Client Services Agreement & Authorization

Quality Control Marketing LLC
doing business as Quality Control Reviews

Review growth · Reputation intelligence · Your client dashboard

Your accepted plan and billing terms are included in the completed copy.

Effective date	
Client business name	
Authorized representative	
Client email	
Client phone	

A clear start to your service

Pay a $25 setup deposit. It is credited in full to your first service period.

Complete setup, then confirm the remaining payment to activate your selected monthly or annual plan.

Cancel before activation for a full deposit refund. After activation, renewal and cancellation follow your accepted order and this Agreement.

Reference copy: client details are completed after acceptance. Read the full agreement and your selected order before accepting. This cover is a guide, not a replacement for those terms.

This Agreement is between Quality Control Marketing LLC, doing business as Quality Control Reviews ("QCR," "we," or "us"), and the business identified in the completed acceptance record ("Client" or "you"). The person accepting confirms that they are at least 18 and authorized to bind that business. These services are for business use, not personal, family or household use.

1. Your service and order

QCR provides the services in your accepted order: managed review requests and follow-up, review monitoring and response guidance, QCR scoring and competitor comparisons, human-reviewed customer feedback reports, and access to your private client dashboard. CRM + Customer Tracker is an optional paid add-on; dashboard access is included in the core service.

Your order identifies the selected plan, price, billing interval, included work and any specifically agreed limits or territory. An integration, public response service, customer reactivation campaign or other additional work is included only if expressly agreed. We confirm compatibility before activating an integration. Promotional examples are illustrations, not your results or a promise of identical outcomes.

Where your offer includes 10-mile local category protection, QCR will confirm the protected category, business location and territory in writing before activation. This concerns the competing accounts QCR serves; it does not prevent other businesses from competing with you. If QCR cannot provide the advertised protection, you may cancel before activation for a full deposit refund.

2. Setup and service activation

Setup begins after the deposit is paid and may include onboarding, account access, business verification, customer-permission review, connection testing and a dedicated texting number. You must provide accurate information and requested approvals. Verification and platform approval times are outside QCR's control; we do not guarantee an activation date.

Dashboard access and preparation can begin during setup. Paid monthly or annual service does not begin merely because you pay the deposit or open the dashboard. When setup is ready, QCR asks you to confirm the remaining first-period payment. Your service period and recurring subscription begin with that payment. Texting also requires the applicable permissions, sender approval and workflow readiness.

3. Permission to perform the work

You authorize QCR to access the business profiles, customer data and connected systems you approve, to configure and operate the agreed workflows, and to use your business name, branding and supplied materials for that work. This includes permitted review requests, reporting, monitoring and approved response assistance. It does not authorize unrelated advertising, unauthorized public posts or acting as your legal representative.

Use a manager role or another approved access method where available. Do not send us your personal password. You retain ownership and primary control of your accounts and must maintain accurate access and account-security information.

4. Client responsibilities

Provide accurate business details, current contact information, authorized customer records and any claims, offers or service descriptions used in messages. Review requested approvals and tell QCR promptly about changes, complaints, revoked permissions or compromised access. You remain responsible for your services, staff, customer relationships and business decisions.

Delays or inaccurate information can prevent setup or interrupt work. We will identify missing information or a material limitation when reasonably apparent, rather than treat dashboard access as proof that the service is fully operating.

5. Customer data and permission

You represent that you have the lawful authority to share each customer record and the consent required for the specific message, sender and purpose. For automated review-request texts through QCR, obtain prior express written consent, which may be electronic, identifying your business and the review-request purpose before enrollment. This is required by our messaging provider; a spoken agreement alone is not sufficient. Keep evidence of how, when and for what purpose permission was obtained, and provide it when reasonably requested. A purchase, appointment, phone number in a CRM or acceptance of this Agreement does not by itself establish permission to send automated review or marketing messages.

Do not supply purchased, scraped, misleading or unauthorized lists, or contacts who have opted out of the proposed messages. Tell QCR promptly about withdrawals received outside our system. QCR reviews the permission process during setup and applies its configured eligibility and suppression checks; these checks cannot independently establish the accuracy of every client-supplied record. Each party remains responsible for its own legal obligations and conduct.

6. Texting, opt-outs and delivery

Messages must identify the business that obtained permission and provide the required opt-out instructions. QCR honors opt-out requests received through its workflows and blocks further campaign messages as required. Clients must also honor requests they receive directly and keep connected records current. A carrier-level START response alone does not authorize QCR to restart a campaign without the required permission and workflow approval.

