

Terms of Service

Effective Date: May 31, 2026 | Website: <https://www.scivilla.com>

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1. Agreement to These Terms

These Terms of Service, also called Terms & Conditions, govern your access to and use of the SciVilla Solutions website, forms, consultations, communications, subscriptions, marketing services, automation services, review-management services, virtual receptionist services, artificial intelligence tools, and related services (collectively, the “Services”). By visiting the website, submitting a form, booking a call, purchasing a service, starting a free trial, receiving communications, or otherwise using the Services, you agree to these Terms and to the SciVilla Solutions Privacy Policy. If you do not agree, do not use the Services.

2. Company Information

For purposes of these Terms, “SciVilla Solutions,” “SciVilla,” “we,” “our,” or “us” refers to the business operating the website located at <https://www.scivilla.com> and providing digital marketing, AI automation, review automation, virtual receptionist, appointment-related, and business communication services. Contact email for Terms-related questions: support@scivilla.com.

3. Services We Provide

SciVilla Solutions helps small businesses improve visibility, customer communication, and reputation management through services that may include:

- review request automation by text message, email, or other approved communication channels;
- AI-assisted review responses and reputation-management support;
- social media reposting or repurposing of positive customer reviews and business content;
- 24/7 virtual receptionist tools, call answering support, appointment booking, and lead intake;
- AI marketing agents, customer follow-up workflows, reminders, tips, and automation campaigns;
- consulting, strategy, setup, integration, training, and support related to digital marketing and automation. Specific features, timing, deliverables, trial terms, pricing, and service scope may be described on the website, in a proposal, invoice, order form, onboarding document, or separate written agreement. If a separate signed agreement conflicts with these Terms, the signed agreement controls only for that specific service relationship.

4. Eligibility and Business Use

You must be at least 18 years old and legally able to enter into a binding agreement to use the Services. If you use the Services on behalf of a company, organization, or client, you represent that you have authority to bind that organization to these Terms. The Services are intended for lawful business use.

5. Client Responsibilities

You are responsible for the accuracy, legality, and completeness of the information, customer data, phone numbers, email addresses, business content, account access, platform permissions, and instructions you provide to SciVilla

Solutions. You agree that you will:

- obtain and maintain all legally required customer permissions, consents, and authorizations before sending or requesting communications;
- provide only customer contact information that you have the lawful right to use;
- honor opt-out requests and suppression lists, and promptly tell us if any recipient withdraws consent;
- review and approve public-facing content, AI-generated content, advertisements, review responses, and automated messages when required;
- comply with all laws, rules, platform policies, carrier requirements, and third-party terms that apply to your business and campaigns;
- not use the Services for misleading, deceptive, unlawful, harmful, abusive, harassing, discriminatory, or prohibited content.

6. SMS/Text Messaging Terms

By submitting a phone number through our website, forms, booking tools, or other channels, you may consent to receive SMS or MMS messages from SciVilla Solutions. Messages may include appointment reminders, booking confirmations, alerts, service updates, customer support messages, review requests, marketing communications, business tips, promotional offers, and AI-assisted follow-up messages. Message frequency may vary. Message and data rates may apply. Consent to receive marketing text messages is not required as a condition of purchasing any goods or services. Opt-Out and Help You may opt out of text messages at any time by replying STOP, UNSUBSCRIBE, CANCEL, END, QUIT, or by using any other reasonable method that clearly communicates that you no longer want to receive messages. You may request help by replying HELP or contacting us at support@scivilla.com. After you opt out, you may receive a final confirmation message. Consent Records and A2P/10DLC Compliance SciVilla Solutions may maintain records of SMS consent, opt-in source, timestamp, phone number, message history, and opt-out status to support compliance, auditing, fraud prevention, dispute resolution, and A2P/10DLC carrier registration requirements. You agree not to provide phone numbers belonging to another person without that person's permission. No Sharing of SMS Consent for Third-Party Marketing Mobile phone numbers, SMS opt-in records, and text messaging consent information will not be sold, rented, shared, or transferred to third parties or affiliates for their own marketing or promotional purposes. We may share limited information with service providers only as needed to operate, deliver, secure, support, or maintain our messaging program, subject to confidentiality and use restrictions.

