Service Terms

v11, November 22, 2026 · Triple J Property LLC, 117 W Allen St, Suite 300, Wentzville, MO 63385, hello@triplejstudio.com

These Service Terms (v11, November 22, 2026) and the Order Form that Client signs together make up the Service Agreement (the "Agreement") between Triple J Property LLC, a Missouri LLC doing business as Triple J Studio and Triple J Properties ("Provider"), and the business named in the Order Form ("Client"). The choices made in the Order Form's fields (business details, plan or package, billing, and price list) control if they conflict with these Service Terms. Any other wording added to an Order Form, and any terms in Client's own forms or emails, are not part of the Agreement unless Provider agrees to them by email. Section numbers refer to these Service Terms. The "call setup sheet" means the setup details (hours, greeting, directory, emergency rules, on-call number, calendar) Client gives Provider by email or online form after signing. Each version of these Service Terms is kept online as a PDF that can be viewed, saved, and printed (this version: https://triplejstudio.com/service-terms/service-terms-v11.pdf); the version named in the Order Form applies, subject to section 12.9.

1 Phone services

Provider will set up and run the services in the plan Client picks in Schedule A. Depending on the plan, the services are:

1. **Missed-call text-back:** when a call to Client's business number is not answered, an automatic text goes to the caller within about a minute. Replies are answered by the AI assistant within Client's approved wording or passed to Client.
2. **AI call answering:** an AI voice assistant answers the calls Client chooses to send it (for example after hours or when the line is busy). It collects the caller's details, books appointments (on plans that include booking) on Client's calendar, and sends Client a summary of each call.
3. **Call directory and routing:** callers are offered simple choices (for example service, billing, or emergency) and are sent to the person, phone number, or voicemail Client names in the call setup sheet. Calls that meet Client's emergency rules are transferred to Client's on-call number.
4. **Monthly report:** a short report showing calls answered, texts sent, and appointments booked.

Provider runs the services using outside phone, texting, and AI software platforms. Provider chooses those platforms and may change them. Provider is Client's single point of contact for the services. Outages and errors of those platforms are covered by sections 8 and 10.6. If a platform change removes or materially changes a feature Client relies on, Provider will tell

Client, and Client may cancel right away by email with a pro-rated refund of that billing period's fee.

2 Fees and payment

1. **At signup:** Client pays the setup fee and the first plan fee in Schedule A at signup, through Provider's online checkout or invoice. Paying at checkout counts as signing up. Client signs the Order Form electronically through Provider's online signing page. Provider offers these Service Terms by publishing them and does not sign each Order Form: the Agreement is formed when Client signs the Order Form, and Provider confirms it by emailing Client a copy of the signed Order Form and by accepting payment or starting work. Provider starts setup work within 2 business days after the later of the payment clearing and this Agreement being signed. If Client has not signed within 14 days after paying, Provider may cancel and refund all payments, less any carrier or registration fees already paid for Client. Before setup work starts, and within 5 business days after Client signs, Provider may decline an order by email with a full refund (for example, if Client is not a business, the use is not allowed under section 5 or 12.1, or a carrier or platform will not accept it).
2. **Setup fee refunds:** if Client cancels before setup work starts, Provider refunds all payments in full. The setup fee is not refundable once setup work has started. The one exception: if the services are not live within 30 days after payment only because of something on Provider's side, Client may cancel and get the setup fee and the first plan fee back, less any carrier, registration, or platform fees Provider already paid for Client. Delays caused by carrier registration review or by Client (for example, missing information, approvals, or forwarding) do not count toward the 30 days.
3. **Plan fee:** "plan fee" includes the monthly fee for a phone plan, a video package, or an add-on. After signup, the plan fee is charged in advance, automatically, on the same day each month (or each year on annual billing). If the services go live more than 14 days after signup only because of something on Provider's side, Provider credits Client, on the next charge, 1/30 of the monthly fee for each day after day 14 until go-live. "Go-live" means the first day the services handle live calls or texts for Client. For the Basic Text-Back plan, whose only service is texting, Provider moves the next charge so that Client is not charged for days before carrier registration is approved and texting starts.
4. **Usage over the plan:** AI answering minutes and texts over the plan's included amounts are billed at the rates in Schedule A with the next charge, or monthly on annual billing.
5. **How payments are made:** payments are processed by Provider's payment processor (currently Stripe) using the card or bank account Client saves at checkout. Client keeps a valid payment method on file and updates it if it expires or changes. Client authorizes Provider to charge the saved payment method for the plan fee, extra minutes, and other amounts due under this Agreement until this Agreement is cancelled. Client may instead ask for an online invoice, due within 5 days. Fees do not include any sales, use, or similar tax, and Client pays any such tax that applies. Where Provider is required to collect it, Provider adds it to the charge or invoice; where Provider does not collect it, Client is

responsible for any tax it owes on the purchase. Client gives Provider any exemption certificate it wants Provider to rely on.

