

SALESFUNNELS.IO TERMS OF SERVICE

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SalesFunnels.io is made available to you the client, as part of the John Lee Group's broader service offering. By choosing to use SalesFunnels.io, you acknowledge and accept the associated fees outlined in this document along with terms of use. This document now forms part of your agreement with us as soon as you start to use SalesFunnels.io

To support clarity and ease of reference, we've included the most relevant information regarding SalesFunnels.io inclusive of additional charges within this document. This ensures you have a complete overview before proceeding with the service, and allows you to make informed decisions as to how you use the additional [SalesFunnels.io](#) services.

1. SUBSCRIPTION PLANS AND BILLING

1.1 Subscription Structure

SalesFunnels.io offers monthly and yearly subscription plans. All subscription fees are charged directly to your card on file upon renewal. New users are entitled to a 30-day free trial period. Upon expiration of the 30-day trial, your selected subscription plan will be automatically charged to your payment method.

1.2 Included Subscription Features

Your SalesFunnels.io subscription includes access to the following features with unlimited contacts and unlimited team members:

- 2 Way Text & Email Conversation
- GMB Messaging
- Web Chat
- Reputation Management
- Facebook Messenger
- GMB Call Tracking
- Missed Call Text Back
- Text To Pay
- Launchpad
- Social Planner
- Invoice

- Calendar
- CRM
- Opportunities
- Email Marketing
- Forms
- Surveys
- Trigger Links
- SMS & Email Templates
- Funnels
- Websites
- Workflows
- Memberships
- All Reporting
- Triggers
- Campaigns
- Blogs
- Affiliate Manager
- Proposals & Estimates
- Communities
- Certificates
- Quizzes
- QR Codes

2. WALLET SYSTEM AND USAGE-BASED CHARGES

2.1 What is deducted from the Wallet? What is charged to the Card only?

Any usage-based services are deducted from the Wallet. The Card on file will be charged if the wallet balance falls below the minimum balance. For example, Phone System, Email, AI, WhatsApp Conversations, and more are deducted from the Wallet based on actual service usage.

However, monthly subscription fees and services like WhatsApp Subscription, WordPress Hosting, and other fixed-cost options are charged directly to the card on file.

2.2 Why do we use a "Wallet"?

Unlike other companies, SalesFunnels.io only charges you for the amount you use. Most companies will charge you based on a fixed number of SMS or Emails, like 500 SMS per month for \$40/mo. But what if you don't send any SMS or only 100 SMS? You would have paid for SMS you didn't use.

This is why we use a Wallet and charge based on your usage only. You pay low prices and only for what you use.

3. ADDITIONAL PAID SERVICES

In addition to your subscription, you will be charged for deploying these additional services:

- AI Employee
- Ad Manager
- Branded Client Portal Mobile App
- WhatsApp
- WordPress
- Listings
- Phone Number Purchase

4. USAGE-BASED PRICING

4.1 Phone System

Rates may differ by region. Calculations shown are based on rates for US region.

Service	Rate
Making Call	\$0.021/min
Receiving Call	\$0.0128/min
Text Messages	\$0.0124/segment

Outbound SMS for US/Canada is charged at \$0.0083/segment.

4.2 Phone Number Purchase

Phone numbers are available for purchase as an additional paid service. Rates are based on pricing from carrier providers and vary by region and number type. Pricing is subject to change based on carrier provider rates and availability. All phone number purchases are non-refundable once the number has been provisioned to your account.

4.3 Email Services

Service	Rate	\$10 Value
Email Sending	\$0.001/email	10,000 emails
LC Email Verification	\$0.0028/verification	3,570 verifications

4.4 Workflow Premium Features

Service	Rate	\$10 Value
Premium Execution	\$0.011/execution	910 executions

4.5 AI Services

Service	Rate	\$10 Value
Content AI	\$0.099/1000 words, \$0.066/image	101,010 words or 150 images
Conversation AI	\$0.022/message	455 messages
Voice AI	\$0.143/minute	70 minutes
Reviews AI	\$0.088/review response	115 responses
Funnel AI	\$1.089/funnel	10 funnels

4.6 External AI Models

Model Type	Rate	\$10 Value
Standard Model	\$0.66/750,000 words	11,363,636 words
Advanced Model	\$2.64/750,000 words	2,840,909 words

4.7 Other Services

Service	Rate	\$10 Value
WhatsApp Usage	\$0.0814/usage	125 uses
Domain Purchase	\$11/domain	N/A
Auto-Complete Address Search	\$0.0033/search	3,030 searches
Auto-Complete Address Details	\$0.0058/detail	1,730 details

