



Reputify Presence Service Agreement

Managed Google Business Profile services — terms and order form.

Version 1.0

Updated 2026-05-30

Audience Customer (signatory), sales, delivery

Website <https://reputify.app>

Support support@reputify.app

Document type: Customer contract template (pilot) **Audience:** Customer (signatory), sales, delivery
Provider: Joyful Designs (Reputify) **Support:** support@reputify.app **Related:**
[REPUTIFYPRESENCEOVERVIEWv1.1.md](./REPUTIFYPRESENCEOVERVIEWv1.1.md) ·
[REPUTIFYCOMMERCIALPLANSv1.1.md](./REPUTIFYCOMMERCIALPLANSv1.1.md)

Pilot template. Have qualified counsel review before high-volume use. For software use, the [Reputify Terms of Service](https://reputify.app/legal/terms) and [Privacy Policy](https://reputify.app/legal/privacy) apply separately.

How to use this document (internal)

1. Complete **Schedule 1 — Order Form** (tier, locations, fees, contacts).
2. Send the agreement + order form + [Presence overview](./REPUTIFYPRESENCEOVERVIEWv1.1.md) + [SOW by tier](./PRESENCE_SOW_BY_TIER_v1.0.md) (customer's tier section) to the customer.
3. Obtain **written acceptance** (signed PDF, or email reply: *"I accept the Reputify Presence Service Agreement and Schedule 1."*).
4. Collect **launch month payment** before kickoff.
5. Obtain **Google Business Profile manager access** (customer retains ownership).
6. File executed copy; delivery uses [PRESENCE_GBPAUDITCHECKLISTv1.0.md](./PRESENCE_GBPAUDITCHECKLISTv1.0.md) for Month 1.

Do not sell Reputify Guided Launch on the same onboarding — launch month includes Reputify workspace setup.

This **Reputify Presence Service Agreement** ("Agreement") is between:

Joyful Designs ("Provider", "we", "us"), operator of the Reputify platform, and

The customer named in Schedule 1 ("Customer", "you").

Effective date: The date of acceptance in Schedule 1.

1. Services

1.1 Provider will deliver **Reputify Presence** — managed **Google Business Profile (GBP)** optimization and related reputation support services as described in Schedule 1, **Schedule 2** (tier scope summary), and the [Statement of Work by tier](./PRESENCE_SOW_BY_TIER_v1.0.md), using Reputify software where applicable.

1.2 Services are **professional managed services**, not a software subscription by themselves. Where Schedule 1 includes **Reputify Platform** (Starter, Growth, or Scale), that software is governed by the [Reputify Terms of Service](https://reputify.app/legal/terms) in addition to this Agreement.

1.3 Provider is **not Google** and is not an official Google partner unless separately stated in writing. We act only with access you grant to **your** GBP listing(s).

2. Launch month and ongoing management

2.1 **Launch month (Month 1)** — One-time foundation period including, at minimum:

- GBP audit and initial optimization (NAP, categories, description, hours, services, attributes as applicable)
- Spam / duplicate listing check
- Baseline insights report
- Verification of GBP **manager** access
- Reputify workspace creation or linkage, Google connection, and review sync verification (where Platform is included or agreed)

2.2 **Ongoing management (Month 2+)** — Recurring monthly deliverables per the selected tier in Schedule 2 (monitoring, reports, posts, review support, etc.).

2.3 Launch month and ongoing fees are set out in Schedule 1. Launch month work begins on the **Kickoff date** after acceptance and receipt of launch month payment (unless otherwise agreed).

3. Scope limits and out-of-scope work

3.1 Unless explicitly added in writing, services **do not** include:

- Google Ads, Local Services Ads, or paid media
- Website SEO, social media management (organic), or influencer campaigns
- Fake, incentivized, or policy-violating reviews
- Guaranteed map rankings, star ratings, review counts, or revenue
- 24x7 emergency support
- Legal representation in Google or third-party disputes
- On-site photography or videography (Customer supplies assets unless add-on agreed)

3.2 **No performance guarantees.** Provider will use reasonable skill and care but does **not** guarantee specific search visibility, leads, or business outcomes.

