

PropertyPals User Agreement

Last Revised: June 16, 2025

Welcome, and thank you for using PropertyPals, a product of PropertyPals Solutions, Inc. By using our services, you agree to this User Agreement ("Agreement"), which outlines your rights, obligations, and limitations while using our platform.

1. Introduction

PropertyPals is a platform that connects private landlords, tenants, and independent contractors for the purpose of streamlining property maintenance requests, quote management, and job scheduling. PropertyPals is not a property management firm and does not provide legal or licensed property management advice.

2. Purpose

Our mission is to reduce maintenance headaches for landlords by enabling seamless coordination among landlords, tenants, and contractors. The platform provides communication tools, quote management, scheduling coordination, and payment processing via Stripe.

3. Scope and Intent

By registering on or using the PropertyPals website or services (the "Platform"), you agree to this legally binding User Agreement and our Privacy Policy. If you do not agree to this Agreement, do not access or use the Platform.

4. User Obligations

4.1 Compliance with Laws

You agree to comply with all applicable federal, state, and local laws while using the Platform. You will not use the Platform to engage in any unlawful or fraudulent activity.

4.2 Account Information

You are responsible for maintaining accurate and up-to-date information on your PropertyPals account. You are also responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account.

4.3 Use of Services

You agree not to:

- Misrepresent your identity or role
- Circumvent or attempt to circumvent the Platform for off-platform transactions
- Reverse engineer or duplicate any part of the Platform

- Upload unlawful, offensive, or infringing content

5. Eligibility

To use PropertyPals, you must be at least 18 years old and legally capable of entering into binding agreements. You must not be restricted from using the Platform under any applicable law.

6. Payment Terms

All payments processed through PropertyPals are handled via Stripe. By using our Services, you agree to Stripe's Connected Account Agreement. You authorize PropertyPals to share necessary information with Stripe to facilitate payments.

You acknowledge and agree:

- All fees are due upon acceptance of a quote or completion of a job, as applicable
- PropertyPals does not take custody of user funds
- PropertyPals is not responsible for contractor or tenant conduct relating to payment disputes

7. Relationship with Contractors

All contractors are independent providers. PropertyPals does not supervise or guarantee the quality or legality of contractor services. You are responsible for evaluating contractors and resolving disputes directly with them.

8. Privacy

Your use of the Platform is subject to our Privacy Policy. By using the Platform, you consent to the collection, use, and sharing of your information as described in the Privacy Policy.

9. Communications

By using the Platform, you consent to receive communications from PropertyPals via email, SMS, or phone. You may manage communication preferences through your account settings, but certain administrative or legal notices may still be sent.

10. Termination

PropertyPals reserves the right to suspend or terminate your access to the Platform at any time for any reason, including violation of this Agreement. You may cancel your account at any time.

11. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, PROPERTYPALS SOLUTIONS, INC. IS NOT LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, OR DATA ARISING OUT OF YOUR USE OF THE PLATFORM OR SERVICES.

12. Indemnification

You agree to indemnify and hold harmless PropertyPals and its officers, employees, and agents from any claims, losses, liabilities, or expenses (including legal fees) arising out of your use of the Platform, your breach of this Agreement, or your interaction with contractors or other users.

13. Modifications to Terms

We may update this Agreement from time to time. Continued use of the Platform after updates constitutes your acceptance of the revised terms. The latest version will always be available on our website with the effective date.

14. Governing Law and Dispute Resolution

This Agreement is governed by the laws of the State of Delaware. All disputes will be resolved in the courts located in Delaware. You waive any objection to jurisdiction or venue in such courts.

15. Miscellaneous

This Agreement constitutes the entire agreement between you and PropertyPals. If any part is found unenforceable, the remaining terms will remain in effect. PropertyPals may assign this Agreement without notice to you. You may not assign it without our consent.

For questions, please contact support@joinpropertypals.com.