RepuEdge

TERMS OF SERVICE

Welcome to RepuEdge.

These Terms of Service ("Terms") govern your use of **repuedge.com** and all services provided by RepuEdge ("RepuEdge", "we", "our", or "us").

By accessing our website, requesting information, submitting a case, authorizing a payment method, purchasing our services, or otherwise using our website or services, you agree to be bound by these Terms.

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

If you are accepting these Terms on behalf of a company or other organization, you confirm that you have the authority to bind that organization to these Terms.

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1. OUR SERVICES

RepuEdge provides professional online reputation management services for individuals and businesses.

Our services may include assistance with the removal of online reviews, ratings, articles, webpages, images, videos, business listings, social media content, search results, forum posts, and other online content from Google and other third-party websites and platforms.

Examples of platforms include, but are not limited to:

- Google Business Profile
- Google Search
- Yelp
- Facebook
- Trustpilot
- Better Business Bureau (BBB)
- Glassdoor
- Tripadvisor
- Reddit
- Indeed
- Blogs
- News websites
- Forums
- Other online publishers and platforms

The services available for each case will depend on the circumstances and may vary from one customer to another.

We reserve the right to accept or decline any request for service at our sole discretion.

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2. HOW OUR SERVICE WORKS

After reviewing your case, RepuEdge will advise whether we believe your requested content is a suitable candidate for removal.

If we agree to proceed, we will advise you of the applicable fee for each successful removal before work begins.

Unless otherwise agreed in writing, our services are provided on a **per successful removal** basis. This means you are only charged when a review or other content has been successfully removed in accordance with these Terms.

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3. PAYMENT

Unless otherwise agreed in writing, all prices, fees, invoices and charges are in **United States Dollars (USD).**

Before work begins, RepuEdge will process a **USD $1.00 pre-authorization charge**. Depending on your financial institution, this may appear as either a temporary authorization or a completed charge.

By engaging RepuEdge, you authorize us to: securely store your payment method through our third-party payment processor, to charge the agreed fee for each successful removal without requiring additional approval, automatically retry failed payment attempts up to three (3) times over a 7-day period.

Credit card payments processed through Stripe are subject to a **3% processing surcharge**.

3.1 Payment Failure

If any payment method on file is declined or insufficient funds are available:

- We will notify you via email at your registered email address.
- You will have 72 hours to provide a valid payment method or resolve the payment issue.

- RepuEdge may pause all active removal efforts until payment is resolved.

3.2 Service Reversal for Non-Payment

If the Client fails to pay any outstanding balance owed to RepuEdge within 10 business days of the payment becoming due, and does not respond to reasonable communication attempts, RepuEdge reserves the right to:

- Reverse, undo, or reinstate any Google reviews that were successfully removed as part of the service engagement.
- Submit requests to Google to restore previously removed content.
- Withdraw any pending removal claims or appeals filed on the Client's behalf.
- Cease all ongoing removal efforts immediately.

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4. SUCCESSFUL REMOVALS

A successful removal occurs when the review or other online content that forms the subject of your order is no longer publicly accessible on its original platform or webpage.

RepuEdge will determine whether a removal has been successfully completed using commercially reasonable methods.

Once a successful removal has been confirmed, the applicable fee becomes immediately due and payable.

If content later reappears after it has been successfully removed due to circumstances beyond our control, it will not affect the fee already earned for the original successful removal unless otherwise agreed in writing.

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5. REFUNDS

Unless otherwise agreed in writing, fees charged for successful removals are non-refundable.

No fee is charged for removals that are not successfully completed under our pay-per-successful-removal pricing model.

Refunds will not be provided because a review or other content later reappears due to actions taken by a third-party platform, the original author using a different email

address to publish the review, or any circumstance outside of RepuEdge's reasonable control.

5.1 Dispute Resolution

Before initiating any chargeback, payment dispute, or claim with your credit card company, bank, or payment processor, you must:

- Contact RepuEdge at info@repuedge.com describing the issue in detail.
- Allow RepuEdge 10 business days to investigate and respond to your concern.
- Engage in good faith efforts to resolve the matter directly before escalating.

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6. Results & Expectations

RepuEdge carefully evaluates every case before accepting it and only proceeds where we believe there is a reasonable basis to provide our services.

