

Terms of Use / SaaS Agreement

Effective Date: [April 27th, 2026]

Welcome to GRIT. These Terms of Service (“Terms”) govern your access to and use of the GRIT website, software platform, services, features, and related offerings (collectively, the “Services”).

These Terms are entered into by and between you and Generate Revenue in Trades LLC (“GRIT,” “Company,” “we,” “us,” or “our”).

By accessing, subscribing to, or using the Services, you agree to these Terms.

If you are using the Services on behalf of a business entity, you represent that you have authority to bind that entity.

1. Eligibility

You must be at least 18 years old and legally able to enter contracts.

The Services are intended for businesses and commercial users.

2. Description of Services

GRIT provides workflow and customer-engagement software for contractor and trades businesses, including tools that may assist with:

- lead capture
- scheduling
- communications
- bid drafting
- follow-up workflows
- dashboards
- inbox/calendar integrations
- automation tools
- AI-assisted content generation

We may modify, improve, suspend, or discontinue features at any time.

3. Accounts

You are responsible for:

- maintaining login credentials
- restricting unauthorized access
- all activity under your account
- accuracy of account information

You must notify us promptly of unauthorized use.

4. Workspace Subscriptions, Billing & Plan Access

GRIT is offered as a **monthly workspace subscription service**. Access to the Services is sold on a recurring subscription basis tied to the workspace and selected pricing plan.

Plan features, usage limits, automations, integrations, and available tools may vary depending on the subscribed package.

Billing and payment processing are handled by our third-party payment processor, Stripe.

Customers may manage their subscription through the Stripe customer portal, including:

- updating payment methods
- viewing invoices/receipts
- upgrading plans
- downgrading plans
- canceling subscriptions

Recurring charges renew automatically each billing cycle unless canceled.

If payment is unsuccessful, access may be limited or suspended following Stripe's applicable retry and dunning process.

We may modify plan pricing or features with reasonable prior notice.

5. Free Trials / Promotions

We may offer promotional plans or trials. Additional terms may apply.

6. Customer Data

You retain ownership of data you submit to the Services (“Customer Data”).

You grant GRIT a non-exclusive license to host, process, transmit, analyze, display, and use Customer Data as reasonably necessary to provide and improve the Services.

You represent that you have all rights necessary to provide Customer Data.

7. Company Ownership

GRIT retains all rights, title, and interest in:

- software
- code
- workflows
- designs
- trademarks
- branding
- documentation
- AI systems
- aggregated/deidentified analytics
- improvements

No ownership rights are transferred to you.

8. Limited License

Subject to these Terms, GRIT grants you a limited, revocable, non-transferable, non-exclusive right to use the Services during your subscription term for internal business purposes.

9. Acceptable Use

You may not:

- violate laws
- spam or harass others
- upload malware
- scrape or copy the platform
- reverse engineer software except where prohibited by law
- interfere with security
- resell unauthorized access
- infringe IP rights
- misuse AI features
- impersonate others

We may suspend accounts for violations.

10. AI Features Disclaimer

Some features use artificial intelligence or automated tools.

AI-generated outputs may be incomplete, inaccurate, outdated, or unsuitable for your business needs.

You are solely responsible for reviewing and approving:

- emails
- bids
- pricing
- scheduling communications
- classifications
- recommendations
- operational decisions

GRIT does not guarantee AI outputs.

11. Integrations

The Services may connect with third-party providers such as:

- Google
- Microsoft
- Stripe

Use of third-party services is governed by their terms and privacy practices. GRIT is not responsible for third-party systems.

12. Confidentiality

We will use commercially reasonable efforts to protect non-public Customer Data. You agree to protect our confidential information.

13. Warranty Disclaimer

THE SERVICES ARE PROVIDED “**AS IS**” AND “**AS AVAILABLE.**”

TO THE MAXIMUM EXTENT PERMITTED BY LAW, GRIT DISCLAIMS ALL WARRANTIES, INCLUDING:

- MERCHANTABILITY
 - FITNESS FOR A PARTICULAR PURPOSE
 - NON-INFRINGEMENT
 - UNINTERRUPTED SERVICE
 - ERROR-FREE OPERATION
 - ACCURACY OF OUTPUTS
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14. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

GRIT SHALL NOT BE LIABLE FOR:

- lost profits
- lost revenue
- lost business opportunities
- downtime losses
- indirect damages
- incidental damages

- consequential damages

OUR TOTAL LIABILITY FOR ANY CLAIM SHALL NOT EXCEED THE TOTAL FEES PAID BY YOU TO GRIT IN THE 12 MONTHS BEFORE THE CLAIM AROSE.

15. Indemnification

You agree to defend and indemnify GRIT from claims arising out of:

- your misuse of Services
 - Customer Data
 - legal violations
 - infringement by materials you submit
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16. Suspension / Termination

We may suspend or terminate access for:

- nonpayment
- abuse
- security threats
- legal compliance needs
- material breach

You may cancel anytime subject to billing-cycle rules. We may suspend or limit access for failed or overdue subscription payments after applicable payment retry attempts.

17. Data Deletion

Following cancellation, we may delete Customer Data approximately 30 days after termination unless retention is legally required.

18. Arbitration / Class Action Waiver

Any dispute shall be resolved by binding arbitration on an individual basis.

No class, collective, or representative actions permitted.

Either party may seek small claims relief where allowed.

Either party may seek injunctive relief for misuse of intellectual property or confidentiality breaches.

Clause should be reviewed by Wisconsin counsel before launch.

19. Governing Law

These Terms are governed by the laws of Wisconsin, without conflict-of-law rules.

20. Changes to Terms

We may update these Terms. Continued use after updates constitutes acceptance.

21. Contact

Generate Revenue in Trades LLC
hello@gritseller.com