

Terms of Service

Effective April 16, 2026 | leadmeridian.com

1. Acceptance of Terms

By accessing or using the LeadMeridian platform or services (collectively, the "Service"), you agree to be bound by these Terms of Service ("Terms"). If you do not agree, you may not use the Service.

These Terms constitute a legally binding agreement between you ("Customer") and LeadMeridian LLC, a Missouri limited liability company.

2. Description of Service

LeadMeridian provides an AI-powered lead response and engagement platform designed for real estate professionals. The Service enables agents to automatically respond to inbound buyer inquiries, capture lead information, and manage follow-up workflows.

The Service may integrate with third-party CRM, calendar, and communication platforms at the Customer's direction to facilitate lead management and appointment scheduling.

3. Subscription and Payment

Access to the Service requires a paid subscription. Fees are billed monthly in advance and are non-refundable except as required by applicable law.

LeadMeridian reserves the right to modify pricing with thirty (30) days written notice. Continued use following a price change constitutes acceptance.

Failure to pay may result in suspension or termination of the account.

4. Authorized Use and Restrictions

You may use the Service solely for your own real estate business operations. You may not:

- Resell, sublicense, or transfer access to the Service to any third party without prior written consent
- Use the Service for any unlawful purpose or in violation of any applicable law or regulation
- Attempt to reverse engineer or extract proprietary components of the Service

- Use the Service in any manner that could damage or impair LeadMeridian infrastructure or other customers

You are responsible for ensuring your use complies with all applicable real estate laws and professional standards.

5. Data and Privacy

You acknowledge that the Service processes personal data of your clients, including contact information and communication preferences. You represent that you have obtained all necessary consents to share such data with LeadMeridian for the purpose of providing the Service.

LeadMeridian's data practices are governed by the LeadMeridian Privacy Policy, incorporated herein by reference.

6. CRM and Platform Integrations

The Service may connect to third-party CRM and productivity platforms, including real estate-specific platforms, at the Customer's direction. LeadMeridian acts as a data processor with respect to customer data passed to or from connected platforms.

LeadMeridian is not responsible for the availability or performance of third-party platforms. Integration capabilities are subject to the applicable platform's terms and API policies.

7. Intellectual Property

All intellectual property rights in the Service, including AI models, workflows, software, and platform design, are and remain the exclusive property of LeadMeridian LLC. These Terms do not grant you any rights to LeadMeridian's intellectual property beyond the limited license to use the Service as described herein.

8. Disclaimers and Limitation of Liability

THE SERVICE IS PROVIDED "AS IS" WITHOUT WARRANTIES OF ANY KIND. LEADMERIDIAN DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION.

LEADMERIDIAN'S TOTAL LIABILITY FOR ANY CLAIM SHALL NOT EXCEED FEES PAID IN THE THREE (3) MONTHS PRECEDING THE CLAIM. IN NO EVENT SHALL LEADMERIDIAN BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

9. Confidentiality

Each party agrees to keep confidential any non-public information of the other party disclosed in connection with the Service. LeadMeridian's platform architecture, AI models, and operational processes are proprietary and confidential.

10. Termination

Either party may terminate the subscription with thirty (30) days written notice. LeadMeridian may immediately suspend or terminate accounts for material breach.

Upon termination, access to the Service ceases and data is handled in accordance with the Privacy Policy.

11. Governing Law

These Terms are governed by the laws of the State of Missouri. Disputes shall be resolved in courts located in St. Louis County, Missouri.

12. Contact

Questions regarding these Terms: legal@leadmeridian.com | leadmeridian.com

Last updated: April 16, 2026