

Platform Terms of Service

Global FullStack Service LLC | Version 2.0 | 2026-09-22

Applies under publication and acceptance of the document

1. Provider and acceptance

Global FullStack Service LLC, a Nevada limited liability company with registered office at 304 S Jones Blvd, Ste 8900, Las Vegas, NV 89107, United States, is the platform provider (the Provider, we). The platform is the hosted software, not a separate contracting entity. Contact: gfullstackservice@gmail.com.

These terms govern the Provider's relationship with the subscribing business (the Business). They are separate from documents the Business provides to its customers. An authorized representative accepts these terms and the DPA and acknowledges the Privacy Policy through the agreed onboarding process. Where WhatsApp is used, the affirmative reply must be sent; opening the page or clicking a link alone does not record acceptance.

2. SaaS service and scope

We provide subscription access to software for inquiries and appointment management according to the Business's services, hours, and rules. Scope includes hosting, maintenance, and support under the commercial proposal. Initial setup, integrations, reminders, voice, reports, and additional development are included only when agreed and enabled. We do not provide the Business's own professional services or process its customers' payments through the assistant.

3. Monthly fees, billing, and price changes

Unless a written proposal specifies another period or pilot arrangement, service is billed monthly and continues until terminated. The proposal identifies price, currency, taxes, billing dates, payment method, included usage, and initial setup. These terms alone do not authorize automatic card debits.

Messaging usage and external services are passed through only as disclosed in the proposal or a subsequent agreement. Additional development requires agreed scope and pricing. We give at least 30 days' notice of price changes, allowing termination before the change. Invoiced periods are not changed retroactively.

4. Cancellation, refunds, and disputed payments

Either party may terminate on 30 days' notice by email unless otherwise agreed in writing. We confirm the effective date and outstanding charges. Delivered service and previously authorized committed costs remain payable. Prepayments for service after termination are reconciled and amounts not owed are returned. No cancellation penalty applies unless expressly and lawfully agreed. Report disputed charges to gfullstackservice@gmail.com for investigation. Nothing limits mandatory statutory refund rights.

5. WhatsApp authorization

The Business authorizes connection and management of its WhatsApp Business account and permissions necessary for the contracted service within its documented instructions. It retains control of its assets and ensures its representative can grant access. We acquire no ownership of the account or data.

Account identifiers, phone numbers, messages, and appointment data are used on the Business's behalf to answer inquiries and manage operations, not for resale, unrelated advertising, or another business's purposes. You may request disconnection by email and revoke permissions in Meta or your communications provider. Revocation may interrupt features; it does not replace subscription cancellation notice.

6. Obligations and acceptable use

The Business keeps information accurate, protects access, and reports loss of account control. It must provide privacy notices, obtain necessary messaging permissions, honor opt-outs, and separate promotional consent from appointment communications. Spam, impersonation, unlawful content, and circumvention of Meta/WhatsApp policies, templates, or messaging windows are prohibited. The Business must offer a human channel for issues the assistant cannot resolve.

7. Support, maintenance, and limits

The proposal defines support channels, hours, and targets. We use reasonable efforts to maintain service and notify material planned maintenance. We do not promise uninterrupted availability, continuous human support, or an SLA unless expressly agreed. External-provider changes or outages may affect service. We communicate material known issues and cooperate on mitigation.

Automated responses may contain errors; the Business must review important information. The platform is not an emergency service or professional adviser. Do not submit unnecessary sensitive data. Features requiring development are not included until contracted and enabled.

8. Data, confidentiality, and ownership

The Business determines the purposes of its customer-data processing; the Provider processes those data on documented instructions under the DPA. We do not sell those data or use them to train our own or third-party AI models. Each party protects the other's nonpublic information.

The Provider retains software, workflows, documentation, and intellectual property. The Business receives a limited, nonexclusive, nontransferable right of use during the contract. Source code is not transferred unless separately agreed. The Business retains its data rights, subject to the rights of the individuals concerned.

9. Suspension and end of service

Material payment default may lead to suspension after notice and reasonable opportunity to resolve it. Unlawful use, security risk, or a binding authority or provider requirement may require immediate suspension; we explain where permitted.

On termination, the Business has 30 days to request return in a commonly used structured format or deletion of personal data. Without instructions, data are deleted or anonymized under the DPA except for disclosed legal retention. Historical acceptances retain the version actually accepted.

10. Liability

To the extent permitted by law, service is provided as available without implied warranties of merchantability or fitness. The Provider is not liable for lost profits or indirect or consequential damages. Aggregate liability is limited to the greater of fees paid in the three months before the event or US\$500. Liability that cannot lawfully be limited is not limited, including fraud, gross negligence, or non-excludable data-protection obligations.

11. Changes, priority, and law

We notify material changes before application with the applicable review and acceptance period. Publishing a version does not rewrite prior acceptance. The DPA prevails on data protection; a signed proposal prevails on expressly agreed prices, scope, and service levels; these terms govern other matters. Nevada law and its competent courts govern without displacing mandatory applicable rules. Contact for these matters: gfullstackservice@gmail.com.