

Terms and Conditions

By accessing, using, or subscribing to LeadsCruise AI services, you ("User," "You," or "Customer") agree to comply with and be legally bound by the following Terms and Conditions ("Agreement"). These terms govern your use of the platform, products, and services provided by LeadsCruise AI, including all related features, tools, and resources.

Please read these Terms and Conditions carefully before using our services. By continuing to access or use the services, you acknowledge that you have read, understood, and agree to be bound by these terms. If you do not agree with any part of this Agreement, you must refrain from using our services.

LeadsCruise AI reserves the right to modify or update these Terms and Conditions at any time, and such modifications will be effective immediately upon posting on this page. Your continued use of the services following any changes will be deemed your acceptance of those changes. It is your responsibility to periodically review these Terms and Conditions for any updates.

1. Refund / Opt-Out / Demo Subscription / Billing

1.1 Refund Policy:

LeadsCruise offers a 3-day money-back guarantee for first-time users. If you are not satisfied with our service within the first 3 days, you may request a refund by contacting our support team at [support@leadscruise.com]. Please note that refund eligibility is subject to the following conditions:

- The refund request is made within 3 days of your initial purchase.
- You have not violated any Terms and Conditions, including but not limited to misuse of the platform or fraudulent activity.

1.2 Opt-Out Policy:

You may cancel your subscription at any time through your account settings or by contacting our support team. Once canceled, you will not be charged for the next billing cycle. No refunds will be issued for partial months.

1.3 Demo Subscription Access :

Demo subscription is free for choose users as a invite only programme, users who are eligible will be assigned the coupon codes for free access of the AI software for a single day, However for all the users the demo subscription is only available once to subscribe. No Quote or Bill will be generated or provided for the demo activities as it is a Zero Rupee transaction

1.4 Billing & TAT for GST bill generation:

Please do enter the billing details as soon as you are into the dashboard of the AI software, You will be able to download your GST Bill after 4-7 Business days, as this will only be available once the transaction is smoothly completed and verified. Our accounts team will send you a GST Bill for your registered email and also the same could be downloaded under the My billing history section under the profile page of the AI software : app.leadscruise.com/profile.

Our goal is to provide a seamless experience, and we encourage users to review their subscription status, billing details, and refund eligibility regularly.

2. User Behaviour and Toxic Activities

2.1 Code of Conduct:

You agree to use LeadsCruise in a manner that is respectful of other users and adheres to all applicable laws and regulations. Prohibited activities include:

- Engaging in any fraudulent or illegal activities, including but not limited to identity theft, phishing, or unauthorised access.
- Spamming or sending unsolicited emails or messages to any third parties.
- Abusing or harassing other users, or attempting to disrupt the platform in any way.

2.2 Zero Tolerance for Toxic Behaviour:

LeadsCruise has a zero-tolerance policy towards toxic behaviour, including harassment, hate speech, and discrimination. Any user found engaging in such behaviour will face immediate account suspension or termination.

3. Dispute Resolution and Customer Support

3.1 Customer Support:

If you encounter any issues with our service, please contact our support team at [support@leadscruise.com]. We strive to respond to all inquiries within 48 hours.

3.2 Dispute Resolution:

In the event of a dispute between you and LeadsCruise, we encourage you to resolve the issue informally by reaching out to our support team. If an agreement cannot be reached, the dispute will be governed by binding arbitration, and all proceedings will be held in [jurisdiction]. You agree to waive the right to a trial by jury.

It is advised for all the users in the Software to wait patiently till the issue is resolved by the team, No issue will remain unaddressed.

4. Account Termination

4.1 Termination by User:

You may terminate your account at any time by contacting LeadsCruise support or through your account settings. Upon termination, your access to the platform will be revoked, but your obligations under these Terms and Conditions will remain in effect.

4.2 Termination by LeadsCruise:

LeadsCruise reserves the right to suspend or terminate your account at any time, with or without notice, for any of the following reasons:

- Violation of these Terms and Conditions.
- Fraudulent activity or suspicious behaviour.
- Non-payment for services rendered.