Completion times vary depending on the circumstances of each case. While many matters are resolved sooner typically within 7-30 days, complex cases requiring escalation may take up to 60 business days. Customers are only charged for successful removals. Customers are only charged for successful removals.

6.1 90-Day Reappearance Warranty

If a Google review that was successfully removed by RepuEdge reappears at the same review link within 90 days of the successful removal date, RepuEdge will re-attempt removal at no additional charge, subject to the following conditions:

- The reappearance must occur within 90 days of the original successful removal date.
- The reappeared review must be the exact same review at the same Google review share link that was originally submitted for removal.
- The Client must notify RepuEdge in writing (via email to info@repuedge.com) that the review has reappeared.
- RepuEdge will use commercially reasonable efforts to re-remove the review using available methods.

6.2 Exclusions from Warranty

The warranty does NOT apply to:

- A new review posted by the same reviewer under the same or a different account.

- A new review posted by any person, even if the content is similar or identical to the original review.
- A review posted at a different Google review share link than the one originally submitted.
- Reappearances occurring more than 90 days after the original successful removal date.
- Any review that was not part of the original service engagement.
- Warranty Scope: The warranty covers only the reappearance of the specific review at the specific link that was originally removed, within 90 days of the successful removal date. Any new review ,regardless of who posts it or what it says, requires a separate service purchase at then-current rates.

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7. CUSTOMER RESPONSIBILITIES

You agree to provide accurate and complete information relating to your request.

You confirm that you have the authority to instruct RepuEdge to perform the requested services and that the information you provide is truthful to the best of your knowledge.

You agree to promptly provide any information or documentation reasonably requested by RepuEdge to assist in providing the services.

RepuEdge is not responsible for delays caused by incomplete information or a failure to cooperate.

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8. ACCEPTABLE USE

You agree not to use our services for any unlawful, fraudulent, or improper purpose.

Without limitation, you may not request that RepuEdge:

- Submit false or misleading information;
- Impersonate another person or organization;
- Obtain unauthorized access to any account or system;
- Engage in illegal activity; or
- Perform any service that would require RepuEdge to violate applicable law.

RepuEdge reserves the right to refuse or discontinue services if we reasonably believe a request is unlawful, fraudulent, abusive, or inconsistent with these Terms.

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9. CONFIDENTIALITY

RepuEdge will use commercially reasonable efforts to keep your information confidential and will only disclose information where reasonably necessary to provide our services, comply with applicable law, enforce our legal rights, or with your consent.

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10. INTELLECTUAL PROPERTY

All content on our website, including text, graphics, logos, branding, software, processes, and other materials, is owned by or licensed to RepuEdge and is protected by applicable intellectual property laws.

You may not copy, reproduce, modify, distribute, or commercially use any part of our website or materials without our prior written permission.

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11. Governing Law and Jurisdiction

These Terms are governed by the laws of the Province of British Columbia and the federal laws of Canada applicable therein. Any dispute arising out of or relating to these Terms or the Services shall be brought exclusively before the courts of British Columbia, and you irrevocably submit to the jurisdiction of those courts.

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12. Force Majeure

RepuEdge shall not be liable for delays or failures in performing the Services caused by events beyond our reasonable control, including natural disasters, internet outages, government actions, labour disputes, cyberattacks, or failures of third-party platforms.

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13. Indemnification

You agree to defend, indemnify, and hold harmless RepuEdge, its owners, directors, officers, employees, contractors, and affiliates from and against any claims, demands, actions, damages, losses, liabilities, costs, and expenses (including reasonable legal fees) arising out of or relating to:

- your breach of these Terms;
- any false, inaccurate, misleading, or incomplete information you provide;
- your violation of any applicable law or the rights of any third party; or
- any instructions or materials you provide to RepuEdge that result in a claim against RepuEdge.

This obligation survives the termination or completion of our Services.

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14. Severability

If any provision of these Terms is determined by a court of competent jurisdiction to be invalid, illegal, or unenforceable, that provision shall be enforced to the maximum extent permitted by law, and the remaining provisions shall remain in full force and effect.

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15. Waiver

Our failure or delay in enforcing any provision of these Terms shall not be considered a waiver of that provision or of any other right under these Terms. Any waiver by RepuEdge must be in writing and signed by an authorized representative to be effective.