5. REFUNDS

5.1 Nonrefundable Fees

All Fees assessed by SalesFunnels.io are non-refundable, including subscription Fees, Communication Surcharges, and Third Party Services, regardless of whether you actually accessed or used the Platform Account or Services during your subscription period. You are solely responsible for any excess Fees incurred by You as a result of an error or omission made by You or a third party. SalesFunnels.io does not provide Fee refunds or credits for such errors or omissions, or for partially used or unused Platform or Services subscriptions. Except as may be required by law, SalesFunnels.io reserves the right to issue or deny a refund or credit in its sole and absolute discretion, at any time, for any reason, and SalesFunnels.io's determination of if and when to issue or deny a refund or credit is final.

5.2 Pre-paid and Minimum Commitment Subscriptions

SalesFunnels.io provides some Services and Third Party Services that require pre-payment (including but not limited to ad-buying and other services). Unused or cancelled pre-paid services are non-refundable. SalesFunnels.io may, in its sole discretion, issue account credits for future services in the event that You elect to cancel any pre-paid services before the services are fully performed. Some subscriptions for Services require a non-cancellable minimum subscription commitment which cannot be canceled until the commitment is fulfilled. Fees for such non-cancellable minimum subscription commitments will continue to be automatically applied to your bill until the minimum commitment has been achieved. Some add-on services or products cannot be canceled or refunded once SalesFunnels.io has technically enabled such products and/or services on your Platform Account, including but not limited to the HIPAA package.

5.3 Wallet Credit Refunds

When Your Services are canceled, terminated or expired, it is Your sole obligation to request SalesFunnels.io to refund any amounts remaining in your account's "wallet". Any amounts remaining in the "wallet" for over thirty (30) days after expiration, termination or cancellation of your Platform Account, will automatically become the property of SalesFunnels.io.

6. TAXES AND GOVERNMENT ASSESSMENTS

All Fees are exclusive of any sales, VAT, GST and use taxes, levies, fees, duties, interest, penalties and other governmental assessments ("Taxes") unless mentioned otherwise in these Terms. Business entities with a valid VAT or GST identification number should provide SalesFunnels.io with their VAT or GST identification number. You hereby confirm that SalesFunnels.io can rely on the VAT or GST number provided. Where applicable by law, SalesFunnels.io will shift the liability to pay VAT/GST on the Fees to you due to the application of a VAT/GST reverse charge mechanism. You are exclusively responsible for Taxes associated with your use of the Platform, including all

Taxes associated with transactions you conduct with your customers. SalesFunnels.io may collect Taxes from you as part of the Fees as legally required or as SalesFunnels.io deems appropriate, and all SalesFunnels.io determinations regarding what Taxes to collect are final. Failure to provide SalesFunnels.io with a valid VAT or GST identification number may result in VAT or GST being assessed by SalesFunnels.io. If you provide a valid VAT or GST identification number after a Fee has been paid, the VAT and GST taxes charged will not be refunded. SalesFunnels.io may recalculate and collect additional Taxes from you if it determines at any point that they are due. You will indemnify SalesFunnels.io for all Claims related to Taxes that are associated with your activities on the Platform, including any Taxes related to your transactions with your customers as further described above. Taxes are nonrefundable. You hereby confirm that SalesFunnels.io can rely on the name and address that You provide to SalesFunnels.io when You agree to the Fees or in connection with Your payment method as being the place of supply for Tax purposes or as being the place of supply for VAT purposes where You have established Your business. Without limiting the generality of this Section, if any amount payable by You to SalesFunnels.io is subject to any withholding or similar taxes, You shall pay for all withholding taxes without any reduction in the Fees and Taxes charged above.

7. BILLING AND PAYMENT TERMS

7.1 Payment Methods

You must provide a valid credit card or other accepted payment method to maintain your subscription. You authorize us to charge all subscription fees, usage-based charges, and applicable taxes to your designated payment method.

7.2 Failed Payments

If payment cannot be processed for any reason, your account may be suspended until payment is successfully completed. You remain responsible for all charges incurred during any suspension period.

7.3 Billing Disputes

Any billing disputes must be reported within 30 days of the charge appearing on your statement. Failure to report disputes within this timeframe may result in waiver of your right to dispute the charge.

7.4 Account Termination

You may cancel your subscription at any time. However, no refunds will be provided for unused portions of your subscription period or wallet balance, except as required by law or as specified in the wallet credit refund policy above.

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