6. **Late payment:** if a charge fails or a payment is more than 10 days late, Provider may pause the services until it is paid. Provider will email Client at least 3 days before pausing and will ask Client to turn off call forwarding before the pause starts; during a pause, Provider will pass calls through to Client's on-call number or play a message where the platform allows. While the services are paused, calls and texts will not be handled by Provider, and Provider is not responsible for calls or texts missed during the pause. If a payment is more than 30 days late, Provider may end this Agreement by email notice. Overdue amounts carry a late charge of 1.5% per month, or the highest amount Missouri law allows if that is lower. Client pays Provider's reasonable costs of collecting overdue amounts, including reasonable attorney fees.
7. **Disputed charges:** Client will raise any billing question with Provider in writing within 30 days of the charge before disputing it with a bank or card company. A chargeback of an amount that was properly owed counts as late payment, and Client pays any dispute fee the payment processor charges for it.
8. **Price changes:** Provider may change the plan fee or usage rate by giving Client at least 30 days' written notice, including when a carrier or platform raises what it charges Provider. On annual billing, a new plan fee applies only from the next yearly renewal. If Client does not agree, Client may cancel by email before the new price starts, effective right away, without the 30-day notice in section 3.
9. **Plan changes:** changes between plans are made by email, not online. When Client moves to a plan with a higher fee, Client pays (a) the difference between the two setup fees, and (b) the difference between the two plan fees for the days left in the current billing period, pro-rated by day; the new plan fee then applies from the next billing date. On annual billing there is no setup-fee difference. A move to a lower plan takes effect on the next billing date, and setup fees already paid are not refunded. A move between monthly and annual billing takes effect at the end of the current billing period.
10. **Annual billing:** Client may choose to pay for a phone plan yearly in advance at the annual fee in Schedule A, which is ten times the monthly fee, with no setup fee. The plan fee is locked for the 12 months paid for. An annual plan renews automatically for another year at the annual fee then in effect unless Client cancels before the renewal date. Provider emails Client a reminder 15 to 30 days before each renewal, with the renewal date, the price, and how to cancel. There is no fee for cancelling an annual plan; cancelling stops the next renewal, and the services keep running until the end of the year already paid. Fees already paid for the year are not refunded, except as listed in section 3.4.
11. **Deals and promotional codes:** a deal or promotional code gives only the discount it states, applies only to the purchase or billing period it states, has no cash value, and cannot be combined with another deal unless the deal says so. The phone + video discount, referral credits, and a founding rate in Schedule A are standing terms, not deals, and apply together; a promotional code does not combine with them unless the

code says so. Provider may end a deal at any time; this does not change a discount Client already received.

3 Term and cancelling

1. This Agreement starts on the date Client signs the Order Form and runs month to month, or year to year on annual billing. There is no long-term contract.
2. Either side may cancel for any reason with 30 days' written notice by email. The services keep running, and the plan fee still applies, through the notice period, and cancellation takes effect at the end of the paid billing period that is in progress on the 30th day after notice. Client may instead cancel online through the "Manage my plan" page linked on Provider's website. An online cancellation stops all future charges, and the services keep running until the end of the billing period (month or year) already paid. On annual billing, a cancellation by email or online at any time before the renewal date stops the next renewal, and the services run until the end of the year already paid. Cancelling one service (for example, a phone plan) does not cancel another (for example, a video package or add-on) unless Client says so. No charges are made after cancellation takes effect.
3. Either side may cancel right away if the other side materially (seriously) breaks this Agreement and does not fix it within 10 days after written notice. Provider may also pause or stop a service right away, with notice to Client, if a carrier or platform blocks or flags it, if Provider reasonably believes it is being used in a way that breaks the law or carrier rules, or if Client asks for a change that would do so. Fees continue during a pause caused by Client.
4. Except for the refunds in sections 1, 2.1, 2.2, 11.2, 12.8, 12.9, and 13.2 and in Schedule A (wrong price list), the credits in sections 2.3 and 11.8, and the price-change cancellation in section 2.8, fees already paid are not refunded, including for a partial month or the unused part of an annual plan.
5. When the Agreement ends, Provider will turn off the services, export Client Data (see section 6), and help Client point its business number back to its own phones (see section 4).

