

Service Agreement

[AI receptionist services](#) · [Plain-language terms](#)

1 WHO THIS IS BETWEEN

CanoeMate ("CanoeMate", "we") and the business that purchases a plan at checkout ("Client", "you").

2 WHAT WE PROVIDE

CanoeMate sets up and runs Sophie, an AI receptionist for your business. Sophie answers calls, replies to texts and web chat, books appointments into your calendar, and sends reminders and follow-ups. What's included depends on the plan you choose below.

3 PLANS AND PRICING

You choose one plan and billing cycle at checkout. All prices are in Canadian dollars (CAD), plus 13% HST.

Plan	Monthly	One-time setup	Yearly (2 months free)
Starter	\$397 / month	\$497	\$3,970 / year
Growth	\$697 / month	\$997	\$6,970 / year
Premium	\$1,097 / month	\$1,497	\$10,970 / year

4 BILLING

The setup fee and your first month (or year) are paid upfront at checkout. After that, your card is charged automatically through Stripe at the start of each billing cycle. If a payment fails, you have 7 days to fix it before service may be paused.

5 TERM AND CANCELLING

There is a 3-month minimum. After that, you can cancel any time with 30 days' written notice to sales@canoemate.ca. Setup fees and payments already made are not refunded.

6 YOUR DATA

You own your data, including your contacts, call records and messages. CanoeMate keeps it confidential and uses it only to provide the service. When you leave, we'll give you a copy on request.

7 PRICE CHANGES

We'll give you at least 30 days' notice by email before any price change.

8 LIMITATION OF LIABILITY

We work hard to keep Sophie running and accurate, but we can't promise the service will be error-free or never go down. CanoeMate is not responsible for indirect losses, such as lost business or profits. Our total liability is limited to the fees you paid us in the 3 months before the claim.

9 GOVERNING LAW

This agreement is governed by the laws of Ontario, Canada.

By checking "I agree" at checkout, the client accepts this agreement.

SERVICE PROVIDER

CanoeMate

canoemate.ca · sales@canoemate.ca · (289) 812-9529