

# Terms & Conditions

Last updated: 01/04/2026

These Terms & Conditions (“Terms”) govern the use of our website and services provided by Upside Impact (“we,” “us,” or “our”). By accessing our website or purchasing our services, you agree to be bound by these Terms.

If you do not agree with these Terms, please do not use our services.

## 1. Services

We provide AI-based solutions designed to help local service businesses save time, streamline operations, and increase return on investment (ROI). Our services include:

AI receptionist implementation

AI chatbots for lead qualification and customer communication

Website creation and setup

Our services are focused on:

Speeding up business processes

Qualifying leads more efficiently

Reducing manual workload

Improving overall operational efficiency

## 2. Service Delivery

Typical delivery time is 1 to 2 business days, depending on project scope and responsiveness from the client.

Delivery timelines may be affected if required information, access, or approvals are delayed by the client.

## 3. Errors & Fixes

If a service we deliver contains an error or does not function as intended due to our implementation, we will fix it at no additional charge.

This applies only to issues directly related to our work and original delivery.

## 4. Client Responsibilities

To ensure timely and accurate delivery, clients agree to:

Provide accurate business information

Grant necessary access to tools, platforms, or accounts

Respond in a timely manner to questions or requests

Delays caused by missing or incorrect information are not the responsibility of our agency.

## **5. Pricing & Payments**

Pricing is determined based on company size and problem complexity.

All pricing will be communicated and agreed upon before work begins.

Payment terms will be outlined in the project agreement or invoice.

## **6. No Guaranteed Results**

While our services are designed to improve efficiency, save time, and increase ROI, results may vary depending on the client's business, industry, and usage of the solutions.

We do not guarantee specific revenue, lead volume, or business outcomes.

## **7. Intellectual Property**

Any tools, workflows, configurations, or AI systems we create remain our intellectual property unless otherwise agreed in writing.

Clients are granted the right to use the delivered solution for their business operations.

## **8. Limitation of Liability**

To the maximum extent permitted by law:

We are not liable for indirect, incidental, or consequential damages.

We are not responsible for business losses, missed opportunities, or revenue fluctuations.

## **9. Termination**

We reserve the right to refuse or terminate services if:

The client engages in illegal or unethical activity

The client violates these Terms

# 10. Governing Law

These Terms are governed by the laws of the jurisdiction in which our business is registered.