A dedicated sender must be registered for the actual business and approved use. Approval does not replace customer consent or guarantee delivery. Carriers and platforms may filter, delay, limit or block messages. Message frequency depends on the agreed workflow; recipients' message and data rates may apply. Recipients can reply STOP to opt out and HELP for assistance, or contact support@qualitycontrolreviews.com. Do not use this service for emergencies.

QCR may pause a contact, campaign or connection while investigating a permission, security or policy concern. We do not bypass an opt-out or use one business's approval to send another business's campaigns.

7. Honest reviews

Requests must invite genuine feedback without steering customers toward a particular rating. QCR does not create fake reviews, buy reviews, write reviews as customers, use review gating, or selectively invite only customers expected to leave positive feedback. We do not offer incentives for Google reviews, including payment, discounts or gifts, or for changing or removing a Google review.

Do not pressure or threaten reviewers, conceal material relationships, impersonate customers or post negative reviews about competitors. Neither this Agreement nor our service restricts anyone's right to give an honest review or report concerns to a regulator.

8. Analysis and results

QCR scores, comparisons and reports use available data and our methodology. Data may be incomplete or delayed, review samples may be limited, and competitor selection or scores may change as information changes. A request, delivery or click is not proof of a posted review. Changes in reviews or revenue are not automatically attributable to QCR.

AI may assist with analysis and drafting; QCR requires human review before publishing client intelligence reports. Review comments are customer accounts, not independently established facts. Recommendations help you prioritize improvements and require your business judgment. We do not guarantee a review count, rating, ranking, revenue, customer response, platform approval or other outcome.

9. Review disputes and removal

QCR may help identify or report reviews that appear to violate a platform's rules when that work is included. The platform makes the final decision. A negative or disputed review is not automatically removable. We cannot guarantee removal, prevent a reviewer from posting, or promise that a platform will accept an appeal.

10. Content and publication approvals

You approve the message templates, sender identity and any public response work included in your service. Approval permits use within the agreed workflow until withdrawn or replaced; it is not blanket permission for unrelated content. QCR's internal review of a report is separate from your approval to publish a response on your business's behalf.

You are responsible for the accuracy and permissions of materials you supply. QCR is responsible for its own work and must not knowingly publish misleading claims. Tell us promptly if approved information becomes inaccurate. We may decline content that creates a reasonable legal, privacy or platform-policy concern.

11. Providers and integrations

The service uses providers for hosting, billing, email, messaging, business listings, backups and analysis, and approved booking or CRM connections. Examples include WordPress hosting, Render, Stripe, Twilio, Google, Backblaze and OpenAI. The Privacy Policy and Data Handling page explain the data involved. Your own platform accounts may have separate terms and charges.

Providers control their approval, availability, technical limits and policies. QCR cannot guarantee their uninterrupted operation, but remains responsible for reasonable care in its own configuration and work. A provider change does not authorize a new client charge or materially different use of customer data without the notice or agreement required by this Agreement and applicable law.

12. Deposit, prices and recurring payment

Your selected order records the exact plan, currency, price and billing interval. All displayed plan prices are in US dollars. The standard setup deposit is $25, fully credited against the first service period; it is not an additional setup fee. No monthly or annual subscription charge is due during setup. Activation requires your confirmation and payment of the remaining first-period balance.

After activation, the subscription automatically renews at the accepted rate each month or each year, as selected, until canceled. You authorize Stripe to store the payment method and collect the activation payment you confirm, subsequent agreed renewals, and only other charges you expressly approve. Taxes, if applicable, and any separate fees must be disclosed before payment. QCR does not impose undisclosed usage or registration charges.

Founding pricing applies only to an eligible founding order and remains while continuously subscribed, subject to that order's conditions. Annual plans are prepaid for twelve months and use their own accepted price. A one-time discount does not change the renewal rate unless your order says so. QCR will not silently replace an existing accepted price with the current website price.

13. Cancellation, refunds and suspension

Before activation, you may cancel and receive a full refund of the setup deposit. QCR will also refund it if we cannot activate your service. After activation, cancel through the billing link in your dashboard or by emailing billing@qualitycontrolreviews.com before the renewal date. No additional advance-notice period is required by this standard agreement. Cancellation stops the next renewal and service continues through the paid period, unless a lawful suspension or separately agreed arrangement applies.