3.3 Additional locations beyond Schedule 1 are billed per the **additional location** rate in Schedule 1.

4. Customer responsibilities

4.1 Customer will:

- Retain **ownership** of all GBP listings; grant Provider **manager** (or equivalent) access only
- Provide accurate business information, brand assets (logo, photos), and timely approvals
- Designate a **primary contact** for approvals (posts, sensitive review replies, profile changes)
- Respond to approval requests within **5 business days** (or agree alternate SLA in writing)

- Comply with [Google Business Profile policies](https://support.google.com/business/answer/3038177) and applicable law

- Maintain any required Reputify Platform subscription per Schedule 1 (included or separate)

4.2 Delays caused by missing access, incomplete information, or late approvals may shift deliverables to a later period without fee reduction.

4.3 Customer is responsible for decisions published on GBP after Customer approval (or deemed approval after the approval window in Section 5).

5. Approvals and content

5.1 Provider will submit **Google Posts**, profile changes, and **sensitive review replies** for Customer approval before publishing, unless Schedule 1 states otherwise for routine/low-risk items.

5.2 If Customer does not respond within **5 business days**, Provider may publish as proposed or defer to the next cycle — at Provider's reasonable discretion for non-sensitive items; sensitive items will not be published without approval.

5.3 Customer warrants that materials supplied to Provider do not infringe third-party rights and comply with Google and applicable advertising standards.

6. Fees, taxes, and payment

6.1 Customer will pay fees in **Schedule 1** (amounts **exclusive of GST** unless stated otherwise).

6.2 **GST** (currently 18% in India, if applicable) will be added on invoices where Provider is registered and tax applies.

6.3 **Launch month** fee is due **before kickoff** unless Provider agrees otherwise in writing. **Launch month fees are non-refundable** once substantial work has begun.

6.4 **Monthly management** fees are due per the billing cycle in Schedule 1 (default: **monthly in advance** on the same calendar day each month, first invoice at start of Month 2).

6.5 Payment via Razorpay payment link, bank transfer, or other method specified on the invoice. Late amounts may incur suspension of services after **15 days'** written notice.

6.6 Provider may adjust standard list pricing for **renewal terms** with **30 days'** notice; Customer may cancel per Section 8 if unwilling to accept new pricing.

7. Term, renewal, and cancellation

7.1 **Initial term: 3 months** from the Kickoff date (launch month counts as month one of the initial term unless otherwise stated in Schedule 1).

7.2 After the initial term, services **renew month-to-month** at the then-current monthly management fee unless either party gives notice of non-renewal.

7.3 **Cancellation after initial term:** Either party may terminate ongoing management with **30 days'** written notice to support@reputify.app (or contacts in Schedule 1). Fees for the notice period remain due.

7.4 **Early termination during initial term:** If Customer terminates without cause during the initial term, Customer remains liable for **monthly management fees through the end of the initial term** (or Provider may agree a mutually acceptable exit fee in writing).

7.5 Provider may terminate immediately for material breach (non-payment, revoked GBP access, unlawful use, repeated policy violations) after **7 days'** notice to cure where cure is possible.

7.6 On termination, Provider will cease scheduled GBP work; Customer retains GBP ownership. Provider will revoke delegated access within **10 business days** upon request. No refund of completed launch month work.

8. Confidentiality and data

8.1 Each party will protect the other's non-public business information with reasonable care.

8.2 Personal data is handled per the [Reputify Privacy Policy](https://reputify.app/legal/privacy). Where Customer uses review-request messaging, the [Messaging DPA](https://reputify.app/legal/dpa) may apply to end-customer data processed through Reputify.

8.3 Customer grants Provider permission to access GBP and Reputify solely to perform services under this Agreement.

9. Limitation of liability

9.1 To the maximum extent permitted by law, Provider's total liability for claims arising from this Agreement shall not exceed the **fees paid by Customer under this Agreement in the three (3) months preceding the claim.**

9.2 Provider is not liable for indirect, incidental, special, consequential, or punitive damages, including lost profits or business, arising from services or third-party platform actions (including Google suspensions, algorithm changes, or API outages).

