LUANA.SYSTEMS / SECOND LOOK

Give every AI draft a second look.

18 checks for Irish small businesses | Free checklist | Version 1.1

THE ROUTINE AI drafts > a second AI checks > a person approves

Tick each line before a reply, post or notice goes out. Any 'no' means fix or escalate.

01 / FACTS

- [ ] 1. Every price, time, date, service, policy and name matches your approved facts.
- [ ] 2. No slot, delivery date or call-out time is promised unless a person confirmed it.
- [ ] 3. Variable prices say 'from €X' or 'we'll confirm a quote'.
- [ ] 4. Missing facts are flagged for a person, never filled by a guess.

02 / BOUNDARIES

- [ ] 5. No guarantee of results or outcomes.
- [ ] 6. No medical, legal, financial, allergy or safety advice; a qualified person handles it.
- [ ] 7. No refund, discount or exception outside policy without human approval.
- [ ] 8. Offer a human contact when someone asks, is upset or the subject is sensitive.

03 / PRIVACY & FAIRNESS

- [ ] 9. Ask for the minimum personal data; never request health details by message.
- [ ] 10. Give everyone the same facts, options, tone and ways to get help.
- [ ] 11. Make no assumptions about who the customer is.
- [ ] 12. If asked whether AI helped, answer truthfully.

04 / QUALITY

- [ ] 13. Give the customer a clear next step.
- [ ] 14. Keep it short, warm and plain; cut hype and jargon.
- [ ] 15. Use Irish/UK spelling, euro amounts and local details.
- [ ] 16. Remove placeholders, repetition and invented reviews or testimonials.

05 / ACTIONS & RIGHTS

- [ ] 17. Never say something was removed, refunded, sent or deleted unless a person did it.
- [ ] 18. Do not deny or omit a customer's legal rights; ask a person if unsure.

WHEN TO STOP

A person must review serious fact, safety, privacy, action or rights problems.
Never send an AI draft automatically. Human approval is the final step.

Adapted from the Second Look Core Kit v1.1. General information, not legal advice.

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