7. AI-Generated Content and Automation

Some Services may use artificial intelligence, automation, templates, or third-party software to draft messages, respond to reviews, summarize information, route leads, book appointments, or support marketing workflows. AI-generated outputs may be incomplete, inaccurate, outdated, biased, or unsuitable for a particular use. You are responsible for reviewing, editing, approving, and monitoring AI-generated content before relying on it or publishing it, especially when content affects customers, health, finance, legal matters, employment, regulated industries, advertising claims, pricing, offers, or public reputation. SciVilla Solutions does not guarantee that AI-generated content will be error-free, compliant for every industry, or accepted by every platform.

8. Prohibited Uses

You may not use the Services to create, send, automate, publish, host, promote, or support content or activity that:

- violates any law, regulation, carrier rule, platform policy, or third-party right;
- contains false, deceptive, misleading, fraudulent, defamatory, or unfair advertising claims;
- involves spam, unsolicited messaging, purchased contact lists without valid consent, spoofing, phishing, malware, credential theft, or evasion of security systems;
- promotes illegal drugs, illegal weapons, unlawful gambling, hate, harassment, exploitation, or sexual content prohibited by messaging carriers or platforms;

- uses artificial intelligence to impersonate people, deceive recipients, manipulate reviews, fabricate testimonials, or misrepresent customer opinions;
- attempts to reverse engineer, disrupt, overload, scrape, hack, or misuse the website, software, integrations, or third-party services.

9. Accounts, Access, and Security

Some Services may require access to your website, CRM, social media accounts, Google Business Profile, phone system, calendar, email, forms, payment platform, or other business tools. You are responsible for providing accurate access information and maintaining the security of your accounts. We are not responsible for delays, service failures, or data issues caused by incorrect credentials, revoked permissions, platform outages, account restrictions, or third-party changes.

10. Free Trials, Subscriptions, Billing, and Cancellation

SciVilla Solutions may offer a free trial, including a 10-day free trial, promotional pricing, subscription plans, one-time setup services, or custom packages. Unless a written agreement says otherwise, subscriptions are billed according to the plan selected and continue until canceled. You authorize SciVilla Solutions or its payment processor to charge the payment method you provide for applicable fees, taxes, setup charges, subscription charges, overage charges, and approved add-ons. Payments are due when stated on the invoice, checkout page, or proposal. Unless a separate written agreement says otherwise, plans are subscription-based with no long-term contract and may be canceled at any time. Cancellation stops future billing but does not automatically refund amounts already earned, already billed, or already paid for setup, completed work, usage, carrier fees, software fees, third-party costs, or services already provided. SciVilla Solutions may suspend or terminate Services for non-payment, chargebacks, suspected fraud, misuse, legal risk, platform policy violations, or violation of these Terms.

11. No Guarantee of Results

SciVilla Solutions works to improve customer communication, visibility, review generation, automation efficiency, and marketing performance. However, we do not guarantee specific outcomes, rankings, revenue, lead volume, conversion rates, reviews, ratings, engagement, platform approval, A2P registration approval, phone number approval, deliverability, or business growth. Results depend on many factors outside our control, including customer behavior, business quality, market conditions, platform algorithms, carrier filters, budget, timing, competition, and your participation.

12. Third-Party Platforms and Integrations

The Services may rely on third-party platforms, carriers, APIs, hosting providers, CRMs, email services, SMS providers, AI providers, analytics tools, payment processors, Google services, social media platforms, review sites, and other vendors. Your use of those platforms may be governed by their own terms and privacy policies. SciVilla Solutions is not responsible for third-party outages, delays, price changes, approval denials, account suspensions, API limits, policy changes, deliverability filtering, data loss, security incidents, or feature changes. We may modify workflows or services when third-party requirements change.

13. Intellectual Property

The SciVilla Solutions name, website, logos, graphics, templates, automations, workflows, prompts, documents, designs, service methods, and other materials created or provided by us are owned by SciVilla Solutions or its licensors unless otherwise stated in writing. You retain ownership of your business name, customer data, original content, trademarks, and materials you provide to us. You grant SciVilla Solutions a limited license to use those materials as needed to provide the Services, including creating campaigns, automations, review requests, social posts, landing pages, messages, reports, and related deliverables. Unless otherwise agreed in writing, reusable templates, underlying workflows, internal methods, AI prompts, configuration patterns, and generalized know-how remain the property of SciVilla Solutions, even if they are used to create client deliverables.

