

ContactLink.io — Client Subscription & Payment Agreement

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1. Parties and order details

This Agreement is between **1001718522 Ontario Inc.**, operating as **ContactLink.io**, of Units 7 & 9A, 871 Equestrian Court, Oakville, Ontario L6L 6L7 ("ContactLink", "we", "us"), and the business named below (the "Client", "you").

It sets out the plan, fees, payment and cancellation terms for the Client's subscription. It works together with the ContactLink.io [Terms and Conditions](#) and [Privacy Policy](#), which form part of this Agreement. If this Agreement and the online Terms conflict, this Agreement governs for this Client.

Client details	
Legal business name	
Operating name (if different)	
Business address	
Authorized signatory (name & title)	
Email for billing and notices	
Phone	
Effective date	

2. Plan, fees and billing

The Client subscribes to the plan marked below. All amounts are in Canadian dollars and exclude sales tax. Once ContactLink is registered for GST/HST under the federal *Excise Tax Act*, the applicable sales tax for the Client's province will be added to every invoice, with at least 30 days' written notice to the Client before the first taxed charge.

Select	Plan	Users included	Monthly billing	Annual billing
☐	Starter	1	\$119 / month	\$99 / month, billed annually (\$1,188 / year)
☐	Growth	3	\$249 / month	\$215 / month, billed annually (\$2,580 / year)
☐	Custom / Group	As agreed	As agreed	As agreed

Billing cycle selected: ☐ Monthly ☐ Annual

Additional users (Growth): _____ × \$15 per user per month

Custom plan pricing (if applicable): _____

Billing terms

1. Fees are billed in advance at the start of each billing period.
2. Additional users are billed from the date they are added, at \$15 per user per month.
3. We do not charge late fees or interest.
4. We may change our prices with 30 days' written notice. A change applies from the start of the Client's next billing period. Annual plans keep their price until renewal.

3. Free trial and onboarding

- New Clients receive a **14-day free trial**, starting on the day the account is created.
- **Interest confirmation.** We ask the Client to let us know whether it intends to continue, **preferably by day 10 of the trial**, by email to info@contactlink.io. This gives us time to finish onboarding and set up billing before the trial ends. Confirming early does not shorten the trial, and the Client keeps full access through day 14.
- Paid billing starts on day 15 unless the Client cancels in writing before the trial ends.
- A one-time **\$5 usage credit** is added to the account at signup. It has no cash value and does not carry over or transfer.
- Usage beyond the credit (calls, SMS and similar) during or after the trial is billed at our published rates.
- **Onboarding is included** at no extra cost. We connect the Client's channels, set up workflows and walk the team through the platform.
- Each Client receives its own CRM account, login and pipeline. ContactLink provides software; it does not place calls or send messages on the Client's behalf.

Trial confirmation (preferably by day 10)

Trial start date: _____

☐ The Client intends to continue after the trial

☐ The Client does not intend to continue

Date confirmed: _____ Client initials: _____

4. Payment method and payment link

The Client pays through the secure payment link below. Card details are handled by our payment processor; ContactLink never sees or stores full card numbers.

Important: pay with the email you will use to log in. Your ContactLink account and login are created automatically with the email entered at checkout.

Secure payment links (monthly billing)

- [Starter plan — \\$119/month](#)
- [Growth plan — \\$249/month](#)

Secure payment links (yearly billing, paid upfront)

- [Starter plan — \\$1,188/year](#)
- [Growth plan — \\$2,580/year](#)

Recurring payment authorization. By signing, the Client authorizes ContactLink to charge the payment method on file for:

1. the subscription fee at the start of each billing period, plus applicable taxes once charged;
2. additional users as they are added; and
3. usage charges beyond included credits.

This authorization continues until the subscription ends under section 5. The Client must keep a valid payment method on file and update it before it expires.

Disputes. The Client agrees to raise any billing concern with us at info@contactlink.io before disputing a charge with its card issuer. We will respond within 5 business days.

5. Term, renewal and cancellation

The subscription starts when the account is created and renews automatically at the end of each billing period until cancelled as set out below.

	Monthly plan	Annual plan
Commitment	Month to month	Full 12-month term
How to cancel	30 days' written notice, by either party	Cannot be cancelled mid-term
Stopping renewal	Covered by the 30-day notice	30 days' written notice before the term ends
Access after notice	Continues until the notice period ends	Continues until the term ends
Fees for remaining period	Payable through the notice period	Remaining fees for the term stay payable

Written notice means an email to info@contactlink.io from the Client's billing contact. Notice takes effect on the day we receive it.

