

TERMS OF SERVICE

Effective Date: June 24, 2025

Last Updated: June 25, 2025

These Terms of Service ("Terms") govern your access to and use of the digital services provided by **Black Vector Horizon LLC**, operating under its flagship brand **Vitrelix AI**.

1. Services Offered

We provide AI-powered automation, Customer Relationship Management (CRM) setups, web development, and digital infrastructure consulting to businesses, primarily in the health and wellness space. Some services include ongoing platform access via Go High Level (GHL).

2. Client Responsibilities

Clients agree to:

- Provide timely responses and approvals
- Grant platform access where needed (e.g., domains, GHL, etc)
- Review and sign any required proposal, scope of work, or agreement prior to project kickoff

3. Payments

Clients will be invoiced or charged via Go High Level billing integrations. Payment terms are due upon receipt unless otherwise stated in a written agreement.

4. Refunds & Cancellations

All services are delivered digitally. Due to the nature of custom work, refunds are not guaranteed. If you are unsatisfied, we encourage you to contact us and we will make reasonable efforts to address your concerns.

5. Messaging Consent

By providing your phone number and/or email, you consent to receive messages related to appointments, follow-ups, and promotional offers. Frequency may vary but will remain within reasonable limits (typically no more than 2–5 messages per week).

6. Limitation of Liability

To the maximum extent allowed by law, our liability is limited to the lesser of:

- The total amount you paid for services in the previous 3 months, or

- \$1,000 USD

We are not responsible for indirect or consequential damages.

7. Governing Law & Dispute Resolution

These Terms are governed by the laws of the State of Illinois. In the event of a dispute, parties agree to attempt informal resolution first. If unresolved, disputes will be resolved via arbitration in Illinois.

8. Changes to Terms

We may update these Terms from time to time. Continued use of our services indicates acceptance of the current version.