4 Client's phone number

1. Client's business number belongs to Client. Provider does not take ownership of it. Calls reach the services by call forwarding, which Client can turn off at any time.
2. If Provider sets up a new phone number for Client's texting or call routing, Provider will, on Client's request, release or transfer that number to Client or to Client's new provider if the carrier allows it. Provider will not hold the number back because of unpaid amounts; any amounts Client owes stay due. Client pays any carrier transfer fee.

5 What Client provides

Client agrees to:

1. Set up call forwarding from its business number, or let Provider guide Client through it.
2. Give accurate business hours, services, service area, and any pricing Client wants shared with callers.
3. Give written emergency rules, approved emergency wording, and an on-call number in the call setup sheet, keep them up to date, and make sure someone answers the on-call number.
4. Give access to the calendar or booking system where appointments should go.
5. Review and approve the scripts and text messages before go-live.
6. Tell Provider within 2 business days if anything callers are told is wrong.
7. Respond to the leads and appointments the services pass along. Provider does not perform Client's work or contact Client's customers outside the services.
8. Follow the terms of the phone carriers and software platforms that apply to the services, as Provider shares them, and not use the services for cannabis, firearms, debt collection, lending, sexual content, or other uses the carriers prohibit.
9. Not use the services to collect payment card numbers, Social Security numbers, or health or medical information, unless Client and Provider first sign a separate written addendum for it. Provider does not sign HIPAA business associate agreements; a healthcare provider covered by HIPAA may not use the booking or recording features without a signed addendum.

6 Client Data

1. Client owns all customer names, phone numbers, messages, call recordings, call summaries, and appointment details collected for Client ("Client Data").
2. Provider uses Client Data only to provide, support, and fix the services. The platforms in section 1 process Client Data to run the services. Provider will not sell it or use it to market to Client's customers.
3. Provider keeps Client Data in the software platforms used to run the services and takes reasonable steps to protect it. Provider will tell Client within 72 hours if it learns that Client Data was accessed by someone who should not have it. Client decides whether its customers must be told and handles that notice. Provider will share the facts it has.
4. Call recordings are kept for 90 days and then deleted, unless Client asks for a different period.
5. On request, and when the Agreement ends, Provider will give Client an export of Client Data within 10 days. Provider will then delete Client Data from its accounts within 30 days after the Agreement ends, unless the law requires keeping it longer.
6. Provider keeps its own setup methods, templates, and tools. Client keeps its own business information, name, and logo.
7. Provider processes Client Data only on Client's instructions and to provide the services, will not sell or share it, and will help Client respond to callers' requests to access or

delete their information. Provider does not use voiceprints or other biometric identifiers to identify callers.

8. Provider will not use Client Data to train AI models. Provider turns on the most private data-use and storage settings the platforms in section 1 offer. Those platforms process Client Data under their own terms, which may allow them to use it, in de-identified or aggregated form, to improve their services. On request, Provider will tell Client which platforms it uses.

7 Texting, calls, and recording

1. **Texts go only to people who called first:** automatic texts are sent only to a person who called Client's business number, in reply to that call. They are about that call or the caller's request, not advertising. The only exception is texts sent under a signed addendum in section 7.3.
2. **Opt-outs are honored:** anyone can opt out by replying STOP or a similar word (such as QUIT, END, CANCEL, UNSUBSCRIBE, or REVOKE), or by asking in any other reasonable way. The services stop texting that number as soon as the opt-out is processed, and always within the time the law allows, and may send one reply confirming the opt-out. If Client learns of an opt-out some other way, Client tells Provider promptly. Client agrees not to text that person through the services again unless the person opts back in.
3. **No marketing blasts:** the services will not send promotional texts or calls to lists. This can be added only if Client and Provider sign a separate written addendum, and Client confirms it has each person's prior express written consent as required by the federal Telephone Consumer Protection Act (TCPA) and state law. The AI assistant does not place outbound calls; any outbound calling or callbacks also need a separate addendum and the called person's prior express consent. Appointment reminder texts are sent only between 8 a.m. and 8 p.m. in the recipient's time zone, or within any narrower hours a state law requires.
4. **Carrier registration (10DLC):** phone carriers require business texting to be registered (called 10DLC registration). Client will give accurate business details for this in the Order Form. Provider pays the carrier registration fees, including on plans with no setup fee. Carriers decide whether and when to approve it, so texting starts once the registration is approved.
5. **Greeting, AI disclosure, and recording notice:** Client chooses the greeting callers hear and sets it out in the call setup sheet. On every call, before the caller is asked for any information, the greeting tells callers they are speaking with a virtual (automated) assistant and that the call is recorded and transcribed, including by Provider's AI service providers. If a caller asks whether they are speaking with a person, the assistant says it is automated. Client agrees to these notices and will not ask Provider to remove them. Recording may continue after a call is transferred. Client is responsible for telling its own staff and on-call people that calls may be recorded.

