

# Terms and Conditions

Last updated: Jan 15. 2026

These Terms and Conditions (“Terms”) govern the use of the Google Reputation Protection service (“Service”) provided by Novalis Media LLC, a company registered in Hungary, with registered address at 1041 Budapest, Erzsebet utca 46. A. lhaz. 2. em. 11. Ajto (“Company”, “we”, “us”, “our”).

By purchasing or using the Service, you (“Client”, “you”) agree to be bound by these Terms.

## Description of the Service

The Service provides ongoing Google reputation monitoring and reputation management support for businesses. Depending on the selected package and optional add-ons, the Service may include, but is not limited to:

- Monitoring of new Google reviews
- Professional responses to reviews on behalf of the Client, including responses generated with the assistance of automated or AI-based tools
- Handling, prioritization, and escalation of negative customer feedback
- Reporting reviews that may violate Google’s policies, on a best-effort basis
- Monthly summary reports related to review activity, trends, and visibility

In addition, the Service may optionally include review acquisition tools, such as:

- Physical NFC cards and/or table displays (including plexiglass or similar materials) containing review or feedback links
- Digital review or feedback links distributed via email, SMS, or other communication channels
- Feedback collection flows designed to allow customers to share their experience directly with the business

The Client acknowledges that all review and feedback tools are provided to facilitate customer feedback and do not prevent or restrict customers from leaving public reviews on Google or other platforms.

You expressly acknowledge and agree that:

- We do not guarantee the removal of any review
- We do not guarantee improvements in Google rankings
- We do not guarantee increased revenue, traffic, or business results
- We do not control Google’s algorithms, review moderation decisions, or ranking systems

All actions related to review handling and reporting are subject to Google’s independent review and decision-making processes.

## **Google Disclaimer**

The Client acknowledges that:

- The Company is not affiliated with, endorsed by, or partnered with Google
- Google Business Profile, Google Reviews, and Google Search are third-party services
- Decisions regarding review visibility, removal, or ranking are made solely by Google

Any actions taken by the Company related to Google services are performed on a best-effort basis only.

## **Subscription & Billing Terms**

- The Service is provided as a monthly or yearly subscription
- Subscription fees are billed in advance on a recurring monthly basis
- Payments are processed via a third-party payment processor (e.g. Stripe)
- The subscription automatically renews unless cancelled

You authorize us to charge the payment method on file for recurring subscription fees.

## **Cancellation**

- You may cancel your subscription at any time
- Cancellation will take effect at the end of the current billing period
- No partial refunds are provided for unused time within a billing period, except as stated in Section 14-Day Money-Back Guarantee

## **14-Day Money-Back Guarantee**

- New clients are eligible for a 14-day money-back guarantee from the initial subscription date
- Refund requests must be submitted in writing within 14 calendar days
- After the 14-day period, all payments are non-refundable

Refunds, if approved, will be issued to the original payment method.

## **Client Responsibilities**

The Client agrees to:

- Provide accurate and up-to-date business information
- Grant necessary access to Google Business Profile or related accounts
- Respond in a timely manner to requests for clarification or approval

The Company is not responsible for delays or service limitations caused by missing access or incorrect information.

## **Limitation of Liability**

To the maximum extent permitted by law:

- The Company shall not be liable for indirect, incidental, special, or consequential damages
- Our total liability shall not exceed the amount paid by the Client for the Service in the previous one (1) month

Use of the Service is at the Client's own risk.

## **Service Modifications**

We reserve the right to modify, suspend, or discontinue any part of the Service at any time, with reasonable notice where possible.

## **Governing Law & Jurisdiction**

These Terms shall be governed by and construed in accordance with the laws of Hungary.

Any disputes arising out of or relating to these Terms shall be subject to the exclusive jurisdiction of the Hungarian courts.

## **Contact Information**

For questions regarding these Terms, please contact:

Novalis Media LLC

Email: [info@novalismedia.com](mailto:info@novalismedia.com)

Address: Hungary, 1041 Budapest, Erzsebet street 46/A 2/11