

Terms of Service

Effective Date: September 23, 2026

Last Updated: September 23, 2026

These Terms of Service ("Terms") govern access to and use of AceRank™, a technology platform operated by **Ace Reputations Inc.** ("AceRank," "we," "us," or "our").

By creating an account, purchasing a subscription, or accessing or using AceRank, you agree to these Terms.

If you use AceRank on behalf of a company or other organization, you represent that you have authority to bind that organization to these Terms.

1. The AceRank Service

AceRank provides artificial intelligence visibility monitoring, analytics, competitive intelligence, citation intelligence, sentiment analysis, keyword intelligence, Reddit and public-web intelligence, reporting, and related tools.

Features may analyze information generated by or obtained through artificial intelligence systems, search services, public websites, third-party APIs, data providers, and other external services.

Features, supported providers, methodologies, data sources, and functionality may change over time.

2. Eligibility and Accounts

You must be legally capable of entering into a binding agreement to use paid AceRank Services.

You are responsible for:

- Providing accurate account information
- Maintaining the confidentiality of your login credentials
- Controlling access to your account
- Activities performed through your account
- Promptly notifying us of suspected unauthorized access

You may not share credentials in a manner that circumvents account or team-member limits.

3. Subscription Plans

AceRank may offer Free, Starter, Growth, Scale, Enterprise, or other subscription plans.

Each plan may include different limits and features, including limits relating to:

- Brands
- Tracked prompts
- AI models
- Refresh frequency
- Competitors
- Historical data
- Keyword analyses
- Reddit intelligence
- Reports
- Team members
- Citation or visibility services
- Other functionality

Current plan features and limits are displayed within AceRank or on the applicable pricing page.

We may modify plans or features prospectively. Material changes affecting an active paid subscription will be communicated where required by law or contract.

4. Billing and Automatic Renewal

Paid subscriptions are billed in advance on a recurring basis unless otherwise stated.

By purchasing a recurring subscription, you authorize our payment processor to charge the applicable subscription fees and any applicable taxes to your selected payment method at each billing interval until the subscription is canceled.

Subscriptions automatically renew unless canceled in accordance with these Terms.

Payment processing may be provided by Stripe or another authorized payment processor.

5. Upgrades and Downgrades

Users may be able to upgrade or downgrade subscription plans through AceRank.

Upgrades may take effect immediately and may result in prorated charges or credits.

Unless otherwise indicated during the plan-change process, downgrades may take effect at the end of the then-current billing period.

Feature access and usage limits will be adjusted according to the applicable plan when the change becomes effective.

6. Cancellation

You may cancel a paid subscription using the billing controls made available through AceRank or its authorized billing provider.

Unless otherwise stated at the time of cancellation, cancellation takes effect at the end of the current paid billing period.

You may continue using paid features until the effective cancellation date, subject to these Terms.

After cancellation becomes effective, the account may be converted to a Free plan or otherwise have paid functionality restricted.

7. Refunds

Except where required by applicable law or expressly stated otherwise, subscription fees and other charges are non-refundable.

Cancellation prevents future renewal charges but does not ordinarily create a refund for amounts already paid.

Nothing in this section limits rights that cannot legally be waived.

8. Usage Limits and Additional Charges

Subscription plans may include usage limits.

Certain functionality, including on-demand or instant refreshes, additional usage, professional services, or other optional features, may carry additional charges.

Any additional charge will be disclosed before purchase or authorization.

AceRank may restrict further usage when applicable plan limits have been reached unless additional usage is purchased or the account is upgraded.

9. AI-Generated and Third-Party Information

AceRank relies in part on artificial intelligence models, search services, APIs, public information, and other third-party systems.

AI-generated and third-party information may:

- Be incomplete
- Be inaccurate
- Become outdated
- Differ between providers
- Change over time
- Produce different results when the same or similar prompt is repeated

AceRank does not control the outputs, ranking systems, algorithms, citation decisions, or recommendations of independent third-party AI platforms, search engines, social platforms, or websites.

Accordingly, AceRank does not guarantee that:

- A brand will appear in a particular AI response
- A brand will achieve a particular ranking or position
- A third-party AI system will cite a particular source
- Visibility scores will remain constant
- A particular visibility improvement will occur
- A particular website or discussion will remain available
- AI platforms will generate identical results for different users or at different times

Metrics and analytics provided through AceRank should be understood as measurements or estimates produced using the data, providers, methodologies, and observations available to the platform at the relevant time.

10. No Professional Advice

AceRank provides software, analytics, intelligence, and informational tools.