6. **Client's responsibility:** the texts and calls are sent for Client, in Client's name, to Client's own callers. Client will not put offers, discounts, or other promotions in the scripts or texts. Client is responsible for the content of the scripts and messages it approves, for any contact lists it provides, for anything it asks Provider to send outside this section, and for following the laws and rules that apply to its own industry, licenses, and customers.
7. **Provider's responsibility:** Provider will set up the opt-out, 10DLC, disclosure, and notice features in this section and run them with reasonable care.

8 No guarantee of results; emergencies

1. Provider will set up and run the services with reasonable care. Provider does not guarantee any number of calls, leads, appointments, views, followers, reviews, rankings, sales, or revenue, or any result in selling or leasing a property. **Except for the promises written in this Agreement, the services and all content are provided "as is," and Provider makes no other promises or warranties, written or implied, including warranties of merchantability, fitness for a particular purpose, or non-infringement, or that the services will be error-free or always available.**
2. AI systems can mishear, misunderstand, or give a wrong answer. What the AI assistant tells a caller is not a binding quote, promise, or contract. Client confirms appointments, prices, and job details with its customer before doing work. Client should read the call summaries and tell Provider about any mistake. Provider's job is to fix the mistake once it knows of it.
3. Phone carriers, internet services, and the software platforms can have outages that Provider does not control. Provider is not responsible for those outages. Provider will tell Client about any outage it knows of and fix what it can as fast as it reasonably can.
4. The services are not an emergency service and do not replace 911. The AI assistant does not give safety, medical, or legal advice. In an emergency it gives only the wording Client approved in the call setup sheet (for example, safety steps and who to call) and transfers the call to the on-call number. If the on-call number does not answer, the backup step in the call setup sheet applies. The AI assistant can fail to recognize an emergency, and a transfer can fail. Callers who report an emergency are told to hang up and call 911 if anyone is in danger. Client must keep its own way for customers to reach it in an emergency and must not rely on the services alone. Provider is not responsible for harm from an emergency call that was missed, misrouted, or delayed, unless caused by Provider's gross negligence or willful misconduct.

9 Limit of liability and Client's duty to cover Provider

1. **Provider's total liability for all claims under or related to this Agreement, including claims based on Provider's negligence, is limited to the fees Client paid to Provider in the 3 months before the event that caused the claim, or $500 if that is more.**

2. **Neither side is liable to the other for lost profits, lost business, missed calls or leads, or other indirect damages, even if it knew they were possible.**
3. These limits do not apply to fraud, gross negligence, or willful misconduct, to Client's duty to pay fees, to Client's duty to defend and pay for (indemnify) Provider under section 9.4, or to Client's duty to repay Provider under section 12.1.
4. Client will defend and pay for (indemnify) Provider against claims by others, including reasonable legal costs, that come from: (a) inaccurate information or instructions Client gave; (b) scripts, messages, or contact lists Client provided or approved; (c) texts, calls, or recordings made at Client's request outside section 7, or after Client failed to pass on an opt-out it knew of; (d) Client's breaking a law or rule that applies to its business; **(e) any emergency call or situation, including how the services handled or routed it and an on-call number that is not answered, EVEN IF THE CLAIM IS CAUSED IN WHOLE OR IN PART BY PROVIDER'S OWN NEGLIGENCE, but not claims caused by Provider's gross negligence or willful misconduct;** (f) Client's own work for its customers; (g) logos, photos, plans, renderings, property details, offers, or other materials Client provided, and how Client uses finished content in its advertising, including under sections 11 and 13; or (h) Client's accounts, website content, and review practices under section 14. Provider will tell Client promptly about any such claim and let Client help handle it.
5. Provider will defend and pay for (indemnify) Client against claims by others that come from Provider's fraud or intentional wrongdoing, or from a claim that Provider's own tools or templates infringe someone's rights.
6. These limits apply as far as Missouri law allows.

