

Rocket Site Systems Terms of Service

Version: 2026-07-17 . 1 **Effective date:** July 17, 2026 **Status:** EFFECTIVE — APPROVED FOR CUSTOMER ACCEPTANCE

These Terms of Service (the **Terms**) are between Garbanzo Group LLC, doing business as Rocket Site Systems (**RSS, we, us, or our**), and the business identified on the applicable invoice (**Customer, you, or your**). They govern the website, lead-capture, automation, CRM, hosting, maintenance, and related managed services identified on that invoice (the **Services**).

1. Business use and authority

The Services are offered to businesses for business purposes. The person accepting these Terms represents that they are at least 18 years old and authorized to bind Customer. If that authority is absent, do not pay the invoice or sign the acceptance document.

2. How the agreement is formed

The agreement consists of the personalized invoice, the version of these Terms identified on that invoice, and any separately signed addendum. Customer accepts the agreement by either:

1. paying an invoice that conspicuously states that payment constitutes acceptance of the identified Terms version; or
2. signing the one-page RSS acceptance document and then paying, when that fallback is required by law or used because the invoice cannot display the acceptance language conspicuously before payment.

For a telephone payment, RSS must first record Customer's express agreement to the identified Terms version, then pause recording and transcription before any payment information is entered through an approved secure card-entry process. RSS does not authorize card numbers, security codes, or expiration dates to be recorded, transcribed, emailed, placed in CRM notes, written on paper, or stored in RSS logs.

Custom or negotiated terms are effective only in a written addendum signed by both parties before payment. If an addendum conflicts with these Terms, the addendum controls only for the stated subject.

3. Seller, order, and launch fee

The seller is Garbanzo Group LLC, doing business as Rocket Site Systems. The invoice identifies Customer's legal business name, the selected Bronze, Silver, or Gold plan, the monthly price, the one-time launch fee, and the accepted Terms version.

The invoice charges one monetary line item: **Website Launch & Implementation — \$X.XX (tax included)**. The launch fee is due immediately. After successful payment, the launch fee is nonrefundable because RSS reserves production capacity and begins implementation, except to the extent a refund or cancellation right cannot lawfully be waived.

RSS does not promise a launch date unless the invoice or a signed addendum states one. Launch timing depends on Customer's timely approvals, content, access, provider readiness, and other stated dependencies.

4. Plans and monthly prices

Customer selects one plan; no plan is preselected:

Plan	Monthly price	Core capability
Bronze	\$99/month	Website, hosting, core maintenance, and appointment requests

Plan	Monthly price	Core capability
Silver	\$299/month	Bronze plus live calendar availability and booking
Gold	\$499/month	Silver plus configured online deposit or full-payment capability

All plan prices shown above are tax-inclusive unless the invoice expressly and lawfully states otherwise. An active Bronze, Silver, or Gold plan is required for RSS to host and operate the managed website and Services.

5. Free trial and recurring-charge authorization

There is **\$0 monthly charge on the launch invoice**. The 30-day free trial begins when RSS places Customer's website live and records the go-live timestamp. It does not begin on the invoice-payment date.

At go-live, RSS will create the selected subscription using the payment method saved by the payment provider. Customer authorizes RSS and its payment provider to charge the selected plan price 30 days after the recorded go-live timestamp and monthly thereafter until canceled. RSS will send the exact first-charge date after go-live and reminders approximately seven days and one day before that charge.

The launch invoice does not itself contain or immediately charge the recurring subscription product. The recurring subscription is created at go-live with the 30-day trial.

6. Plan changes

During the free trial, Customer may request another available plan. RSS will update access and the amount scheduled for the first charge after verifying the change in its billing system.

After paid billing begins, a plan change takes effect on the next monthly billing date without proration unless a signed addendum says otherwise. Features associated with the new plan become available when the verified plan change becomes effective.

7. Cancellation

Customer may cancel by:

- calling or leaving voicemail at **+1 (727) 732-4200**; or
- emailing **wes@rocketsitesystems.com**.

A cancellation request is effective when received by RSS through either channel. Customer should identify the legal business name and an authorized contact. RSS will send confirmation and may verify authority before disclosing account information.

