

Terms of Service for 18ops.com

Effective Date: May 12, 2026

Last Updated: May 12, 2026

1. Acceptance of Terms

Welcome to 18ops.com ("we," "our," "us"). By accessing or using our website, mobile applications, or services (collectively, the "Service"), you agree to be bound by these Terms of Service ("Terms"). If you do not agree, please do not use the Service.

Contact Information:

Email: support@18ops.com

Website: 18ops.com

2. Eligibility

You may use the Service only if you:

- Are at least 13 years old (or 16 years old in certain jurisdictions)
- Can form a binding contract with us
- Are not prohibited from using the Service under applicable laws
- Have not been previously suspended or removed from the Service

If you are using the Service on behalf of an organization, you represent that you have authority to bind that organization.

3. Accounts and Registration

Account Creation

You may need to create an account to access certain features. You agree to provide accurate, current, and complete information.

Account Security

You are responsible for:

- Maintaining the confidentiality of your password
- All activities that occur under your account
- Notifying support@18ops.com immediately of any unauthorized access

Account Termination

We reserve the right to suspend or terminate accounts that violate these Terms, without prior notice.

4. User Conduct and Prohibited Activities

You agree NOT to:

Category	Prohibited Actions
Illegal Activities	Violate any laws, regulations, or third-party rights
Abuse	Harass, threaten, impersonate, or intimidate others
Security	Interfere with the Service, introduce malware, bypass security measures
Spam	Send unsolicited messages, scrape data, or overload systems
Content	Post illegal, obscene, defamatory, or infringing material
Reverse Engineering	Decompile, disassemble, or extract source code from the Service

Violations may result in immediate termination and legal action where applicable.

5. Intellectual Property Rights

Our Property

All content, features, and functionality of the Service (excluding user content) are owned by us or our licensors, including:

- Software, code, text, graphics, logos, and designs
- Trademarks and trade dress (e.g., "18ops" and related marks)
- Patents, copyrights, and trade secrets

You may not copy, modify, distribute, or create derivative works without our prior written consent.

Your Content

You retain ownership of any content you submit, post, or display on the Service ("User Content"). By submitting User Content, you grant us a non-exclusive, royalty-free, worldwide license to use, store, display, and distribute that content to operate and improve the Service.

6. Paid Services and Subscriptions

Pricing

We reserve the right to change prices at any time with 30 days' notice for active subscriptions. Price changes will not apply retroactively.

Billing and Payment

- Payments are processed through third-party payment processors
- You authorize us to charge your provided payment method
- All fees are non-refundable except as required by law

Free Trials

Free trials may be offered at our discretion. We reserve the right to modify or cancel free trials without notice.

Automatic Renewal

Subscriptions automatically renew at the end of each billing cycle unless you cancel before the renewal date. Cancellation instructions are available via support@18ops.com.

7. Third-Party Services and Links

The Service may contain links to third-party websites, services, or integrations (e.g., Cloudflare, payment processors, analytics providers). We do not control these third parties and are not responsible for their:

- Privacy practices
- Content or accuracy
- Security or data handling
- Terms of service

Your interactions with third parties are solely between you and them.

8. Disclaimer of Warranties

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT ANY WARRANTIES, EXPRESS OR IMPLIED.

TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, INCLUDING:

- Merchantability, fitness for a particular purpose, and non-infringement

- Uninterrupted, secure, or error-free operation
- Correction of defects or absence of viruses
- Accuracy, reliability, or completeness of content

Some jurisdictions do not allow the exclusion of certain warranties, so some exclusions may not apply to you.

9. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

- **NO CONSEQUENTIAL DAMAGES:** We are not liable for any indirect, incidental, special, consequential, or punitive damages (including lost profits, data, or goodwill).
- **CAP ON LIABILITY:** Our total liability to you for any claims arising from these Terms or the Service shall not exceed the greater of:
 - The amount you paid us in the past 12 months, or
 - \$100 USD
- **EXCEPTIONS:** This limitation does not apply to:
 - Death or personal injury caused by our negligence
 - Fraud or fraudulent misrepresentation
 - Any liability that cannot be excluded by law

10. Indemnification

You agree to indemnify, defend, and hold harmless 18ops.com and its officers, directors, employees, and agents from any claims, damages, losses, liabilities, and expenses (including reasonable attorney's fees) arising out of or relating to:

- Your use of the Service
- Your violation of these Terms
- Your violation of any third-party rights
- Your User Content

11. Term and Termination

- By You: You may stop using the Service at any time. To delete your account, contact support@18ops.com.
- By Us: We may suspend or terminate your access at any time, with or without cause, with or without notice, including for violation of these Terms.
- Effect of Termination: Upon termination, your right to use the Service ceases immediately. Sections that by their nature should survive (e.g., intellectual property, disclaimer, liability limits, indemnification) will survive.

12. Modifications to the Service or Terms

- To the Service: We may modify, suspend, or discontinue any part of the Service at any time without liability.
- To the Terms: We may update these Terms by posting a new version on this page with an updated "Last Updated" date. Material changes will be notified via email or prominent notice on the Service. Your continued use after changes constitutes acceptance.

13. Governing Law and Dispute Resolution

Governing Law and Venue. These Terms and any dispute arising from or relating to them shall be governed by the laws of the State of Ohio, without regard to its conflict of laws principles. Any legal action or proceeding arising from these Terms shall be brought exclusively in the state or federal courts located in Franklin County, Ohio , and you irrevocably consent to the personal jurisdiction of such courts.

Mandatory Arbitration (US Users)

Except for small claims court claims, any dispute arising from these Terms will be resolved through binding individual arbitration (not class action) administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules.

Opt-Out of Arbitration

You may opt out of arbitration within 30 days of accepting these Terms by emailing support@18ops.com with your full name and address stating "Arbitration Opt-Out."

14. Miscellaneous

Provision Details

Entire Agreement These Terms constitute the entire agreement between you and us regarding the Service

Severability If any provision is found invalid or unenforceable, the remaining provisions remain in full force

Waiver Our failure to enforce a right does not waive that right

Assignment You may not assign these Terms without our written consent. We may assign them without restriction

Force Majeure We are not liable for delays or failures caused by events beyond our reasonable control (e.g., natural disasters, war, internet outages)

No Agency No joint venture, partnership, employment, or agency relationship exists

15. Contact Information

For any questions, complaints, or notices regarding these Terms:

Email: support@18ops.com

Response Time: We strive to respond within 2-3 business days

For formal legal notices (e.g., copyright infringement claims, arbitration demands):

Email: support@18ops.com (with "LEGAL NOTICE" in the subject line)