Unless expressly agreed in a separate written agreement, information provided through AceRank does not constitute legal, financial, investment, accounting, tax, or other regulated professional advice.

Users are responsible for evaluating information before relying on it for business decisions.

11. User Content

You retain your rights in content and information you submit to AceRank.

You grant AceRank a limited, non-exclusive right to host, process, transmit, reproduce, and analyze submitted content as reasonably necessary to:

- Provide the Services
- Generate requested analysis
- Maintain and secure the Services
- Provide support
- Enforce applicable agreements
- Comply with law

You represent that you have the necessary rights and lawful authority to submit information to AceRank for the requested processing.

12. Acceptable Use

You may not use AceRank to:

- Violate applicable law
- Infringe intellectual property or privacy rights
- Obtain unauthorized access to systems or accounts
- Introduce malware or malicious code
- Interfere with the operation or security of AceRank
- Circumvent usage limits or access controls
- Scrape, copy, reverse engineer, or systematically extract the Services except where such restrictions are prohibited by law
- Resell or sublicense access without authorization
- Use another person's account without authorization
- Submit information you do not have the lawful right to process
- Use the Services for fraudulent, deceptive, abusive, or unlawful activity

We may restrict or suspend access where reasonably necessary to protect AceRank, its users, third parties, or the integrity of the Services.

13. Intellectual Property

AceRank, including its software, interface, design, technology, methodologies, branding, trademarks, reports, and proprietary systems, is owned by Ace Reputations Inc. or its licensors and is protected by applicable intellectual-property laws.

Except for the limited right to use the Services under these Terms, no ownership rights are transferred to users.

14. Third-Party Services

AceRank may rely on or integrate with third-party platforms, models, APIs, payment processors, search providers, data providers, social platforms, and other services.

We do not control independent third-party services and are not responsible for changes to their availability, algorithms, outputs, policies, functionality, or data.

Third-party service interruptions or changes may affect AceRank functionality.

15. Service Availability and Changes

We aim to provide reliable Services but do not guarantee uninterrupted or error-free availability.

We may modify, maintain, update, suspend, or discontinue functionality where reasonably necessary for security, technical, legal, commercial, or product reasons.

16. Disclaimer of Warranties

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.”

ACE REPUTATIONS INC. DISCLAIMS WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND ANY OTHER WARRANTIES THAT MAY OTHERWISE ARISE BY LAW, COURSE OF DEALING, OR USAGE OF TRADE, TO THE EXTENT SUCH DISCLAIMERS ARE PERMITTED BY APPLICABLE LAW.

WE DO NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, COMPLETELY SECURE, OR THAT ALL INFORMATION OR ANALYTICS WILL BE ACCURATE OR COMPLETE.

17. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ACE REPUTATIONS INC. AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, AND AGENTS WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR LOSS OF PROFITS, REVENUE, DATA, GOODWILL, OR BUSINESS OPPORTUNITY ARISING FROM OR RELATED TO THE SERVICES.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, OUR AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO THE SERVICES OR THESE TERMS WILL NOT EXCEED THE AMOUNTS PAID BY THE USER TO ACE REPUTATIONS INC. FOR THE SERVICES DURING THE TWELVE MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM.

These limitations do not apply where liability cannot lawfully be excluded or limited.

18. Indemnification

To the extent permitted by law, you agree to defend, indemnify, and hold harmless Ace Reputations Inc. and its affiliates, officers, directors, employees, contractors, and agents from claims, liabilities, damages, losses, and reasonable costs arising from your unlawful use of the Services, violation of these Terms, infringement of third-party rights, or content you submit without appropriate rights or authority.

19. Suspension and Termination

We may suspend or terminate access where reasonably necessary because of:

- Material violation of these Terms
- Fraud or suspected fraudulent activity
- Security threats
- Unlawful activity
- Abuse of the Services
- Non-payment

- Legal requirements

Where appropriate, we may provide notice and an opportunity to remedy the issue.

20. Governing Law

These Terms are governed by the laws of the State of California, without regard to conflict-of-laws principles, except to the extent another law must apply.

Any dispute not subject to another valid written dispute-resolution agreement will be brought in a court of competent jurisdiction, subject to applicable law.

21. Changes to These Terms

We may update these Terms periodically.

If a change materially affects users' rights or obligations, we will provide notice where required by applicable law.

Continued use of the Services after updated Terms become effective constitutes acceptance to the extent permitted by law.

22. Contact

Questions concerning these Terms may be directed to:

Ace Reputations Inc.

AceRank

San Jose, California, United States

Email: legal@acereputations.com