9.3 Nothing limits liability where prohibited by applicable law.

10. Indemnity

Customer will indemnify Provider against third-party claims arising from (a) Customer-provided content or instructions, (b) Customer's breach of Google or platform policies, or (c) Customer's unlawful use of services — except to the extent caused by Provider's gross negligence or wilful misconduct.

11. General

11.1 **Entire agreement:** This Agreement, Schedule 1, and Schedule 2 supersede prior oral or written understandings for Reputify Presence. Conflicts: Schedule 1 (commercial terms) → Schedule 2 (scope) →

body of Agreement.

11.2 **Amendments:** Must be in writing and signed or emailed by both parties.

11.3 **Assignment:** Customer may not assign without Provider’s consent. Provider may use qualified subcontractors under equivalent confidentiality obligations.

11.4 **Force majeure:** Neither party is liable for delay due to events beyond reasonable control (including Google outages, natural disasters, government action).

11.5 **Governing law:** Laws of **India**. Courts in **Bengaluru, Karnataka, India** have exclusive jurisdiction, subject to mandatory law.

11.6 **Notices:** Email to addresses in Schedule 1 is valid notice.

12. Contact

Reputify (product by Joyful Designs) **Email:** support@reputify.app **Website:** https://reputify.app

(Complete one copy per customer)

Field	Details
Customer legal name	
Trading / business name	
Address	
GSTIN (if registered)	
Primary contact name	
Primary contact email	
Primary contact phone	
Billing contact / email	

Service selection

Field	Selection
Presence tier	<input type="checkbox"/> Foundation <input type="checkbox"/> Momentum <input type="checkbox"/> Premier
Primary GBP location name	
Google location ID / Maps URL	
Number of locations covered	

Field	Selection
Additional locations (if any)	
Kickoff date (target)	
Effective / acceptance date	

Fees (INR, excl. GST)

Item	Amount
Launch month fee	■
Monthly management fee	■ / month
Additional location(s)	■ / month each (if applicable)
Reputify Platform included	■ None ■ Growth ■ Scale ■ Customer's existing subscription
Initial term	3 months from Kickoff (default)
Billing cycle	Monthly in advance (default)

Acceptance

■ Customer has read the Agreement, Schedule 2, and [Presence overview](./REPUTIFYPRESENCEOVERVIEW_v1.1.md).

Customer signature / name: _____ **Title:** _____ **Date:** _____

Provider (Joyful Designs): _____ **Date:** _____

Email acceptance is valid if it explicitly references this Agreement and Schedule 1.

Reference pricing and positioning:

[REPUTIFYPRESENCEOVERVIEWv1.1.md](./REPUTIFYPRESENCEOVERVIEWv1.1.md). The tier selected in Schedule 1 determines deliverables:

Service	Foundation	Momentum	Premier
GBP audit & optimization	✓ Launch month	✓ + quarterly refresh	✓ Ongoing
Spam / duplicate monitoring	✓	✓ + escalation guidance	✓ + dispute support
Monthly insights report	✓ Snapshot	✓ Full report	✓ Report + monthly call

Service	Foundation	Momentum	Premier
Review generation & inbox support	—	✓	✓ Priority
Google Posts	—	2–4 / month	4–8 / month
Photos & products refresh	—	Quarterly	Monthly
Booking / industry features	—	Light	Full
Reputify Platform	Optional	Growth included	Scale included
Launch month: Reputify connect	✓	✓	✓

Legend: ✓ included · — not included · Light = basic attributes only

Detailed deliverables: [PRESENCE_SOWBY_TIERv1.0.md](./PRESENCE_SOWBY_TIERv1.0.md). Internal Month 1 checklist: [PRESENCE_GBPAUDIT_CHECKLISTv1.0.md](./PRESENCE_GBPAUDIT_CHECKLISTv1.0.md)

Standard fee reference (India pilot, excl. GST)

Use when Schedule 1 matches list pricing:

Tier	Launch month	Monthly	Add. location
Foundation	■9,999	■4,999	■2,999/mo
Momentum	■14,999	■9,999	■4,999/mo
Premier	■24,999	■17,999	■8,999/mo or 2 included

Document history

Version	Date	Notes
1.0	2026-05-30	Pilot template — Agreement + Order Form + tier schedule