

LeapCaller Terms of Service

Last Updated: May 22, 2026

1. Overview

Thank you for visiting the LeapCaller website and its subsidiaries. LeapCaller respects your privacy and has created this agreement to govern the relationship between LeapCaller and the customer. By accessing this website or any part of LeapCaller, you agree that you have read these Terms and are bound by them. We reserve the right to change these Terms at any time and will notify users when we do so. All updates will be posted on the LeapCaller website, and clients will be notified of any changes. It is the user's responsibility to monitor any changes to these Terms and raise any concerns. Continued access to the website and use of the product indicates your acceptance of the Terms as modified.

2. The Services

The services on the website are the property of LeapCaller and its parent company, INNER ARTS LLC. Visiting the website and purchasing the LeapCaller product binds users to these Terms and to all applicable state and federal laws. LeapCaller services may include outgoing calls, texts, and emails; incoming calls, texts, and emails; answering machine services; A/B analytics; human voice recognition; dashboard report analytics; cloud-based phone services; audio, text, and email libraries; and any new features added to the product. We facilitate your communications, but it is your responsibility to ensure that the recipient has consented to or is otherwise aware of the contact. The client agrees that only the authorized user will utilize the services described in these Terms. Failure to comply may result in immediate termination of this agreement. LeapCaller provides the software needed for the services, but the user must provide and maintain the computer hardware, networks, and communication equipment required to run the LeapCaller system.

3. Usage Policy

By using LeapCaller or any of the services we provide (collectively, the "Services"), you represent and warrant that you meet all of our requirements and that you will not use LeapCaller to violate or circumvent any law or regulation. To use our Services, you must:

- Be at least 18 years old
- Be able to enter into a legally binding contract under applicable law
- Complete the registration process provided
- Provide true, complete, and current contact information
- Agree to these Terms

4. User Warranties

As a condition of your use of this site, you warrant to LeapCaller that you:

- Will only use the site for lawful purposes in accordance with our Terms and conditions
- Agree with our online Privacy Policy
- Agree to honor our intellectual property rights

- Agree to provide us with accurate information as necessary for the proper conduct of our site and product, and take responsibility for the information you provide
- Acknowledge that we may be unable to process, and shall have no responsibility to process, any request whose accuracy we cannot validate
- Will refrain from using profane, vulgar, inflammatory, libelous, or similarly discourteous language in any email or form entry created through the site

5. LeapCaller SMS Messaging Program

When you opt in to the LeapCaller SMS program, you will receive text messages that support your account activity. These include one-time passcodes used to verify your identity during two-factor authentication, as well as forwarded copies of incoming messages sent to numbers in your LeapCaller account when forwarding is enabled. These messages are intended to keep you informed and to help protect access to your account.

Opting Out. You can cancel the SMS service at any time. Just reply "STOP" to any message you receive from us. Because LeapCaller messages may originate from multiple numbers, send your "STOP" reply to the same number that sent you the message. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.

Help and Support. If you are experiencing issues with the messaging program, you can reply with the keyword HELP to the number that sent you the message for more assistance, or you can get help directly at support@leapcaller.com.

Carrier Liability. Carriers are not liable for delayed or undelivered messages.

Message and Data Rates. As always, message and data rates may apply for any messages sent to you from us and to us from you. Message frequency varies based on your account activity — including each time you sign in using two-factor authentication and each time a message is received on a number in your account with forwarding enabled. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

Privacy. If you have any questions regarding privacy, please read our privacy policy: <https://leapcaller.com/privacy>.

6. Closure of Your Account and Cancellations

LeapCaller may terminate these Terms at any time and for any reason by giving notice to the other party. LeapCaller may suspend or terminate your access to your Account at any time, with or without cause. Suspension or termination of access to an Account will also disable the functionality of all products and services, including but not limited to any active links, emails, SMS, voice, or hosted web page content.

To ensure the full closure of your Account, you must provide notice to LeapCaller through the management tools in your Account. Cancellation must be done by accessing the billing portal in your account settings, clicking the cancellation button, and confirming the action. At that point, your LeapCaller account will be terminated at the end of the current billing period but can be reactivated by clicking the resume button in the billing dashboard under Account settings. Cancellation cannot be processed by phone or email and must be completed by the customer in the LeapCaller billing dashboard. LeapCaller

shall have no liability to you for fees paid on Accounts that were not properly canceled in accordance with these Terms.

If LeapCaller terminates these Terms or any related agreement as a result of conduct we believe is a breach of these Terms, we shall have no obligation to provide access to the Account, return data from the Account, or refund any outstanding balance associated with your Account.

7. Payments

A valid credit card is required for paying accounts unless otherwise specified. The service is billed in advance on a monthly or yearly basis. LeapCaller reserves the right to terminate or suspend any account for non-payment of dues.

All fees are exclusive of any taxes, levies, or duties imposed by taxing authorities, and you are responsible for the payment of all such taxes, levies, or duties. LeapCaller does not accept any liability for loss of content resulting from downgrading your service.