14. Reviews, Testimonials, and Public Content

If you authorize us to request reviews, respond to reviews, repost reviews, or create social media content, you confirm that you have the right to do so and that you will not ask us to fabricate reviews, suppress truthful negative feedback unlawfully, misrepresent customer opinions, or violate platform review policies. Public-facing content may require your review and approval.

15. Confidentiality

Each party may receive non-public business, customer, technical, financial, marketing, or operational information from the other party. Each party agrees to use reasonable care to protect confidential information and to use it only for the purposes of providing or receiving the Services, unless disclosure is required by law or authorized by the disclosing party.

16. Privacy and Data Protection

Our collection and use of personal information is described in the SciVilla Solutions Privacy Policy. By using the Services, you agree that we may process information as described in the Privacy Policy and as needed to provide the Services. You are responsible for providing all legally required notices and obtaining all legally required permissions from your customers, leads, employees, contractors, and other contacts before sharing their data with us or asking us to contact them.

17. Disclaimers

The Services are provided on an “as is” and “as available” basis. To the maximum extent permitted by law, SciVilla Solutions disclaims all warranties, express or implied, including warranties of merchantability, fitness for a particular purpose, title, non-infringement, uninterrupted service, error-free operation, legal compliance for your specific industry, platform acceptance, or carrier approval.

18. Limitation of Liability

To the maximum extent permitted by law, SciVilla Solutions will not be liable for indirect, incidental, special, consequential, exemplary, punitive, or lost-profit damages, including loss of revenue, goodwill, data, customers, business opportunities, rankings, reviews, messages, or platform access. To the maximum extent permitted by law, SciVilla Solutions’ total liability for any claim related to the Services will not exceed the amount you paid to SciVilla Solutions for the specific Service giving rise to the claim during the three months before the event giving rise to liability, or \$100, whichever is greater. Some jurisdictions do not allow certain limitations, so some limits may not apply to you.

19. Indemnification

You agree to defend, indemnify, and hold harmless SciVilla Solutions, its owners, employees, contractors, vendors, and affiliates from and against claims, damages, penalties, fines, losses, liabilities, costs, and expenses, including reasonable attorneys’ fees, arising from or related to:

- your use or misuse of the Services;
- your customer data, contact lists, content, instructions, products, services, offers, or business practices;
- your failure to obtain consent or comply with SMS, email, marketing, advertising, privacy, platform, or industry rules;
- your breach of these Terms or violation of any law, regulation, policy, or third-party right.

20. Termination

We may suspend or terminate access to the Services at any time if we believe you violated these Terms, created legal or security risk, misused the Services, failed to pay, violated third-party platform rules, or used the Services in a

way that could harm SciVilla Solutions, recipients, carriers, platforms, or other users. You may stop using the Services at any time. Sections that by their nature should survive termination will survive, including payment obligations, intellectual property, confidentiality, disclaimers, limitation of liability, indemnification, dispute resolution, and governing law.

21. Changes to These Terms

We may update these Terms from time to time. The updated version will be posted on the website with a new effective date. Continued use of the Services after updates become effective means you accept the updated Terms.

22. Governing Law and Dispute Resolution

Unless otherwise required by law or stated in a separate written agreement, these Terms are governed by the laws of the State of Michigan, without regard to conflict-of-law principles. The parties agree to first attempt to resolve disputes informally by contacting each other in good faith. If a dispute cannot be resolved informally, the parties agree to bring claims in a court of competent jurisdiction located in Michigan, unless another venue is required by applicable law.

23. Contact Information

Questions about these Terms may be sent to: SciVilla Solutions Website: <https://www.scivilla.com> Email: support@scivilla.com

SMS Consent Notice

I consent to receive SMS notifications, appointment reminders, alerts, review requests, AI-assisted follow-ups, and occasional marketing communications from SciVilla Solutions. Message frequency varies. Message and data rates may apply. Reply STOP to unsubscribe at any time. Reply HELP for assistance. Consent is not a condition of purchase. See our Privacy Policy and Terms of Service.