

Terms of Service - Wolfpack Pulse

Last Updated: June 14, 2025

1. Introduction and Acceptance

Welcome to Wolfpack Pulse LLC (“we,” “our,” or “us”), a Texas Limited Liability Company. These Terms of Service (“Terms”) govern your use of our website at <https://wolfpackpulse.com> and all related services, including our Business SEO Health Check and other digital marketing services (collectively, the “Services”).

By accessing or using our Services, you (“you” or “User”) agree to be bound by these Terms and our Privacy Policy. If you do not agree to these Terms, please do not use our Services.

Effective Date: These Terms are effective as of June 14, 2025, and will remain in effect until modified.

Updates: We reserve the right to modify these Terms at any time. We will notify users of material changes via email or prominent website notice. Your continued use of our Services after such modifications constitutes acceptance of the updated Terms.

2. Description of Services

Business SEO Health Check: Our primary service is a comprehensive 47-point analysis of your business’s online presence, including:

- Google Business Profile optimization assessment
- Website performance and technical analysis
- Local SEO ranking evaluation
- Business listings consistency review
- Online reputation analysis
- Competitor comparison report
- Prioritized action plan and recommendations

Additional Services: We may offer additional digital marketing services, consultations, and educational content as they become available.

Service Delivery: Reports are typically delivered within 24 hours of receiving complete business information. Delivery times may vary during peak periods or due to technical issues.

3. User Accounts and Registration

Account Creation: To purchase our Services, you may need to create an account and provide accurate, current information including: - Contact information (name, email, phone) - Business information (name, address, website) - Billing information (processed securely through Stripe)

Account Security: You are responsible for: - Maintaining the confidentiality of your account credentials - All activities that occur under your account - Immediately notifying us of any unauthorized use

Accurate Information: You agree to provide accurate, complete, and current information and to update it as necessary to maintain its accuracy.

4. Acceptable Use Policy

Permitted Use: You may use our Services only for legitimate business purposes and in compliance with these Terms and applicable laws.

Prohibited Activities: You agree not to: - Use our Services for any unlawful purpose or to violate any laws - Attempt to gain unauthorized access to our systems or other users' accounts - Use automated tools (bots, scripts) to access our Services without permission - Interfere with or disrupt our Services or servers - Copy, reproduce, distribute, or resell our proprietary content or reports - Impersonate any person or entity - Upload or transmit malicious code, viruses, or harmful content - Violate any third-party rights, including intellectual property rights - Use our Services to spam, harass, or engage in abusive behavior

Business Information Accuracy: You represent that all business information provided for analysis is accurate and that you have the right to request analysis of the specified business.

5. Intellectual Property Rights

Our Content: All content on our website and in our reports, including text, graphics, logos, images, software, and methodologies, is owned by Wolfpack Pulse LLC and protected by copyright, trademark, and other intellectual property laws.

Your Content: You retain ownership of any business information you provide to us. By using our Services, you grant us a limited license to use this information solely to provide the requested Services.

Report Usage: Our SEO Health Check reports are provided for your internal business use only. You may not: - Resell or redistribute our reports - Use our proprietary methodologies to create competing services - Remove our branding or attribution from reports

Trademarks: “Wolfpack Pulse,” “Business SEO Health Check,” and related logos are trademarks of Wolfpack Pulse LLC.

6. Payment Terms and Billing

Pricing: Current pricing is displayed on our website. All prices are in U.S. Dollars unless otherwise specified.

Payment Processing: Payments are processed securely through Stripe. We do not store credit card information on our servers.

Payment Authorization: By providing payment information, you authorize us to charge the specified amount for the Services purchased.

Taxes: You are responsible for any applicable taxes, duties, or other governmental charges related to your purchase.

Failed Payments: If payment fails, we may suspend or terminate your access to Services until payment is resolved.

7. Refund and Cancellation Policy

Money-Back Guarantee: We offer a 100% satisfaction guarantee for our Business SEO Health Check. If you are not satisfied with your report and do not find at least three (3) actionable improvement opportunities, you may request a full refund within thirty (30) days of report delivery.

Refund Process: To request a refund:

1. Contact us at support@wolfpackpulse.com within 30 days
2. Provide your order number and reason for the refund request
3. Allow 5-10 business days for processing

Refund Limitations: Refunds are not available for:

- Services where you have already implemented our recommendations

- Requests made more than 30 days after report delivery
- Duplicate orders or user error in ordering

Processing Fees: Payment processing fees are non-refundable.