10 Other terms

1. **Independent business:** Provider is an independent contractor, not Client's employee, partner, or agent.
2. **Notices:** notices under this Agreement, including cancelling, must be in writing and sent by email to the addresses in the Order Form (Provider: hello@triplejstudio.com), except that Client may also cancel online under section 3.2. A notice counts as given on the day it is sent. Each side will tell the other if its email address changes.
3. **Changes:** except for price changes under section 2, plan changes under section 2.9, and updates under section 12.9, changes to this Agreement must be in writing and agreed by both sides. Email counts. Client may update the call setup sheet by email.
4. **Confidentiality:** each side keeps the other's non-public business information private and uses it only for this Agreement.
5. **Transfer:** neither side may transfer this Agreement to someone else without the other side's written consent, except to a buyer of its business or, for Provider, to an affiliate. Provider may use subcontractors and remains responsible for their work.
6. **Events outside anyone's control:** neither side is responsible for a delay or failure caused by events it cannot reasonably control, such as carrier or platform outages,

power or internet failures, severe weather, or changes in law. This does not excuse paying fees that are owed.

7. **Governing law and jury waiver: Missouri law applies. Any lawsuit about this Agreement will be filed in the state courts of St. Charles County, Missouri, and each side agrees to those courts. As far as Missouri law allows, each side gives up a jury trial and will bring claims only for itself, not as part of a group. Before suing, each side will give the other written notice and 30 days to try to settle. This does not shorten any legal deadline to sue.**
8. **If part is not enforceable:** if a court finds any part of this Agreement cannot be enforced, the rest still applies.
9. **What continues after the end:** sections 2 (for amounts owed), 3.4, 4, 6, 7.2, 8, 9, 10, 11.4, 11.5, 11.6, 12.1 (repayment), 12.2, 12.3, 13.3 to 13.9, 14.1, 14.4, and 14.7 continue after this Agreement ends.
10. **Whole agreement:** the Order Form, these Service Terms (including Schedule A), and any written order, quote, or addendum made under them are the full agreement between the parties and replace any earlier talks or proposals about the services. If Provider's online checkout terms conflict with this Agreement, this Agreement controls, except that checkout refund terms still apply to purchases made before this Agreement was signed.
11. **Electronic signatures and records:** each side agrees to sign this Agreement and to receive notices, invoices, and records under it electronically. Electronic signatures, including signatures made through Provider's online signing page, and signed copies sent by email count as originals under the federal ESIGN Act and Missouri's Uniform Electronic Transactions Act. Provider keeps the signed Order Form, a copy of the version of these Service Terms that applies, and the signing record (such as the date, time, email, and IP address) and gives Client a copy on request.
12. **Business use only:** Client confirms it is a business and is signing and using the services only for business purposes, not for personal, family, or household use.

11 Video and photo services

If Client picks a video package or the holiday promo Reel in Schedule A, Provider will also provide:

1. **Monthly content:** the videos, Reels, photos and graphics listed for the package in Schedule A, delivered through the month on a schedule both sides agree on. Unused content does not carry over to the next month.
2. **Holiday promo Reel:** one short promo Reel for Black Friday or Christmas, with a first version delivered within 3 days after Client sends the details Provider asks for and one round of changes included. Extra rounds are $25 each, agreed before they start. If Provider does not deliver a first version within 7 days after receiving the details, Client may cancel for a full refund.
3. **Approval first:** every video and photo is sent to Client for approval before it is posted or used. One round of changes per item is included; more rounds are by agreement.

4. **How it is made:** the content is made with AI video, image and voice tools, and may show people, places and scenes that are not real. Client will not present AI-made people or events as real customers, real reviews, or real results, will not use the content for fake reviews or testimonials (including under the FTC rule at 16 CFR Part 465), will show only real results in any before-and-after content, and will label content as AI-made where a law or the platform where it posts requires it. AI tools can produce content that looks like content made for others. Content showing a real, identifiable person, or imitating a real person's voice, needs that person's written permission, which Client obtains.
5. **Client materials:** Client provides its logo, photos, details, and offers, and confirms it has the right to use them and that its offers are true. Client gives Provider a limited license to use its name, logo and materials to make Client's content. Provider may list Client as a customer only with Client's written OK.
6. **Use of finished work:** once paid for, Client may use the finished videos and photos for its business, including after this Agreement ends. Provider keeps its own templates, prompts, and methods, and will not show Client's content as a sample without Client's permission. Content made mostly by AI may not be protected by copyright, so Client may not be able to stop others from copying it; Provider gives Client whatever rights Provider has in it.
7. **Billing:** video packages have no setup fee and are billed monthly in advance under section 2, and the holiday Reel is paid before work starts. When Client has both a phone plan and a video package, both monthly fees are 15% off. Client may cancel a video package under section 3.
8. **Missed content:** if Provider does not deliver a month's listed content because of something on Provider's side, Provider delivers the missing items the next month or, if Client asks, credits that share of the month's fee on the next charge. An item counts as delivered when it is sent for approval. Items Provider could not make because Client did not send the materials or answers Provider asked for are not owed later.
9. **Content Provider may refuse:** Provider may refuse or stop work on content it reasonably believes is unlawful, misleading, discriminatory, infringing, or against a platform's rules, and will tell Client why.

