
Terms and Conditions

Effective Date: 20 February 2026

Business Name: Med Spa Grow

Legal Entity: MED SPA AI AUTOMATION LLC (Wyoming, United States)

Website: <https://medspagrow.ai>

1. Agreement to Terms

These Terms and Conditions ("Terms") govern your access to and use of the website and services provided by MedSpaGrow.ai LLC ("Company," "we," "us," or "our").

By accessing our website, purchasing services, or using our platform, you agree to be bound by these Terms.

If you do not agree, you may not use our services.

2. Description of Services

MedSpaGrow.ai provides digital marketing, AI-powered automation, CRM systems, review management, ranking optimization, and related consulting services for medspas and aesthetic businesses.

Services may include:

- CRM automation (via GoHighLevel)
- AI review responses
- Review request automation
- Lead capture funnels
- SMS/email marketing workflows
- Reporting and analytics
- Ranking and reputation optimization

We reserve the right to modify or discontinue services at any time.

3. Eligibility

You must be at least 18 years old and legally capable of entering into a binding agreement to use our services.

4. Client Responsibilities

Clients agree to:

- Provide accurate and complete business information
- Obtain proper consent from their customers for SMS/email communications
- Comply with all applicable laws, including:
 - CAN-SPAM Act
 - TCPA (Telephone Consumer Protection Act)
 - HIPAA (if applicable)
 - GDPR
 - POPIA (if operating in South Africa)

You are solely responsible for compliance related to your own customers and marketing practices.

5. No Medical or Legal Advice

MedSpaGrow.ai provides marketing and automation services only.

We do not provide:

- Medical advice
- Legal advice
- Financial advice
- Regulatory compliance advice

You remain fully responsible for all clinical and operational decisions within your business.

6. AI Disclaimer

Our services may utilize artificial intelligence tools to:

- Generate review responses
- Draft marketing content
- Automate customer communications

AI-generated content may not always be accurate or appropriate. You are responsible for reviewing and approving communications before or during deployment.

We are not liable for errors, omissions, or outcomes resulting from automated content.

7. HIPAA & Protected Health Information (PHI)

Unless explicitly agreed in writing:

- We are not acting as a Business Associate under HIPAA.
 - You must not input Protected Health Information (PHI) into systems not configured for HIPAA compliance.
 - You are responsible for ensuring HIPAA compliance within your organization.
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8. Payments & Billing

Fees are outlined in your service agreement or invoice.

- Payments are due in advance unless otherwise agreed.
- Subscriptions renew automatically unless cancelled.
- Failure to pay may result in suspension or termination of services.

All payments are non-refundable unless otherwise stated in writing.

9. Intellectual Property

All content, systems, workflows, automation frameworks, branding, and proprietary methods provided by MedSpaGrow.ai remain our intellectual property.

Clients receive a limited, non-transferable license to use services during the active subscription period.

You may not:

- Copy
- Resell
- Reverse engineer
- Repurpose proprietary systems

without written consent.

10. Confidentiality

Both parties agree to maintain confidentiality of:

- Business strategies
- Customer data
- Trade secrets
- Technical configurations

Confidential information shall not be disclosed without consent unless required by law.

11. Limitation of Liability

To the maximum extent permitted by law:

MedSpaGrow.ai shall not be liable for:

- Lost profits
- Business interruption
- Data loss
- Indirect or consequential damages
- Regulatory penalties incurred by the client
- Third-party platform disruptions

Our total liability shall not exceed the amount paid to us in the preceding three (3) months.

12. Third-Party Platforms

Our services may integrate with third-party providers including CRM systems, payment processors, communication services, and advertising platforms.

We are not responsible for:

- Platform outages
 - Policy changes
 - Account suspensions by third parties
 - Pricing changes imposed by third parties
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13. Termination

We reserve the right to suspend or terminate services if:

- You breach these Terms
- You misuse the platform
- You violate applicable laws
- Payments are overdue

Upon termination, access to systems and automation may be revoked.

14. Indemnification

You agree to indemnify and hold harmless MED SPA AI AUTOMATION LLC from any claims, damages, penalties, or liabilities arising from:

- Your misuse of services
 - Your violation of marketing laws
 - Improper handling of customer data
 - Regulatory non-compliance
 - Clinical or medical claims made by your business
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15. Data Ownership

You retain ownership of your customer data.

We retain ownership of system architecture, automation frameworks, and intellectual property.

Upon termination, data export policies will follow the agreed service contract.

16. Governing Law

These Terms shall be governed by and interpreted under the laws of the State of Wyoming, United States, without regard to conflict of law principles.

Any disputes shall be resolved in Wyoming courts unless otherwise agreed in writing.

17. Force Majeure

We are not liable for delays or failure to perform due to events beyond our reasonable control, including but not limited to:

- Natural disasters
 - Cyberattacks
 - Government actions
 - Platform outages
 - Internet disruptions
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18. Modifications

We reserve the right to update these Terms at any time.

Continued use of services after updates constitutes acceptance of revised Terms.

19. Contact Information

MED SPA AI AUTOMATION LLC

Wyoming, United States

Email: info@medspagrow.ai

Website: <https://medspagrow.ai>