After activation, unused time is not prorated or refunded unless required by law or agreed in writing. This does not remove rights relating to an unauthorized charge or a failure to provide contracted services. An annual plan commits payment for the selected twelve-month period, not twelve separately cancellable monthly payments. A founding rate ends when cancellation takes effect; a later return uses the then-available offer unless otherwise agreed.

QCR may suspend affected work for overdue payment, unlawful use, security risks or missing permissions and will explain the reason when lawful and practical. A pause is not permission to ignore opt-outs or continue charging contrary to the accepted order. QCR may end service on written notice; if QCR ends service without your material breach, it will refund prepaid fees for the unused service period. Amounts lawfully due for delivered service and expressly approved costs remain payable. Required renewal and change notices will be provided under applicable law.

14. Confidential information

Each party will use the other's nonpublic business information only for the agreed work, necessary administration or legal obligations, and restrict disclosure to people and providers who need it and are subject to appropriate confidentiality obligations. Protect it with reasonable care. This does not cover information lawfully public, already known without restriction, independently developed, or lawfully obtained from another source.

Disclosure required by law is permitted, limited to what is required, with notice to the other party when legally allowed. These duties continue while information remains confidential. They do not prevent honest reviews, lawful reporting or protected disclosures.

15. Customer data and security

You retain ownership of your customer records and business materials. For customer data you provide for the service, QCR processes it on your documented instructions, including this Agreement, the accepted order and approved workflow, to provide and secure the service. QCR does not sell that data or use it for another client's campaigns or unrelated advertising. QCR separately handles its account, billing, security and legal records for its own legitimate business obligations as described in the Privacy Policy.

QCR limits access, uses reasonable technical and organizational safeguards, and may engage service providers under appropriate data-protection obligations. We will reasonably assist with verified data-rights requests and required security responses relating to our processing. If we discover a security breach affecting client data, we will notify the client as required by law, including immediately where applicable, and cooperate on containment and required notices. Client must promptly report suspected compromise of its access.

Request an export or return of your operational data before service ends, or contact support@qualitycontrolreviews.com afterward for assistance with data still retained. QCR will return, delete or anonymize data on lawful instructions, except records needed for billing, agreements, security, opt-outs or other legal obligations. Backups expire through their retention cycles and are not a promise of indefinite storage. Do not submit card details, passwords, Social Security numbers, identity documents or medical records through CRM notes or setup forms. This service is not offered as a HIPAA record system; any regulated use requires a separate review and necessary written agreement before data is supplied.

16. Publicity and ownership

QCR will not publicly use your logo, business name, dashboard screenshots or client-specific results as a case study or endorsement without your prior written permission. We may use your branding within the service you have authorized.

You retain rights in your materials and accounts. QCR retains rights in its software, templates, scoring methods and general know-how, subject to third-party rights. Once paid for, you may retain and use delivered reports for your business; this does not transfer QCR's software or another client's information. Remove personal information and confidential third-party material before sharing reports outside your business.

17. Acceptable use

Do not access another client's information, bypass security or billing controls, upload malware, exploit the service, or use it for unlawful or deceptive activity. Do not submit unauthorized sensitive data or ask QCR to violate messaging, review or privacy rules. QCR may refuse the affected work and apply the suspension provisions above. Reasonable requests for support, honest criticism and lawful complaints are not prohibited conduct.

18. Nature of advice

QCR offers operational observations and reputation-management guidance. It does not provide legal, tax, accounting, medical or regulated professional advice. Obtain qualified advice when a decision requires it. You decide how to implement business recommendations; QCR remains responsible for performing its agreed services with reasonable care.

19. Third-party claims

To the extent permitted by law, Client will defend and indemnify QCR and its personnel against third-party claims, reasonable damages and reasonable defense costs caused by Client's material breach of this Agreement, unlawful instructions, lack of required rights or permissions in supplied data or content, or Client's products or services. This does not cover the portion caused by QCR's own breach, negligence, fraud or willful misconduct.

QCR must provide prompt notice of the claim, reasonable cooperation at Client's expense, and reasonable control of the defense to Client using suitable counsel. Delay in notice reduces this obligation only to the extent it prejudices the defense. No settlement may admit fault by QCR, impose nonmonetary obligations on it or fail to release it without QCR's written consent, which will not be unreasonably withheld.