8. Privacy and Data Protection

Privacy Policy: Our collection, use, and protection of your personal information is governed by our Privacy Policy, which is incorporated into these Terms by reference.

Data Security: We implement appropriate technical and organizational measures to protect your data, but cannot guarantee absolute security.

Data Retention: We retain your information as described in our Privacy Policy and as necessary for business and legal purposes.

9. Disclaimers and Limitations of Warranty

“AS IS” Basis: Our Services are provided on an “as is” and “as available” basis without warranties of any kind, either express or implied.

No Warranties: We disclaim all warranties, including but not limited to:

- Merchantability or fitness for a particular purpose
- Uninterrupted or error-free operation
- Accuracy, reliability, or completeness of information
- That our Services will meet your specific requirements

Results Disclaimer: While our analysis is based on industry best practices, we do not guarantee specific business results, revenue increases, or ranking improvements from implementing our recommendations.

Third-Party Content: We are not responsible for the accuracy, legality, or appropriateness of third-party content or websites linked from our Services.

10. Limitation of Liability

Liability Cap: Our total liability to you for any claims arising from or related to these Terms or our Services shall not exceed the amount you paid for the specific Service giving rise to the claim.

Excluded Damages: We shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to:

- Lost profits or revenue
- Loss of data or business information
- Business interruption
- Loss of business opportunities

Force Majeure: We are not liable for any failure or delay in performance due to circumstances beyond our reasonable control, including natural disasters, government actions, internet outages, or third-party service failures.

11. Indemnification

You agree to indemnify, defend, and hold harmless Wolfpac Pulse LLC, its members, managers, employees, and agents from any claims, damages, losses, or expenses (including reasonable attorneys' fees) arising from:

- Your use of our Services
- Your violation of these Terms
- Your violation of any third-party rights
- Any false or misleading information you provide

12. Termination

Termination by Us: We may suspend or terminate your access to our Services immediately, with or without notice, for:

- Violation of these Terms
- Suspected fraudulent or illegal activity
- Non-payment of fees
- Any reason at our sole discretion

Termination by You: You may discontinue using our Services at any time. Termination does not entitle you to a refund except as specified in our refund policy.

Effect of Termination: Upon termination:

- Your right to use our Services immediately ceases
 - We may delete your account and associated data
 - Provisions that should survive termination will remain in effect
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13. Dispute Resolution

Governing Law: These Terms are governed by the laws of the State of Texas, without regard to conflict of law principles.

Jurisdiction: Any disputes arising from these Terms or our Services shall be resolved in the state or federal courts located in Harris County, Texas. You consent to personal jurisdiction in these courts.

Informal Resolution: Before filing any legal action, you agree to attempt to resolve disputes by contacting us at support@wolfpackpulse.com.

Arbitration: For claims under \$10,000, you may choose binding arbitration as an alternative to court proceedings, subject to applicable arbitration rules.

Class Action Waiver: You agree to resolve disputes individually and waive any right to participate in class action lawsuits.

14. Miscellaneous Provisions

Entire Agreement: These Terms, together with our Privacy Policy, constitute the entire agreement between you and Wolfpack Pulse LLC regarding our Services.

Severability: If any provision of these Terms is found to be unenforceable, the remaining provisions will remain in full force and effect.

Waiver: Our failure to enforce any provision of these Terms does not constitute a waiver of that provision.

Assignment: We may assign these Terms without your consent. You may not assign your rights under these Terms without our written consent.

Survival: Provisions that by their nature should survive termination will continue in effect after termination of these Terms.

Electronic Communications: You consent to receive communications from us electronically, and agree that electronic communications satisfy any legal requirements for written communications.

15. Contact Information

If you have questions about these Terms of Service, please contact us:

Wolfpack Pulse LLC

11707 Capitol Heights Drive
Houston, TX 77065
United States

Email: support@wolfpackpulse.com

Phone: (713) 554-1803

Website: <https://wolfpackpulse.com>

16. Special Provisions for Business Services

Professional Use: Our Business SEO Health Check is intended for legitimate business use only.

Competitor Analysis: Our competitor analysis is based on publicly available information and industry-standard research methods.

Implementation Support: While our reports include detailed recommendations, implementation support is not included unless specifically purchased as an additional service.

Report Accuracy: We strive for accuracy in our analysis but are not liable for decisions made based on our recommendations. All business decisions remain your responsibility.

Confidentiality: We treat your business information as confidential and will not share it with competitors or unauthorized third parties.

By using our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.

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