If RSS receives cancellation before the first recurring charge, the first charge will be prevented and Service will end when the free trial expires. After paid billing begins, cancellation stops future renewals and Service remains available through the paid-through date, subject to the failed-payment and suspension rules below. Unless required by law or stated in a signed addendum, partial-month refunds and prorated credits are not provided.

8. Failed payments and cure period

If a recurring charge fails, RSS may retry the payment and notify Customer. Customer has seven calendar days from the first failed-payment notice to cure the failure. Service may remain available during that cure period. RSS may suspend the managed website and Services after the cure period if payment remains unresolved. Reactivation may require payment of all past-due amounts and confirmation that the payment method is valid.

9. Scope and Customer responsibilities

RSS will provide the Services and plan capabilities identified in the agreement. Customer will timely provide accurate business information, approvals, lawful content, properly licensed assets, and authorized access to domains, business profiles, calendars, payment accounts, telephone services, and other required systems.

Customer is responsible for the legality and accuracy of its offers, prices, claims, customer communications, privacy notices, consent language, service delivery, refunds to its own customers, and compliance obligations. Customer must use delegated roles or OAuth where reasonably available and must not send passwords, complete payment-card information, government identifiers, health information, or similarly sensitive information through general email, forms, or CRM notes.

Delays caused by Customer, a third-party provider, carrier approval, domain or DNS access, platform review, or force majeure extend affected delivery dates. They do not extend the free trial after go-live unless RSS agrees in writing.

10. Third-party services

The Services may rely on third parties such as hosting, CRM, email, telephone, SMS, calendars, analytics, domain registrars, and payment processors. Their terms, availability, approval processes, charges, and technical limits also apply. RSS does not control a third party and is not responsible for its outage, rejection, policy change, data loss, security event, or service discontinuation, but RSS will use commercially reasonable efforts to communicate material issues and provide available workarounds.

Pass-through charges, usage overages, advertising spend, premium telephone or messaging charges, domain registrations, and other third-party costs are not included unless the invoice or a signed addendum says they are.

11. Ownership and license

Customer retains ownership of its domain, Google Business Profile, customer data, approved copy, logo, and properly licensed or Customer-supplied assets. RSS retains ownership of its multi-tenant platform, administrative software, reusable components, templates, automation intellectual property, internal methods, know-how, and shared credentials. Third-party systems and licenses remain subject to their providers' terms.

During an active plan, RSS grants Customer a limited, nonexclusive, nontransferable right to use the delivered managed website and Services for Customer's business. Customer does not receive RSS platform source code, shared automation, secrets, or nontransferable third-party licenses.

Customer grants RSS the rights reasonably necessary to host, reproduce, adapt, transmit, and display Customer materials solely to provide, secure, support, and improve the Services. Customer represents that it has the rights necessary to grant that permission.

12. Confidentiality and data

Each party will use reasonable care to protect the other's nonpublic business information and will use it only to perform or receive the Services, exercise rights, or comply with law. This obligation does not cover information that is public without breach, already known without duty, independently developed, or lawfully received from another source.

RSS may process information about Customer's prospects and customers at Customer's direction. Customer determines why and how that information is used and is responsible for required notices, consent, and responses to privacy requests. RSS's public Privacy Policy describes RSS's own website and business practices.

13. Acceptable use

Customer will not use the Services to violate law or another person's rights; send unlawful, deceptive, abusive, or unsolicited communications; distribute malware; gain unauthorized access; interfere with system security or availability; impersonate another person; or process prohibited or unusually sensitive data without RSS's prior written approval and appropriate safeguards.

RSS may block an activity or suspend affected functionality when reasonably necessary to protect a person, the Services, RSS, or a provider, or to comply with law. When practical, RSS will notify Customer and limit the action to the affected functionality.

14. No guaranteed results

RSS does not guarantee search ranking, traffic, leads, booked jobs, payment approval, carrier or A2P approval, message delivery, revenue, profit, or other business results. Examples, estimates, forecasts, and testimonials are illustrative only. Customer's results depend on its market, offer, reputation, operations, response time, advertising, pricing, compliance, and factors outside RSS's control.

