedback option in the Services or by email with the subject line “Feedback”. Feedback is handled as described in Section 14 of our Terms and Conditions.

12. Company Information

Thank you for choosing Wishtales. We are here to support you every step of the way.

Wishtales AI, Inc.

A Delaware corporation (Delaware File No. 10125204), registered to do business in California (California Entity No. B20250046086).

Principal Place of Business	425 Sherman Avenue, Suite 310, Palo Alto, California 94306, United States
Registered Office in Delaware	c/o Incorporating Services, Ltd., 3500 South Dupont Highway, Dover, County of Kent, Delaware 19901, United States
Mailing Address	2810 N. Church Street, PMB 761155, Wilmington, Delaware 19802, United States
India Subsidiary	Wishtales Technologies Private Limited, 5th Floor, WeWork Galaxy, 43 Residency Road, Shanthala Nagar, Ashok Nagar, Bengaluru, Karnataka 560025, India
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Website	www.wishtales.ai

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