

## **Reputation King Terms of Service**

*Last Updated: 04/06/23*

The following Terms of Service (hereinafter referred to as "TOS" or "Agreement") set forth the terms and conditions governing your Reputation King account provided by Reputation King. Together with our Terms of Use and Privacy Policy, these Terms of Service govern your use of the Reputation King website, its products, and materials (collectively, the "Site").

Reputation King is a trading style of Adviser365.

### **1. Description of Service**

Reputation King provides users with licensed access to an all-in-one marketing software designed to organise business contacts and save time by automating sales and marketing tasks in one system. This includes, but is not limited to, text messaging, sending emails, and making phone calls. The software is intended for entrepreneurs and businesses, including functionalities such as a Contact Manager (CRM) with SmartLists, Email, 2-way SMS, Outbound Calling, Call Tracking, Call Recording, Form Builder, Survey Builder, Funnel Builder, Website Builder, Online Scheduling, Automation Campaigns, Reporting, and more (collectively referred to as "Reputation King").

### **2. Acceptance of Terms**

Use of Reputation King is subject to these TOS. By using Reputation King, you agree to be bound by these terms and conditions.

### **3. Service Provision and Disclaimer**

Reputation King is provided "AS-IS." Reputation King assumes no responsibility for the timeliness, deletion, delivery issues, or failure to store any user communications or personalisation settings.

### **4. Changes to Terms and Services**

Reputation King reserves the right to modify these Terms at any time. Modifications will be effective immediately upon posting. Continued use of the Site constitutes acceptance of such changes. Reputation King may also change or discontinue any aspect, service, or feature of the Site at any time.

### **5. Registration and Account Security**

To use certain features of Reputation King, you may need to register for a user account ("User Account"). By registering, you agree to provide accurate, current, and complete information and to maintain and promptly update your information. You are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account. Reputation King is not responsible for any unauthorised use of your User Account. If you suspect unauthorised use, you must notify Reputation King immediately at [hello@reputation-king-com](mailto:hello@reputation-king-com)

## **6. Authorisation Charges**

An authorisation charge may be applied when you purchase our product to verify your card. This charge will be refunded immediately, but some transactions may take 2-4 business days to reflect in your bank account.

## **7. User Content Guidelines**

You are solely responsible for your use of any interactive areas on the Site, such as forums or comment sections. You agree not to post content that:

- Violates the rights of others.
- Is false, misleading, or inaccurate.
- Is offensive, vulgar, or profane.
- Advocates illegal activities or violence.
- Contains harmful or disruptive components.

Reputation King reserves the right to remove any content that violates these guidelines and to monitor content submissions.

## **8. Intellectual Property Rights**

All content on the Site, including text, graphics, logos, and software, is owned by or licensed to Reputation King and is protected by copyright, trademark, and other intellectual property laws. You may not reproduce, distribute, or otherwise use any content without our express written permission.

## **9. Outbound Marketing Costs**

Reputation King offers exclusive wholesale rates for phone, email, and SMS services, which are billed separately from the monthly subscription fee. The rates are:

- Phone Calls: Outgoing at \$0.105/min, Incoming at \$0.0638/min, \$8.63/number.
- Text Messages (SMS): \$0.0593 per segment.
- Emails: \$0.0053 per email.

Additional fees may apply for various services such as call recording and SMS carrier fees.

## **10. Hardship Extension**

Reputation King users who have been with the platform for at least 6 months and face significant hardship may request a one-month extension of their subscription by emailing [hello@reputation-king-com](mailto:hello@reputation-king-com) with supporting documentation. Reputation King will review requests on a case-by-case basis, and the decision is final and not subject to appeal.

## **11. Acknowledgment and Agreement**

By purchasing any item, product, or event from this website, you acknowledge and agree to be bound by these Terms of Service, as well as our Refund Policy and Privacy Policy. If you do not agree to these policies, please refrain from using the Site.