Before access ends, the Client must export any contacts, messages and recordings it wants to keep. When the account closes, its data is removed and cannot be recovered.

6. Refunds, failed payments and suspension

All fees are paid in advance and are **non-refundable**, on any plan, including partial months, unused users and unused usage credits.

Failed payments. If a charge fails, we will retry it and notify the billing contact. If the account is not brought current after that notice, we may suspend access until payment is received. Suspension does not pause fees.

Suspension or termination by us. We may suspend or end the account if the Client breaches this Agreement or the Terms, does not pay, or uses the service in a way that creates legal risk. Where we can, we will warn the Client first and give it a chance to fix the issue. Where the risk is immediate, such as ongoing unlawful messaging, we may suspend without notice.

7. Client responsibilities: calling, recording and messaging

The Client is responsible for how it uses the platform to contact people. The platform's safeguards help with compliance but do not guarantee it or shift responsibility to ContactLink.

The Client agrees to:

- Have consent or an existing business relationship before contacting anyone, as required by Canada's Anti-Spam Legislation (CASL), the CRTC Unsolicited Telecommunications Rules made under the *Telecommunications Act*, and the National Do Not Call List.

- Call only within permitted hours: 9:00am–9:30pm weekdays and 10:00am–6:00pm weekends, in the local time of the person called. The platform enforces these hours by default.
- Honour opt-out, unsubscribe and do-not-contact requests promptly.
- Obtain any consent the law requires for call recording. An audible tone plays when recording starts, and recording runs only during an active call. Canada's *Criminal Code* permits recording with one party's consent, but PIPEDA also requires telling the other party that a business call is recorded and why.
- Upload only contact lists it has a lawful basis to use — no bought or scraped lists.
- Give each user their own login and not share credentials.

The Client will indemnify ContactLink against claims arising from calls, recordings or messages made without required consent, or otherwise in breach of the law or this Agreement.

8. Facebook Marketplace Inbox Sync (optional beta feature)

This section applies only if the Client opts in below. If the box is not ticked, the Client has not enabled this feature and this section does not apply.

☐ **The Client opts in to the Marketplace Feature and accepts this section.**

Client initials: _____ **Date:** _____

- 8.1. Optional feature.** ContactLink offers an optional browser extension that, at the Client's direction, copies messages from the Client's own Facebook Marketplace inbox into the Client's CRM account, and sends replies, photos and videos written in the CRM to the buyer through the same Facebook profile (the "Marketplace Feature"). Replies sent this way appear to the buyer as coming from the owner of that profile. The Client is not required to use it, and the rest of the service works without it.
- 8.2. Independent tool.** The Marketplace Feature is an independent product of ContactLink. It is not affiliated with, endorsed by or sponsored by Meta Platforms, Inc. ("Meta"). "Facebook" and "Marketplace" are trademarks of Meta and are used only to describe what the feature works with.
- 8.3. Meta's terms.** The Client's use of Facebook remains subject to Meta's own terms and policies, which Meta sets, interprets and enforces at its discretion and may change at any time. Meta's terms place limits on automated tools and on collecting information from its services without Meta's permission, and Meta has not reviewed or approved the Marketplace Feature. The Client should review Meta's current terms and decide for itself whether the feature is appropriate for its business before opting in.
- 8.4. Account decisions by Meta.** Meta may limit, suspend or disable Facebook accounts, listings or messages for reasons it decides. ContactLink has no control over those decisions and cannot reverse them. By opting in, the Client acknowledges this possibility and chooses to use the Marketplace Feature on that basis.

- 8.5. **Authority and consent.** The Client confirms that it is authorized to install the extension on each Facebook profile used, and that any employee or other person whose personal profile is used has agreed to that use after being told about paragraphs 8.3 and 8.4.
- 8.6. **Message data.** Marketplace conversations synced by the feature, including photos, videos and voice notes, are stored and processed in the United States as described in section 9.6, and are handled as Client contact data under section 9. The Client remains responsible for its own privacy obligations to the people it messages.
- 8.7. **Beta feature.** The Marketplace Feature is a beta feature provided "as is". It runs only while the Marketplace inbox is open in the browser where the extension is installed, may not capture every message, and may stop working without notice, including after changes made by Meta. ContactLink may change or withdraw it at any time. No refund or credit is owed if it is unavailable.
- 8.8. **Limitation of liability.** To the fullest extent permitted by law, and in addition to section 10.3, ContactLink is not liable for any loss arising from use of the Marketplace Feature, including any restriction of a Facebook account, lost listings, lost messages or lost sales.
- 8.9. **Turning it off.** The Client can stop using the Marketplace Feature at any time by removing the extension from its browser. The Client may ask us at info@contactlink.io to delete synced Marketplace conversations and their attachments; conversations are deleted whole, not message by message.