15. Warranty disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE." RSS DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, AND ANY WARRANTY ARISING FROM COURSE OF DEALING OR USAGE. RSS DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, COMPLETELY SECURE, OR COMPATIBLE WITH EVERY THIRD-PARTY CHANGE.

16. Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER PARTY WILL BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR LOST PROFITS, REVENUE, DATA, GOODWILL, OR BUSINESS OPPORTUNITIES, ARISING FROM THE AGREEMENT, EVEN IF ADVISED OF THE POSSIBILITY.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, RSS'S TOTAL AGGREGATE LIABILITY ARISING FROM THE AGREEMENT WILL NOT EXCEED THE LAUNCH FEE PLUS THE RECURRING FEES CUSTOMER PAID TO RSS DURING THE THREE MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM. These exclusions and limits do not apply where they are prohibited by law and do not limit Customer's obligation to pay amounts due or either party's liability for fraud, willful misconduct, or infringement or misappropriation of the other party's intellectual property.

17. Indemnification

Customer will defend, indemnify, and hold harmless RSS and its owners, personnel, contractors, and service providers from third-party claims, losses, liabilities, damages, judgments, and reasonable costs arising from Customer's content, offers, business practices, unlawful use of the Services, violation of these Terms, or violation of another person's rights. RSS will promptly notify Customer of a covered claim and reasonably cooperate at Customer's expense. Customer may not settle a claim in a manner that admits fault by or imposes obligations on RSS without RSS's written consent.

18. Suspension, termination, and exit package

RSS may suspend or terminate Service for uncured nonpayment, material breach, unlawful use, security risk, provider prohibition, or conduct that materially threatens RSS, the Services, a client, or another person. When reasonably possible, RSS will give notice and an opportunity to cure.

At Service end, RSS will disable hosted and managed Services after the applicable paid-through date or trial expiration. For 30 days after shutdown, RSS will make the defined bounded exit package available on request. The exit package excludes shared platform source, secrets, internal reusable automation, and nontransferable third-party services. Dynamic migration, custom export work, and third-party transfer charges are separately scoped and priced.

19. Electronic records and communications

The parties consent to use electronic records, electronic signatures, email, invoice-payment records, audit logs, and provider records to form and administer the agreement. Customer is responsible for keeping its contact information current. RSS may send invoices, receipts, acceptance records, go-live notices, renewal reminders, failed-payment notices, and other transactional communications electronically.

20. Florida law and venue

These Terms are governed by Florida law without regard to conflict-of-law rules. Before filing a claim, the parties will make a good-faith effort to resolve it informally. Subject to nonwaivable law, an action arising from the agreement must be brought in a state court in Polk County, Florida, or the federal court having jurisdiction there, and each party consents to that jurisdiction and venue. Either party may seek emergency or injunctive relief where appropriate.

21. Versions and changes

The version identified on Customer's invoice remains the accepted version for that order. RSS will publish each effective version at <https://rocketsitesystems.com/terms>, provide a downloadable PDF, and retain prior versions in the public archive. RSS will not silently replace an accepted version retroactively.

RSS may revise these Terms for future orders or renewal periods by publishing a new version and giving notice when required. A material change to an existing Customer's recurring Service will apply only as allowed by the accepted agreement and applicable law.

22. Notices and contact

Customer notices to RSS, including cancellation, may be sent to:

Garbanzo Group LLC d/b/a Rocket Site Systems 3520 Oak Grove Court Haines City, Florida 33844 Email: **wes@rocketsitesystems.com** Phone/voicemail: **+1 (727) 732-4200**

RSS may send notices to the email address or business contact in its records. Legal notices should identify the legal business name and the subject of the notice. Do not include payment-card information or passwords.

23. General terms

The agreement is the entire agreement about the Services and supersedes prior or contemporaneous discussions about them. Purchase-order boilerplate does not amend the agreement. If a provision is unenforceable, it will be limited only as necessary and the remainder will remain effective. A failure to enforce a provision is not a waiver. Customer may not assign the agreement without RSS's written consent. RSS may assign it in connection with a merger, reorganization, financing, sale of assets, or by operation of law. Headings are for convenience, and "including" means "including without limitation."