12 Platform rules, accounts, and changes

1. **Acceptable use, and repaying Provider if Provider's accounts are shut down:** Client will follow the use rules in this Agreement and the rules of the platforms and carriers Provider uses for the services, as Provider shares them and as they are updated. Provider may suspend any use it reasonably believes breaks those rules or puts Provider's platform or carrier accounts at risk, and will tell Client why. Client will answer Provider's questions about its use promptly and truthfully. **If Client's use, content, scripts, or instructions break those rules or this Agreement and cause a platform, carrier, or payment processor to suspend, restrict, or close any of Provider's accounts, Client will repay Provider for the carrier fines, penalties, and reinstatement**

or re-registration fees that result, and for Provider's reasonable legal costs, including attorney fees.

2. **Text and opt-out records:** Provider keeps a log of automatic texts sent and opt-out requests received (date, phone number, and message) for 5 years, separately from call recordings, which are still deleted under section 6.4. Provider keeps this log after this Agreement ends, as an exception to section 6.5, only to show that texting rules were followed. Client keeps any other consent records it relies on and gives Provider copies on request.
3. **Other notices, consents, and carrier fines:** the greeting gives the notices in section 7.5. Client is responsible for any other notice or consent that its state, its industry, or its own systems require (for example, for calls Client records or forwards outside the services). Client will repay Provider for carrier fines, campaign suspension fees, or re-registration fees caused by Client's content, scripts, instructions, or contact practices.
4. **Account security:** Client keeps the logins Provider gives it private, uses two-step login where offered, and tells Provider right away if it suspects anyone else has used them. Client is responsible for activity under its logins. Provider may reset access to protect the services.
5. **No resale:** the services are for Client's own business. Client may not resell, sublicense, rebrand (white-label), or provide the services to anyone else without Provider's written agreement.
6. **Support and availability:** Provider aims for the services to be available 99% of each month, not counting planned maintenance (announced in advance where possible) or outages of carriers, platforms, or other third parties. Support is by email, Monday to Friday, 9 a.m. to 5 p.m. Central time, with a target first reply within 1 business day; outage reports are handled as soon as reasonably possible. These are targets, not guarantees, and no credits are owed for missing them unless Provider agrees in writing.
7. **Service providers:** Provider uses outside service providers to run the services (currently a voice AI platform, a phone and texting carrier, a payment processor, and email and file hosting), will name them on request, and will email Client at least 30 days before changing the voice or texting platform, where possible. Provider chooses providers whose published terms protect Client Data and will sign a standard data processing addendum if Client asks.
8. **Provider ending the services:** Provider may end the services for any reason with 30 days' written notice, or sooner if a platform, carrier, or payment processor Provider relies on ends or restricts Provider's access. Provider will refund fees Client prepaid for days the services are not provided, export Client Data under section 6.5, and help Client move its calls and any number under section 4.
9. **Updates to this Agreement:** Provider may update this Agreement by email notice at least 30 days before the change takes effect. If Client objects in writing before that date, Client may cancel effective that date, with a pro-rated refund of any prepaid plan fee; otherwise the update applies from that date. Changes required by law, a carrier, or a

platform may take effect sooner, with as much notice as Provider reasonably can give. Price changes still follow section 2.8, and a founding rate lock in Schedule A still applies.

