

Terms & Policies

1. Lead Capture & Client Data

- All client and lead information collected through our system is stored securely.
- You are responsible for ensuring the accuracy of the data you provide.
- We do not sell or share your data with third parties, except as required by law or for integrated services (e.g., Stripe, QuickBooks).

2. Booking & Scheduling

- Bookings are confirmed only after deposit/payment (if applicable).
- Clients must provide at least [X hours/days] notice for cancellations or rescheduling.
- Missed appointments without notice may result in loss of deposit or additional charges.

3. Payments & Invoicing

- All payments are processed securely via Stripe/QuickBooks.
- Deposits are non-refundable, unless otherwise stated in your invoice or contract.
- Full payment must be made before project delivery or as per agreed milestones.
- Late payments may incur a fee of [X% per day/week].

4. Contracts & E-Signatures

- Contracts sent through our platform are legally binding once signed.
- Clients must review contracts carefully before signing.
- Breach of contract terms may result in suspension of services.

5. Email & SMS Notifications

- By using our system, you consent to receive email and SMS notifications for bookings, reminders, invoices, and updates.
- You can opt out of promotional emails, but transactional emails (like invoices, reminders) cannot be opted out.

6. Client & Job Pipeline

- Our workflow typically follows these stages: Consultation > Quote > Scheduled > Completed.
- Progress updates will be shared with clients at each stage.
- Any changes to scope, timeline, or cost must be approved in writing.

7. Team & Access Management

- Role-based access ensures only authorized staff can view or edit sensitive information.
- Clients are responsible for safeguarding their login credentials.
- Unauthorized access attempts may lead to account suspension.

8. Refunds & Cancellations

- Refund requests will be reviewed on a case-by-case basis.
- Deposits are generally non-refundable.
- If a project is canceled after work has begun, partial payments may be retained to cover completed work.

9. System Usage & Restrictions

- Users must not misuse the platform for spam, fraud, or illegal activities.
- Any abuse of the system will result in immediate suspension without refund.

10. Liability Disclaimer

- We are not responsible for losses due to system downtime, third-party integrations (e.g., Stripe, QuickBooks), or missed notifications.
- Clients must verify their own data, bookings, and payments.

11. Policy Updates

- We may update these terms from time to time.
- Continued use of the system after updates implies acceptance of the new terms.