Website Terms of Service

Last updated: 10/8/2026

1. Who we are and what these Terms cover

ConvoPal AI LLC ("**ConvoPal**," "we," "us") is a California limited liability company that sets up and manages AI-powered phone receptionists for home-service businesses. These Terms of Service ("**Terms**") apply to anyone who visits convopalai.com (the "**Site**"), uses the website chat assistant, submits a form, uses the ROI calculator, or calls our demonstration phone line (together, the "**Site Services**"). By using the Site Services you agree to these Terms. If you do not agree, please do not use them.

If your business signs up for ConvoPal's paid service, that relationship is governed by the **Client Services Agreement** and Order Form you sign, not by these Terms. If these Terms and the Client Services Agreement conflict, the Client Services Agreement controls.

2. The Site is for businesses

The Site Services are intended for business owners and their representatives evaluating ConvoPal for a business. You must be at least 18 years old to use them. Information on the Site is general in nature and is not legal, financial, or professional advice.

3. Demo phone line and website chat

The demonstration phone line and the website chat assistant are operated by artificial intelligence. Calls to the demo line are recorded and transcribed; the AI tells you this at the start of the call and identifies itself as an AI assistant. The chat assistant identifies itself as an AI. These demonstrations are illustrative: they show how the service works and are not a commitment to provide any particular feature, result, or level of performance. Please do not share sensitive personal information (such as health, financial-account, or government-ID information) with the demo line or chat.

4. Estimates, calculators, and statistics

The ROI calculator, the statistics on the Site, and any examples we show are illustrations based on the numbers you enter and on third-party research we cite. They are not predictions, guarantees, or promises of results for your business. Actual results vary by business, market, call volume, and many factors outside our control.

5. Acceptable use

You agree not to: use the Site Services for any unlawful purpose; attempt to access accounts, systems, or data that are not yours; interfere with the Site or the demo line (including automated or abusive calling); copy, scrape, or reproduce Site content for commercial use without our written permission; or submit information that is false, infringing, or harmful. We may restrict or block access to the Site Services for conduct that violates these Terms.

6. Our content

The Site and its content — text, design, graphics, logos, the ConvoPal name, and the configurations and scripts behind our demonstrations — are owned by ConvoPal or its licensors and protected by intellectual-property laws. You may view and print Site pages for your own evaluation of our services. Any other use requires our written permission. Third-party names and logos on the Site belong to their owners.

7. Third-party links and tools

The Site may link to or embed third-party services (for example, a scheduling tool, a payment processor, or social-media pages). Those services have their own terms and privacy practices, which we do not control.

8. Privacy

Our **Privacy Policy** explains what information we collect through the Site Services and how we use it. By using the Site Services you agree to the practices described there.

9. Disclaimer of warranties

THE SITE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE." TO THE FULLEST EXTENT PERMITTED BY LAW, CONVOPAL DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT THE SITE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE, OR THAT INFORMATION ON THE SITE IS COMPLETE OR CURRENT.

10. Limitation of liability

TO THE FULLEST EXTENT PERMITTED BY LAW, CONVOPAL WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR FOR LOST PROFITS, REVENUE, OR DATA, ARISING OUT OF YOUR USE OF THE SITE SERVICES. CONVOPAL'S TOTAL LIABILITY ARISING OUT OF THE SITE SERVICES WILL NOT EXCEED ONE HUNDRED DOLLARS ($100). THIS SECTION DOES NOT LIMIT LIABILITY THAT CANNOT BE LIMITED UNDER APPLICABLE LAW, AND DOES NOT APPLY TO PAID SERVICES, WHICH ARE GOVERNED BY THE CLIENT SERVICES AGREEMENT.

11. Indemnification

You agree to defend and indemnify ConvoPal from claims and reasonable costs arising from your violation of these Terms or your misuse of the Site Services.

12. Changes to these Terms

We may update these Terms from time to time. The "Last updated" date at the top shows the current version. Continued use of the Site Services after a change means you accept the updated Terms.

13. Governing law and disputes

These Terms are governed by the laws of the State of California. Any dispute arising out of the Site Services will be brought in the state or federal courts located in El Dorado County, California, except that either party may bring a qualifying claim in small claims court. Before filing a claim, you agree to contact us at abigail@convopalai.com and attempt in good faith to resolve the dispute for at least fifteen (15) days.

14. General

If any part of these Terms is unenforceable, the rest remains in effect. Our failure to enforce a provision is not a waiver. These Terms, together with the Privacy Policy, are the entire agreement between you and ConvoPal about the Site Services.

15. Contact

Questions about these Terms: abigail@convopalai.com. Mail: ConvoPal AI LLC, 455 Market St, Ste 1940, #617602, San Francisco, CA 94105.