

# Terms of Service

Last updated: [Insert date]

## Welcome to BuiltNotes

These Terms of Service ("Terms") govern your use of the BuiltNotes website at builtnotes.com and any related services provided by BuiltNotes ("we," "us," or "our"). By accessing or using our website, you agree to these Terms.

## What BuiltNotes Is

BuiltNotes is a contractor client communication platform that helps builders and their clients stay on the same page throughout a remodeling or construction project. The platform records client meetings, generates AI-powered summaries, and provides a shared project record for both parties.

BuiltNotes is currently in early access. Features, pricing, and terms may change as the product evolves. We will notify registered users of material changes.

## Accounts

To use BuiltNotes beyond the public website, you will need to create an account. There are two types of accounts:

**Builder accounts** are for contractors, remodelers, and builders who subscribe to the service. Builder accounts are paid subscriptions.

**Client accounts** are for homeowners and clients who are invited to a project by a builder. Client accounts are always free.

You are responsible for keeping your login credentials secure. You are responsible for all activity that occurs under your account.

## Free Trial

We may offer a free trial period for new builder accounts. At the end of the trial, your account will convert to a paid subscription unless you cancel. We will notify you before the trial ends.

## **Payment and Cancellation**

Builder subscriptions are billed monthly or annually depending on the plan you select. Payments are processed through Stripe. You may cancel your subscription at any time. If you cancel, your account remains active through the end of your current billing period.

We do not offer refunds for partial billing periods.

## **AI-Generated Content**

BuiltNotes uses artificial intelligence to generate meeting summaries and other content. AI-generated content is a helpful tool but may contain errors or inaccuracies. Builders are responsible for reviewing AI-generated summaries before sharing them with clients. BuiltNotes does not guarantee the accuracy, completeness, or legal enforceability of any AI-generated content. AI summaries are not contracts, change orders, or legally binding agreements.

## **Acceptable Use**

You agree not to use BuiltNotes to:

- Record conversations without the consent of all participants where required by law
- Harass, threaten, or intimidate any person
- Upload content that is illegal, defamatory, or infringes on the rights of others
- Attempt to access another user's account or data without authorization
- Reverse engineer, decompile, or interfere with the operation of the platform

## **Limitation of Liability**

BuiltNotes is a documentation and communication tool. We are not a legal advisor, mediator, or arbiter of disputes. We are not liable for disputes between builders and clients, business decisions made based on AI-generated content, or any indirect, incidental, or consequential damages arising from the use of our service.

Our total liability to you for any claim arising from your use of BuiltNotes shall not exceed the amount you paid us in the twelve months preceding the claim.

## **Termination**

We may suspend or terminate your account if you violate these Terms. Upon termination, your access to the platform will cease. Data handling upon termination will follow our Data Policy.

## **Governing Law**

These Terms are governed by the laws of the State of Minnesota, without regard to conflict of law principles. Any disputes shall be resolved in the state or federal courts located in Hennepin County, Minnesota.

## **Changes to These Terms**

We may update these Terms from time to time. If we make material changes, we will notify you by email or by posting a notice on the website at least 30 days before the changes take effect. Your continued use of BuiltNotes after the effective date constitutes acceptance of the updated Terms.

## **Contact**

If you have questions about these Terms, contact us at [support email] or write to us at [business address].