

Terms of Service for ReviewWiz

Last Updated: April 18, 2026

Legal Entity: Oakwell Holdings LLC (dba ReviewWiz)

Contact: support@reviewwiz.io

1. Agreement to These Terms

By using ReviewWiz (the "Service"), you agree to be bound by these Terms. If you do not agree, do not use the Service.

We may update these Terms from time to time. Continued use after changes constitutes acceptance.

2. Service Description

ReviewWiz is an automated review management tool. It:

- Sends SMS messages to your customers requesting Google reviews
- Posts 5-star reviews automatically (with your approval)
- Alerts you to negative reviews and generates suggested responses

We do not write fake reviews, guarantee any specific rating, or guarantee an increase in customers or revenue.

3. Eligibility

You must:

- Be a licensed contractor or business owner in good standing
- Have authority to bind your business to these Terms
- Be at least 18 years old

We may verify your business information and refuse service to anyone at our sole discretion.

4. Account and Security

You are responsible for all activity under your account. You agree to:

- Keep your password secure
- Not share your account credentials
- Notify us immediately of unauthorized access

We are not liable for losses caused by unauthorized use of your account.

5. Acceptable Use Policy

You may not use ReviewWiz to:

- Send spam or unsolicited messages
- Solicit fake or fraudulent reviews
- Harass, threaten, or violate the rights of others
- Violate any applicable law (including Google's review policies)

Violation of this section may result in immediate termination without refund.

6. Fees, Payments, and Refunds

Fees: You agree to pay the fees shown at checkout and in your payment confirmation email. All fees are in US dollars.

Payment: Automatic via Stripe. You must provide a valid payment method.

No refunds: We do not issue refunds for partial months or unused service.

Service outage credit: If the Service is unavailable for more than 48 consecutive hours, you may request a pro-rated credit (not a refund).

Cancellation: You may cancel anytime via your Stripe customer portal. No further charges will be made, but prepaid amounts are non-refundable.

Price changes: We may change prices for new customers at any time. Your price will not change unless we notify you directly.

7. Limitation of Liability (The Shield)

To the maximum extent permitted by law:

Limitation	Explanation
No indirect damages	We are not liable for lost revenue, lost customers, lost profits, or damage to reputation.
Cap on liability	Our total liability to you is limited to the amount you paid us in the prior 3 months.
No liability for third parties	We are not responsible for Google's review policies, SMS carrier delays, or customer behavior.
"As is" service	We do not guarantee that your review count, rating, or search ranking will improve.

You use ReviewWiz at your own risk.

8. Disclaimer of Warranties

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE."
WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

We do not warrant that the Service will be uninterrupted, error-free, or secure.

9. Indemnification (You Pay for Lawsuits You Cause)

You agree to defend, indemnify, and hold harmless Oakwell Holdings LLC (dba ReviewWiz), its members, employees, and agents from any claim, lawsuit, or demand arising from:

- Your use of the Service
- Your violation of these Terms
- Your violation of any law or third-party rights (including Google's policies)

10. Suspension and Termination

We may suspend or terminate your account immediately if you:

- Violate these Terms (especially the Acceptable Use Policy)
- Fail to pay charges when due
- Become the subject of a fraud investigation

You may cancel anytime. Upon termination, your access to the Service ends. No refunds for prepaid amounts.

11. Arbitration and Class Action Waiver

Binding Arbitration: Any dispute arising from these Terms or your use of the Service will be resolved by binding arbitration, not in court.

Class Action Waiver: You agree to resolve disputes on an individual basis. You waive the right to participate in a class action, class arbitration, or any representative proceeding.

Arbitration provider: American Arbitration Association (AAA)

Location: DuPage County, Illinois

Costs: Each party pays their own fees; we will pay your filing fee if you cannot afford it.

Small claims exception: You may bring a claim in small claims court (not arbitration) if it qualifies.

Opt-out: You may opt out of arbitration within 30 days of first using the Service by emailing support@reviewwiz.io with your name and "Arbitration Opt-Out" in the subject line.

12. Governing Law

These Terms are governed by the laws of Illinois, without regard to its conflict of laws principles. Arbitration will be held in DuPage County, Illinois.

13. Force Majeure

We are not liable for delays or failures caused by events outside our control, including natural disasters, internet outages, government actions, or third-party service failures (e.g., Twilio, Google, Stripe).

14. Entire Agreement

These Terms constitute the entire agreement between you and Oakwell Holdings LLC (dba ReviewWiz). No prior agreements, promises, or representations are binding.

If any part of these Terms is found unenforceable, the remaining parts remain in full force.

15. Contact

For questions, support, or to opt out of arbitration:
support@reviewwiz.io