20. Liability limits

To the fullest extent permitted by law, QCR is not liable for indirect, incidental, special, consequential or punitive damages, including lost profits or business opportunities. QCR's total liability arising from this Agreement is limited to the service fees paid or prepaid and allocated to the one-month service period immediately before the event giving rise to the claim. For an annual plan, use one-twelfth of the annual service fee; during the first service month, use that month's fee. Before activation, use the deposit actually paid. The limit does not become zero merely because an annual fee was paid earlier in the year.

These exclusions and limits do not apply to QCR's fraud, willful misconduct, gross negligence, or liability that applicable law does not allow to be limited. They do not excuse a refund expressly owed under this Agreement. Nothing here waives nonwaivable statutory rights. These limits allocate risk and are part of the agreed pricing; their application remains subject to governing law.

21. Independent businesses

The parties are independent contractors. This Agreement does not create an employment relationship, partnership or joint venture. Neither party may bind the other to unrelated commitments. QCR's authority is limited to the service permissions expressly granted here.

22. Events outside reasonable control

Neither party is responsible for delay caused by events genuinely beyond its reasonable control, such as natural disasters, widespread network disruption or government restrictions. The affected party must take reasonable steps to reduce the impact and resume performance, and inform the other of a material service interruption when practical. This section does not excuse reasonable security care, required notices, opt-out duties, or refunds otherwise owed, and does not create a new charge for unavailable service.

23. Governing law and disputes

North Carolina law governs this Agreement, without its conflict-of-law rules, except where applicable law requires otherwise. Disputes may be brought in a court with jurisdiction in North Carolina, unless a mandatory law requires another forum. Each party may contact the other first to seek a practical resolution; doing so is not a condition on legal rights or a limit on required filing deadlines.

24. Complete agreement, changes and notices

This Agreement, the selected order terms accepted with it, and any written amendment accepted by both parties form the agreement for the service. If they conflict, a mutually accepted amendment controls first, then the accepted order's specific price, scope, payment and cancellation terms, then this Agreement. General website terms, a later invoice or an updated policy do not silently change an existing accepted service agreement.

Material changes to an existing service agreement require both parties' written or electronic agreement, subject to nonwaivable law. A new website edition applies to new acceptances and does not rewrite saved client records. If a provision cannot be enforced, the remainder continues to the extent lawful. Failure to enforce a provision once is not a waiver. Duties intended to continue, including confidentiality, retained-data obligations, accrued payment obligations and applicable liability provisions, survive termination.

Service notices may be sent to the current client email on file. Keep it current. Contact billing@qualitycontrolreviews.com for cancellation and billing, support@qualitycontrolreviews.com for service or security, and onboarding@qualitycontrolreviews.com for agreement copies. A legally required delivery method takes precedence over email where applicable.

25. Electronic acceptance and copies

Review this Agreement and your selected order before accepting. By checking the required acceptance box and submitting, the authorized representative adopts that action as their electronic signature for the business. Payment alone is not substituted for acceptance. The acceptance date is recorded; setup starts on verified deposit payment and recurring service starts only at activation as described above.

You agree to conduct this business transaction electronically. You need access to your email, a current web browser and a PDF reader, and the ability to download or print records. You can read the agreement on the website and save the reference PDF before accepting; the completed agreement and order terms are emailed after verified payment. Contact onboarding@qualitycontrolreviews.com before accepting if you cannot access or retain these records, or afterward for another copy or to discuss an alternative delivery method. This does not waive any mandatory consumer electronic-disclosure rights if they apply.

Electronic acceptance record

The reference cover contains fields for the business, authorized representative, contact details and effective date. These are completed from the acceptance record; blank fields in this reference are not blank price or cancellation terms. Your selected plan and exact commercial terms are appended to the completed copy.

QCR retains the accepted agreement edition and its content fingerprint, the representative's identity and acceptance wording, acceptance time, selected order terms and verified payment reference. The completed PDF is saved and used for client and QCR copies. If a complete verified copy cannot be produced, delivery is held for correction rather than sending a blank agreement.

No handwritten signature is required for this online process. Acceptance of the service agreement is not customer consent to marketing or automated messages and does not replace the permission requirements in sections 5 and 6.

Keep your completed copy

Your completed agreement includes your business details, the electronic acceptance record and the exact payment and renewal terms you accepted.

Read on a phone or screen reader: qualitycontrolreviews.com/service-agreement/

Questions or another copy: onboarding@qualitycontrolreviews.com