13 Home tours and construction build videos

If Client orders a home tour or construction build video (for example, as a real estate agent, property manager, or home builder, including under the Triple J Properties brand), these terms also apply:

1. **What is included:** *home tours* are AI-made or 3D virtual tours and walkthrough videos of a home, made from the listing photos and details Client provides. *Construction build videos* show a home being built from the ground up (foundation to finished), followed by a walkthrough, made with AI and/or 3D software from the plans, renderings, or photos Client provides. Each project's price, length, delivery date, and any hosting are set in a written quote (email counts) agreed before work starts. One round of changes is included unless the quote says otherwise.
2. **Payment and refunds:** projects are paid in full before work starts unless the quote says otherwise. Client may cancel for a full refund before work starts. Once work has started the fee is not refundable, except that if Provider does not deliver a first version within 7 days after the delivery date in the quote (not counting delays caused by Client), Client may cancel for a full refund.
3. **Illustrations, not the real property: tours and build videos are illustrations made for marketing. They are not a true or complete picture of the property or the build, and they are not to scale.** They may add, remove, or change furniture, decor, finishes, materials, colors, fixtures, landscaping, sky, light, views, and surroundings, may fill in rooms or angles not shown in the source material, and may get layout, size, or details wrong. Build videos show a simplified, idealized sequence, not actual construction methods, order, timing, safety practices, codes, or engineering. Provider does not visit, measure, or inspect any property.
4. **Labels:** Provider adds a short on-screen notice to each tour and build video (for example, "Virtually staged," "AI illustration: actual home may differ," or "Artist's rendering: plans and features may change"). Client will not remove or hide it, and Client adds any other label, link to the original photos, or disclosure that its state, MLS, brokerage, or platform requires for virtually staged, digitally altered, or AI-made images.
5. **Client's checks and advertising rules:** Client checks every tour and video against the actual property, plans, and listing before using it, and is responsible for how and where it is used, including MLS and brokerage rules, state real estate license and advertising rules, federal and state fair housing laws, and rental advertising rules. Client will not use content to show a home, unit, or feature that is not the one being offered without saying so (for example, "model home" or "similar unit").
6. **Not for other uses:** the content may not be used or relied on for appraisal, valuation, lending, insurance, permits, inspections, code compliance, engineering, construction, bidding, measurements, or a buyer's or tenant's decision about a property's condition or

features. Provider is not a real estate broker or agent, appraiser, architect, engineer, home inspector, or contractor, and does not represent anyone in a real estate deal.

7. **Rights to materials:** Client confirms it owns or has written permission to use all photos, plans, renderings, designs, and details it provides (including from photographers, architects, designers, and the MLS) and to make tours and videos from them, and that it has the property owner's and any occupant's permission to show the property. Client tells Provider about people, personal items, or private details that should be removed.
8. **Promises about the home:** any warranty, promise, specification, price, or feature of a home is Client's (or the builder's or seller's) alone. The content does not create any promise or warranty by Provider about a home, and Provider is not part of any sale, lease, or construction contract.
9. **Files and hosting:** Client receives the finished video files and may use them under section 11.6. 3D models, project files, and source files stay with Provider unless the quote says otherwise. If the quote includes hosting an interactive tour, it stays online while the hosting is paid; when hosting ends, Client keeps the video files already delivered.

14 Add-on services

Add-ons (Google Business Profile care, review-request texts, social posting, simple websites, and others) are described and priced in Schedule A or a written order (email counts) agreed before work starts. They are billed with the plan fee unless the order says otherwise, and Client may cancel them under section 3.

1. **Client's accounts:** Client owns, and stays the owner of, its Google Business Profile, social media accounts, website, and domain. Client gives Provider access through the platform's own manager or partner tools where offered, instead of sharing passwords, and may remove that access at any time. Provider uses the access only for the add-ons and removes itself when they end. Provider is not responsible for problems caused by Client removing access or changing settings.
2. **Platform rules:** Google, social platforms, and website hosts set their own rules and can change features, reject edits, limit reach, remove content, or suspend accounts at any time. Provider follows their published rules but does not control them, and does not guarantee any ranking, map placement, reach, followers, reviews, or traffic. Provider is not responsible for a platform's actions unless caused by Provider breaking this Agreement.
3. **Google Business Profile care:** Client completes Google's owner verification itself (Google may ask for a video, a postcard, or other proof) and gives accurate details: its real business name, address or service area, hours, and categories. Provider will not add keywords to the business name, create profiles for locations that do not exist, or make other changes against Google's guidelines.
4. **No fake or filtered reviews: Provider will not write, post, buy, or arrange reviews; ask only satisfied customers for reviews or steer unhappy ones away ("review gating");**

offer anything in return for a review; ask employees or relatives to post reviews; or hide or suppress honest reviews. Client will not ask Provider to do these things or do them through the add-ons. This follows the FTC rule on consumer reviews and testimonials (16 CFR Part 465) and Google's review policies. Replies to reviews use wording or a reply style Client approves and never share a customer's private information.