LeapCaller reserves the right to change service fees upon 30 days' notice. Such notice may be provided at any time by posting changes to the website or the platform itself. The user is solely responsible for all charges, fees, and taxes arising from any use of their Account, whether by themselves or anyone else using the Account. LeapCaller reserves the right to modify any fees, provided notice is given either by email or through the website. Fees will be paid in advance of any services being provided. LeapCaller currently accepts Visa, MasterCard, and American Express credit cards, debit cards, and checks. Additional processing fees may apply. We collect and remit sales tax based on the billing address provided when making a purchase on the website. Prices listed on the website do not include taxes.

Refunds. In general, there are no refunds for subscription fees paid to LeapCaller. LeapCaller cannot refund you if you cancel after your renewal date. LeapCaller reserves the right to deny any refund request that does not align with these Terms.

8. Account and Password Access Information

You are solely responsible for keeping your Account login and password information confidential. This includes the usernames and passwords of any Additional Users. You shall be solely liable for any activity that occurs under your Account via the primary login information or any Additional User login information.

We will accept the instructions of any individual who claims to be authorized to direct changes to your Account so long as they are logged into the Account as a user with administrative permissions and perform those changes through the web interface, OR if we are contacted via email or phone and provided with identifying information — as determined by us in our sole discretion — that adequately demonstrates that they are a member of the organization listed on the Account and have sufficient authorization to perform such a change. In the case of a dispute of Account ownership, the person with access to the primary email address on the Account will be considered the Account holder. All disputes should be resolved externally. In all cases, you agree to notify us immediately of any unauthorized use of your Account or any other breach of security.

9. Ownership and Intellectual Property

LeapCaller owns, controls, licenses, or has the right to use and provide the Services and all material on the platform and website, including without limitation text, images, articles, photographs, illustrations, and

audio and video clips (collectively the "Content"). The site is protected by copyright as a collective work and/or compilation pursuant to U.S. copyright laws, international conventions, and other copyright laws. LeapCaller is the owner of the copyright in the entire site and owns a copyright in the selection, coordination, arrangement, and enhancement of the site. You agree to abide by all copyright notices, information, and restrictions displayed on the site. You may not modify, create derivative works from, participate in the transfer or sale of, post on the World Wide Web, or in any way exploit the site or any portion of it for any public or commercial use without the express written permission of LeapCaller.

10. Personal Information We Collect

We will ask you for certain kinds of personal information in order to provide the services you request.

Account Information. You have the opportunity to create an account with us. You provide a username and password when creating your account, which you will use to access your account, post comments on our website, and use certain parts of our website. In creating this account, you authorize us to store your name, address, email address, telephone number, credit card information, and other personal information that you may provide. The personal information you provide is not used for any purpose other than as outlined in these Terms. If you ever use a public computer to access your account, we strongly encourage you to log out at the end of your session. By doing so, your information will not be accessible to anyone else from that computer, even though it may still be stored with us. We recommend that you avoid using public computers or public networks to log in to our system.

Email List. When you create an account, you can sign up for our promotional email list. We do not sell or share your personal information with third parties. You may opt out of receiving promotional emails at any time by emailing us or clicking the "unsubscribe" link found at the bottom of any email we send.

Phone Lists. Before sending text messages, voice broadcasts, or calls to people, you will need to provide us with a list of phone numbers and other information for the people you would like to contact. This information will not be shared with any third parties, pursuant to this privacy policy and our user agreement.

Voice Broadcasts and Recordings. You will upload voice inputs (messages) in order to transmit them to the phone numbers you provide. We reserve the right to review these messages at any time and for any reason, particularly if we have reason to believe that the messages are in violation of our user agreement.

11. Your Security

We strive to keep your personal information private and safe. We take commercially reasonable physical, electronic, and administrative steps to maintain the security of personal information collected, including limiting the number of people who have physical access to our database servers and employing electronic security systems and password protections that guard against unauthorized access.

Unfortunately, despite our best efforts, the transmission of data over the internet cannot be guaranteed to be 100% secure. While we will use every reasonable means to ensure the security of information you transmit through the website, we cannot guarantee that such information will not be intercepted by third parties. We will, however, prosecute any unauthorized or fraudulent transactions to the fullest extent permitted by law.

12. No Warranty and Limitation of Liability

LeapCaller reserves the right to change, suspend, or cease the offering of any of the Services at any time and for any reason without prior notice. While LeapCaller uses many layers of physical and online security, it cannot guarantee the full integrity of data and is not liable for any possible breaches of security. The user acknowledges that communications through the Services are unencrypted and that third-party breaches are possible, though unlikely.

The user agrees to indemnify and hold harmless LeapCaller and its affiliates, and each of its officers, directors, and employees, from and against any and all losses, claims, obligations, liabilities, damages, settlements, costs, and expenses arising from use of the product and its services.

13. Termination, Cancellation, and Suspension

If the user breaches any of the conditions in these Terms, we have the right to suspend, cancel, or terminate the user's access to LeapCaller services. At that time, any accrued charges are to be paid in full, even in the event of account termination or cancellation. Upon termination, the user will immediately cease use of LeapCaller and its services, and LeapCaller will no longer be obligated to support the client.

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For questions about these Terms, contact support@leapcaller.com.