

Annex E – Sample T&Cs



Service Terms & Conditions

Acknowledgment & E-Signature

Please read before signing. By submitting this form, you agree to the Terms & Conditions below and consent to electronic records and signatures.

- **Replacement cap:** We replace up to 30% of the quantity ordered if Google removes reviews.
- **Appeal assistance (courtesy):** On request, we'll submit one appeal/feedback to Google for removed reviews. Outcomes are not guaranteed.
- **Page deletion:** If you delete your own Google Business profile, we are not responsible and no refund is due.
- **Refunds:** By approval only. If we are unable to complete your order for our reasons, we will refund pro-rata or in full, at our discretion.
- **Progress proof:** We share a tracking link. Each screenshot uploaded = 1 review delivered toward your order.
- **Compliance:** You confirm you are authorized to request reviews for this business and that our scope is limited to delivery per order.
- **Electronic signature:** By checking "I Agree" and typing your full name, you agree this serves as your electronic signature under the Electronic Transactions Act (Singapore) (or equivalent e-signature laws).

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