5. **Review-request texts:** these go only to Client's real customers who agreed to get texts from Client, go to every such customer Client lists (not only satisfied ones), name Client, say how to opt out, and follow sections 7.2 and 7.3. Because these customers did not call first, none are sent until Client and Provider sign the texting addendum in section 7.3. Client keeps the consent records and gives Provider copies on request.
6. **Social posting:** Provider posts only content Client approved, or content from a posting plan Client approved. Client handles comments and messages unless the order says otherwise. Paid ads are not included unless the order says so, and Client pays ad spend directly to the platform.
7. **Websites:** Provider builds simple websites on a third-party website platform or host Provider picks. The domain is registered in Client's name and account (or moved there on request), and Client pays the domain and any platform fees stated in the order. The site stays online while the add-on fee is paid. When the add-on ends, Provider gives Client a copy of the site's text and images and helps move the domain; Provider's templates, code, and tools stay Provider's, and some platform designs cannot be moved. Client is responsible for the site's legal content (such as its privacy policy), its forms and tracking tools, and its claims. Provider uses reasonable accessibility practices but does not promise that a site meets any accessibility standard or law (such as WCAG or the ADA) unless the order says so.
8. **Data:** contacts, form entries, messages, and reviews collected through add-ons are Client Data under section 6.

Schedule A: Plans and fees

Price lists: List B applies to businesses located in California, Hawaii, New York, or Texas. **List A** applies to businesses located in every other US state. The list is set by the business street address in the Order Form. Provider may also check the billing address and the location shown at checkout (such as IP location) and ask Client to confirm its address. If Client is on the wrong list, or its business moves, Provider moves Client to the correct list from the next billing date, or cancels and refunds fees paid for days not yet provided.

Phone plan	What's included	Setup fee	List A	List B
Basic Text-Back	Missed-call text-back with replies in Client's approved wording, up to 1,000 texts a month, monthly report. No AI call answering.	**$0**	**$97/mo** $970/yr	**$97/mo** $970/yr
Standard AI Answering	Everything in Basic Text-Back, plus AI call answering and call directory, up to 500 AI minutes and 1,500 texts a month. Appointment booking is not included.	**$249**	**$197/mo** $1,970/yr	**$247/mo** $2,470/yr
Premium Auto-Booking	Everything in Standard AI Answering, plus appointment booking on Client's calendar and confirmation and reminder texts, up to 1,000 AI minutes and 2,000 texts a month	**$349**	**$397/mo** $3,970/yr	**$497/mo** $4,970/yr

Annual billing: the yearly fee is ten times the monthly fee, paid upfront, with no setup fee (section 2.10). **Extra usage:** $0.35 per AI minute and $0.06 per text over the plan. Unused minutes and texts do not carry over. **High Volume and custom plans** are priced in a written order. **Taxes:** prices do not include sales or similar tax (section 2.5).

Founding client rate: if Provider confirms in writing (email counts) that Client is one of Provider's first five clients on its price list, the plan fee is locked for 12 months from go-live, and section 2.8 does not apply to it during that time.

Video package	What's included	List A	List B
Small Stylized	Cartoon or graphic style: 4 short Reels and 8 graphics or	**$199/mo**	**$249/mo**

	photos a month, captions on every video		
Medium Realistic	Looks shot on location: 6 Reels with voiceover and 12 realistic photos a month, including before-and-after and product shots	**$450/mo**	**$550/mo**
Large Cinematic	Cinematic style, delivered in 4K: 2 cinematic ads, 6 Reels and 12 photos a month, with custom music and voiceover	**$950/mo**	**$999/mo**
Holiday promo Reel	One Black Friday or Christmas promo Reel, first version within 3 days after Client sends its details, one round of changes. One-time.	**$75**	**$75**
Home tours and construction build videos	AI-made or 3D home tours and walkthroughs from listing photos, and build videos from plans, renderings or photos (section 13). Per project.	**Written quote**	

Phone + video: while Client has both a phone plan and a video package, both monthly fees are 15% off; if either ends, the discount ends from the next billing date. **Deals:** deals and promotional codes follow section 2.11.

Add-ons: Google Business Profile care, review-request texts, social posting, simple websites, and other add-ons are priced and described in a written order (email counts) agreed before work starts, and section 14 and the rest of this Agreement apply to them. Review-request texts need the signed texting addendum in section 7.3 before any are sent.

Referral credit: for each business Client refers that signs a Triple J Property LLC agreement and pays its first invoice, Client gets 10% off its own monthly plan for the next 12 months. Credits can add up to 30% off at one time, are not paid in cash, and end if Client's account is unpaid or cancelled.