

Terms of Service

Welcome to SO GOOD's **Automatic Review Reply Service**. By using our services, you agree to the following terms and conditions:

1. Service Overview

Our service automatically monitors and replies to reviews on your Google Business Profile in real-time. Positive reviews (those rated 4 or 5 stars) receive thoughtful, automated responses, and reviews rated below 3 stars trigger notifications for a human response. If a customer leaves a star rating without any written feedback, our system will still provide a personalized response. You own all replies generated during the service and can modify them directly via your Google Business Profile.

2. Service Plans

We offer three flexible service plans:

- **Month-to-Month Plan:** This plan provides flexibility, allowing you to cancel at any time with 30 days' written notice.
- **6-Month Agreement:** The 6-month agreement requires a commitment to the full term. You may cancel at any time during the term, but the full 6-month period must be completed.
- **12-Month Agreement:** The 12-month agreement automatically renews for an additional 12 months unless you provide written notice 30 days before the end of the term. There is no performance guarantee associated with this service.

All services are billed monthly.

3. Proprietary Process

The technology and methods used in our review reply system are proprietary to SO GOOD LLC. By using this service, you agree to keep the process confidential and not attempt to reverse-engineer or disclose the methods used. You are, however, welcome to share your experience and refer others based on the results of the service.

4. Ownership of Work

All replies generated through this service belong to you, the customer. If you cancel the service, you retain ownership of all automated responses created up to the point of cancellation. You can modify or remove any replies directly through your Google Business Profile.

5. No Refund Policy

All payments made for this service are non-refundable. Once the service has started, any payments made for that period are final and cannot be refunded.

6. Modifications to Terms and Fees

SO GOOD LLC reserves the right to modify these Terms of Service at any time. Should any changes occur, we will notify you in advance. We also reserve the right to increase service fees after your initial agreement, with appropriate notice.

7. Governing Law and Arbitration

This agreement is governed by the laws of the state of Texas. Any disputes arising from this agreement will be resolved through arbitration in Texas, at the customer's expense, even if the customer prevails in the arbitration.

8. Limitation of Liability

SO GOOD LLC's liability for any claim, damages, or loss arising from this agreement is limited to the amount you have paid for the service, minus any arbitration fees. We will not be held liable for any indirect, incidental, or consequential damages resulting from the service.

9. Service Notifications

As part of our ongoing commitment to your business, we may notify you about new services that we believe could benefit your business. These notifications will be sent periodically as new services become available.