9. Privacy and data handling

The Client owns its data. ContactLink holds it only to run the service, and handles it under our [Privacy Policy](#) and the federal *Personal Information Protection and Electronic Documents Act* (PIPEDA), which governs private-sector businesses in Ontario.

Topic	How it works
9.1 Our role	Controller for the Client's account, billing and usage details. Processor for the Client's contact data (leads, messages, call recordings, notes), acting only on the Client's instructions.
9.2 What we collect	Account and user details, billing details (via our payment processor), platform activity (messages, call logs, recordings, workflows, logins) and basic website data (IP, browser, pages visited).
9.3 How we use it	To run the service, provide support, bill, keep the platform secure, improve features, send service notices and meet legal obligations.
9.4 Selling or advertising	We never sell personal information and never use Client conversation data or recordings for advertising or profiling.
9.5 Call recordings	Stored against the contact record and controlled by the Client. Consent is the Client's responsibility (section 7).

Topic	How it works
9.6 Storage location	Client data, including call recordings and Marketplace messages synced under section 8, is stored and processed on servers in the United States operated by our service providers, including our CRM platform and hosting providers. Some providers, such as our payment processor and telephony and SMS carriers, may also process limited data in other countries to complete a payment, call or message. Data held outside Canada may be subject to the laws of the country where it is held, including lawful access by its authorities. We require our providers to protect it to a standard comparable to PIPEDA.
9.7 Security	Encryption in transit, role-based access, need-to-know staff access and logging of admin activity. We notify affected parties and regulators of a breach as the law requires.
9.8 Cookies	Essential cookies only — no analytics, advertising cookies or third-party tracking pixels.
9.9 Requests from the Client's contacts	Handled by the Client. If a contact reaches us, we pass the request to the Client and help it respond.
9.10 Data processing agreement	Available on request at info@contactlink.io .

10. General terms

- 10.1. **Service availability.** The service is provided "as is" and "as available". We aim for reliable uptime but do not guarantee uninterrupted access. Support runs by email, Monday to Friday, 9:00am–5:00pm Eastern.
- 10.2. **Connected channels.** Third-party channels (social, messaging, telephony) have their own terms and may change or withdraw access. We are not responsible for their decisions.
- 10.3. **Limitation of liability.** We are not liable for indirect or consequential loss, lost profits or lost data. Our total liability is capped at the fees the Client paid in the 12 months before the claim.
- 10.4. **Intellectual property.** The platform and its branding remain ours. The Client receives a limited, non-transferable right to use it for its own business while subscribed.
- 10.5. **Confidentiality.** Each party will keep the other's non-public business information confidential and use it only for this Agreement.
- 10.6. **Changes to terms.** We will give 30 days' notice of any material change to the [Terms](#) before it takes effect.
- 10.7. **Assignment.** The Client may not transfer this Agreement without our written consent.

- 10.8. **Entire agreement.** This Agreement, the Terms and the Privacy Policy are the full agreement between the parties on this subject. If any part is unenforceable, the rest still applies.
- 10.9. **Electronic signatures.** Electronic signatures and copies are as valid as originals, as permitted by Ontario's *Electronic Commerce Act, 2000*.
- 10.10. **Governing law.** This Agreement is governed exclusively by the laws of the Province of Ontario and the federal laws of Canada that apply there, without regard to conflict-of-law rules. Both parties submit to the exclusive jurisdiction of the courts of Ontario, with any proceeding brought in the Regional Municipality of Halton. The UN Convention on Contracts for the International Sale of Goods does not apply. This is a business-to-business agreement; the Client is not a consumer, so Ontario's *Consumer Protection Act, 2002* does not apply.

11. Acceptance and signatures

By signing, the Client confirms it has read and agrees to this Agreement, the [Terms and Conditions](#) and the [Privacy Policy](#), and that the signatory has authority to bind the Client.

	Client	1001718522 Ontario Inc. (ContactLink.io)
Signature		
Name		
Title		
Date		

Questions: info@contactlink.io · Units 7 & 9A, 871 Equestrian Court, Oakville, Ontario L6L 6L7