LeadsCruise will not be responsible for any of the data loss that occurs at any given point of the time due to any external factors like leads-provider Ban or deletion of the account from the system or any activity in/out the system that causes the data loss is not been held responsible by LeadsCruise

5. Failed Payment Conditions

5.1 Failed Payments:

If a payment is unsuccessful (e.g., due to insufficient funds or expired credit card information), you will be notified via email. You will have 10 days to update your payment information. Failure to do so may result in account suspension or termination.

5.2 Reactivation of Suspended Account:

If your account is suspended due to a failed payment, you may reactivate it by resolving the outstanding payment. However, if your account remains unpaid for more than 3 days, LeadsCruise reserves the right to permanently terminate the account.

6. Zero User Data Utilization Policy

6.1 Privacy Policy:

LeadsCruise is committed to protecting your privacy. We do not use, share, or sell any personal data you provide to us. We collect only the information necessary to provide our services and improve user experience.

For detailed information on how we handle your personal data, please refer to our [Privacy Policy].

6.2 Data Collection:

We do not use any data collected for marketing purposes or to build user profiles for external companies.

7. Days Lost Due to Non-Working AI

7.1 AI Performance Guarantee:

While we strive to provide high-performance AI-driven services, there may be occasional outages or malfunctions that impact the service. If our AI service experiences downtime for more than [X] hours in a given month, we will credit you with additional days of service to make up for the lost time. These credits will be applied to your next billing cycle.

7.2 No Liability for AI Downtime:

LeadsCruise AI makes every effort to ensure the uninterrupted availability and optimal performance of its services. However, there may be occasions where our AI-powered platform experiences downtime, interruptions, or technical issues that prevent the delivery of our services.

7.3 LeadsCruise is not liable for any losses or damages incurred as a result of AI downtime, including but not limited to:

- **Loss of Leads:** Any leads or potential business opportunities that are lost, delayed, or compromised due to system failures or service interruptions.

- **Missed Opportunities:** Any negative impact on your business or operational decisions made due to the inability to access AI-generated insights, recommendations, or data.
- **Business Interruptions:** Any disruption in your business activities, including delays in customer communications, campaign execution, or marketing automation, as a result of service unavailability or degraded performance.
- **Data Loss:** Any loss of data or failure to retrieve previously stored data during a service outage.
- **Revenue or Profit Loss:** Any financial loss arising from not being able to use the platform as intended, including missed sales or revenue-generating opportunities.

While we will take reasonable steps to resolve any issues as quickly as possible, LeadsCruise AI is not responsible for any indirect, consequential, incidental, or punitive damages that arise due to downtime or failure of the platform.

Furthermore, you acknowledge that the AI services we provide are tools designed to assist in business processes, and while we strive to provide the most accurate and efficient outcomes, we do not guarantee any specific results or outcomes related to leads, sales, or other business metrics.

In the event of a significant or prolonged downtime (exceeding [12] hours), LeadsCruise AI will provide compensation in the form of account credits or extended subscription periods, at our discretion. However, this compensation will be your sole remedy, and LeadsCruise AI's total liability will not exceed the total amount paid by you for the service during the affected period.

General Terms

8.1 Modifications:

LeadsCruise reserves the right to update or modify these Terms and Conditions at any time. You will be notified of any significant changes. Continued use of our services after modifications constitutes your acceptance of the updated terms.

8.2 Governing Law:

These Terms and Conditions are governed by the laws of [Your Jurisdiction].

Conclusion

By using LeadsCruise AI services, you acknowledge and agree to the full scope of these Terms and Conditions. These terms govern your access to and use of our platform, and your continued use of our services signifies your acceptance of any modifications or updates to these terms. It is your responsibility to stay informed about any changes, and to ensure that your actions comply with the rules and policies outlined herein. In case of any disputes, issues, or questions, our customer support team is always available to assist. For a seamless experience, we encourage you to regularly review your subscription, billing details, and any other relevant information. If at any point you do not agree with the terms outlined, you should immediately discontinue use of the services.

Thank you for choosing LeadsCruise. We are committed to providing you with the best possible service, and we value your trust in our platform.