

PlateIntel Terms of Service

Last Updated: October 3, 2025

Welcome to JR Labs LLC d/b/a PlateIntel ("PlateIntel," "Company," "we," "us," or "our"). These Terms of Service ("Terms") govern your access to and use of our website, applications, APIs, dashboards, and related services (collectively, the "Service").

By using the Service, you agree to these Terms and our Privacy Policy (incorporated by reference). If you are using the Service on behalf of a business, you represent that you have authority to bind that business, and "you" includes that business.

1) The Service

- PlateIntel provides tools to help businesses analyze license-plate-related activity, assess fraud risk, manage incidents, upload and review evidence, and share intelligence across a network.
 - We are not a law-enforcement agency, insurer, or professional advisor. **We do not guarantee that fraud will be detected, prevented, or avoided.**
 - Outputs may be probabilistic, model-driven, or derived from third-party data and may contain errors.
 - **You remain solely responsible** for your operational decisions and outcomes (e.g., whether to provide service, escalate, or report an incident).
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2) Eligibility & Accounts

- You must be at least 18 and legally able to contract.
- You are responsible for safeguarding your credentials, API keys, and for all activity under your account.

- Multi-tenant accounts include **role-based access controls** (company_admin, location_admin, user, support). You are responsible for configuring access appropriately.
 - We may refuse, suspend, or terminate accounts for any lawful reason, including suspected misuse, fraud, or policy violations.
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3) Acceptable Use

You agree not to:

- Use the Service for unlawful purposes or in violation of privacy, consumer-protection, or surveillance laws.
 - Attempt to reidentify individuals from anonymized/aggregated data.
 - Upload content that is illegal, infringing, or harmful.
 - Interfere with or disrupt the Service (e.g., reverse engineering, malware injection, denial-of-service).
 - Circumvent subscription gating, rate limits, or RBAC protections.
 - Share, resell, or sublicense access, except as allowed by written agreement.
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4) Your Data & License

- **Customer Data** means data you (or your users/systems) upload to the Service (e.g., plate numbers, timestamps, watchlist entries, evidence uploads, incident reports).
- You retain ownership of Customer Data.
- You grant PlateIntel a worldwide, non-exclusive license to host, process, analyze, and display Customer Data solely to provide and improve the Service.
- We may use aggregated/de-identified data for fraud modeling, benchmarking, and analytics.

- You represent and warrant that you have all necessary rights and consents to provide Customer Data and that your use complies with applicable laws.
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5) Service Availability & Changes

- We strive for high availability but do not guarantee uninterrupted or error-free operation.
 - Features may change, be limited, or be discontinued at our discretion.
 - Subscription tiers (including free trials) may restrict certain functionality.
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6) Warranties & Disclaimers

- THE SERVICE IS PROVIDED “AS IS” AND “AS AVAILABLE.”
 - To the maximum extent permitted by law, we disclaim all warranties, express or implied, including merchantability, fitness for a particular purpose, non-infringement, accuracy, or reliability.
 - **No Guarantee of Outcomes:** We do not warrant that the Service will detect, flag, prevent, or reduce fraud; that outputs are accurate or complete; or that decisions you make using the Service will achieve desired results.
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7) Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

- **No consequential damages:** PlateIntel is not liable for indirect, incidental, special, punitive, or consequential damages, including lost profits, lost revenue, or data loss.
- **Cap on liability:** Our total liability for all claims in the aggregate is limited to the amount you paid to PlateIntel in the 12 months preceding the claim (or \$500 if you use the free tier).

- **Risk-related exclusions:** Without limiting the foregoing, we are not liable for any fraud, theft, damage, or loss occurring at your premises or involving your customers, even if the Service fails to flag a plate or flags it incorrectly. **You remain solely responsible** for operational decisions and compliance with law.
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8) Indemnification

You agree to defend, indemnify, and hold harmless JR Labs LLC d/b/a PlateIntel, its affiliates, and personnel from any claims, losses, liabilities, damages, costs, and expenses (including attorneys' fees) arising out of or related to:

- Your use of the Service;
 - Your Customer Data;
 - Your violation of these Terms or applicable law; or
 - Your interactions with your customers or end users.
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9) Intellectual Property

- PlateIntel owns the Service, software, models, dashboards, APIs, documentation, and all related IP.
 - Except for rights expressly granted to you under these Terms, no licenses are provided.
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10) Termination

- You may stop using the Service at any time.
- We may suspend or terminate access for breach, non-payment, fraud, security risks, or legal compliance.

- Upon termination:
 - Your right to access the Service ends.
 - Upon request within 30 days, we will provide an export of your Customer Data.
 - After 30 days, Customer Data may be deleted, subject to our **Data Retention & Deletion Policy**.
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11) Dispute Resolution

- These Terms are governed by the laws of **New Jersey**, without regard to conflicts of law.
 - Any disputes shall be resolved through **binding arbitration** under AAA or JAMS rules.
 - You waive the right to a jury trial or class action.
 - Venue for non-arbitrable claims shall be the state or federal courts of New Jersey.
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12) Miscellaneous

- **Entire Agreement:** These Terms, along with incorporated policies, are the entire agreement between you and PlateIntel.
 - **Severability:** If any provision is unenforceable, the remaining terms remain in effect.
 - **Assignment:** You may not assign your rights without consent; we may assign in connection with a merger, acquisition, or sale.
 - **Force Majeure:** Neither party is liable for failure caused by events beyond reasonable control (e.g., natural disasters, internet outages, strikes).
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13) Contact

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 973-919-7011

 [plateintel.app]