

FETCHLINE

CONSULTANCY LLC

WEBSITE POLICY

TERMS OF SERVICE

Terms Governing Use of the Fetchline Website and Services

Version 1.0
August 5, 2026

CONFIDENTIAL — PREPARED FOR INTERNAL AND CLIENT USE

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1. Agreement to These Terms

These Terms of Service (these “Terms”) govern your use of the website of Fetchline Consultancy LLC (“Fetchline,” “we,” “us”) and describe the general terms under which we offer professional services. By using our website, you agree to these Terms. Professional service engagements are governed by a signed Master Service Agreement (“MSA”) and Statement of Work; if there is a conflict between these Terms and a signed agreement, the signed agreement controls.

2. Website Usage

2.1 Permitted Use. You may use our website for lawful business purposes: learning about our services, contacting us, and accessing content we make available.

2.2 Content. Website content is provided for general information about our services. It is not legal, financial, or professional advice, and it may be updated or removed at any time.

3. Professional Services

3.1 Engagement Process. Our services — AI workflow automation, consulting, integrations, and related work — are provided only under a signed MSA and SOW (or pilot agreement). Descriptions on the website are informational and do not constitute an offer; a binding engagement exists only when both parties sign an agreement.

4. Payments and Refunds

4.1 Payments. Fees for services are stated in the applicable signed agreement and are payable per its terms. We process payments through reputable processors such as Stripe. You represent that you are authorized to use any payment method you provide.

4.2 Refund Policy. Because our services are customized professional services, fees are generally non-refundable once the corresponding work is performed, except: (a) as expressly provided in a signed agreement (for example, the refund window in our 30-Day Pilot Agreement); (b) where we fail to cure a material service defect as provided in the MSA warranty; or (c) where required by law.

5. Service Availability

5.1 Website Availability. We aim to keep the website available but do not guarantee uninterrupted access. We may modify, suspend, or discontinue any part of the website at any time.

5.2 Third-Party Dependencies. Automations and AI systems we build depend on third-party platforms (such as AI model providers, CRMs, and property management software). Availability and behavior of those platforms are outside our control.

6. AI Limitations and Disclaimers

6.1 Nature of AI. AI systems generate outputs probabilistically, and behavior can be influenced by updates to underlying third-party models and platforms. We design our systems with guardrails, testing, and escalation paths, and we stand behind our work: if a system we build materially deviates from its agreed specifications, we correct it under our warranty and support commitments. Our AI Services Disclosure explains how this works in plain language.

6.2 Working Together. The best results come from a short feedback loop: clients agree with us in each engagement on which outputs are sent automatically and which are routed for approval, and let us know promptly about unexpected behavior so we can correct it quickly.

6.3 General Disclaimer. EXCEPT AS EXPRESSLY STATED IN A SIGNED AGREEMENT, THE WEBSITE AND ALL CONTENT ARE PROVIDED “AS IS” WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

7. Limitation of Liability

7.1 Cap. TO THE FULLEST EXTENT PERMITTED BY LAW, FETCHLINE'S TOTAL LIABILITY ARISING OUT OF YOUR USE OF THE WEBSITE IS LIMITED TO ONE HUNDRED DOLLARS (\$100). LIABILITY RELATING TO PROFESSIONAL SERVICES IS GOVERNED EXCLUSIVELY BY THE SIGNED AGREEMENT FOR THOSE SERVICES.

7.2 Exclusions. FETCHLINE IS NOT LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING FROM WEBSITE USE. Some jurisdictions do not allow certain limitations, so parts of this section may not apply to you.

8. Acceptable Use

8.1 Prohibited Conduct. You agree not to: (a) use the website for unlawful purposes; (b) attempt to gain unauthorized access to our systems or interfere with the website's operation; (c) scrape, harvest, or copy content or data at scale without permission; (d) transmit malware or malicious code; or (e) misrepresent your identity or affiliation.

9. Intellectual Property

9.1 Our Content. The website and its content — including text, graphics, logos, and design — are owned by Fetchline or its licensors and protected by intellectual property laws. You may not reproduce or use them except as permitted for normal website viewing or with our written consent.

9.2 Trademarks. “Fetchline” and our logos are trademarks of Fetchline Consultancy LLC. Nothing on the website grants a license to use them.

10. Termination

10.1 Suspension of Access. We may suspend or terminate access to the website for conduct that violates these Terms or harms Fetchline or others. Sections that by their nature should survive (including Sections 6, 7, 9, and 11) survive termination.

11. Governing Law and Disputes

11.1 Georgia Law. These Terms are governed by the laws of the State of Georgia, without regard to conflicts of law rules. Any dispute arising from these Terms or website use will be resolved exclusively in the state or federal courts located in Georgia, and you consent to their jurisdiction.

12. Changes and Contact

12.1 Changes. We may update these Terms from time to time by posting the revised version with a new effective date. Continued use of the website after changes take effect constitutes acceptance.

12.2 Contact. Questions about these Terms: Fetchline Consultancy LLC, Email:
_____.