

Terms of Service

Effective Date: 5 June 2026

These Terms of Service ("Terms") govern your access to and use of the Rately platform, products and services.

By using Rately, you agree to these Terms.

1. Services

Rately provides:

- NFC-enabled review devices
- Customer feedback collection systems
- Review funnel software
- Business dashboard access
- Subscription-based reputation management tools

2. Eligibility

You must be at least 18 years old and legally capable of entering binding agreements to use Rately.

3. Accounts

Businesses are responsible for:

- Maintaining account security
- Keeping login credentials confidential
- Ensuring submitted information is accurate

Rately is not responsible for unauthorised access caused by poor credential management.

4. Subscription Services

Certain features require a paid subscription.

Subscriptions may:

- Renew automatically
- Be billed monthly or annually
- Be cancelled at any time unless otherwise stated

Failure to pay may result in suspension or termination of services.

5. Hardware Products

Rately sells NFC-enabled physical products including stands, cards and plates.

Customers are responsible for:

- Proper placement and use
- Protecting devices from damage
- Ensuring compatibility with their business environment

Minor cosmetic differences may occur due to manufacturing processes.

6. Google Reviews & Third-Party Platforms

Rately is not affiliated with Google.

Businesses remain solely responsible for:

- Compliance with Google policies
- Their Google Business Profile
- Public reviews and ratings

Rately does not guarantee:

- Increased review counts
- Specific ratings
- Removal of negative reviews
- Search ranking improvements

7. Acceptable Use

You agree not to:

- Use Rately unlawfully
- Mislead customers
- Abuse the platform
- Attempt unauthorised access
- Upload malicious content
- Interfere with platform operation

8. Customer Feedback

Businesses acknowledge that:

- Customer feedback may contain negative opinions
- Rately does not verify accuracy of feedback
- Rately is not liable for customer-generated content

Businesses are responsible for how they respond to feedback.

9. Intellectual Property

All Rately branding, software, content, systems and materials remain the intellectual property of Rately unless otherwise stated.

You may not copy, resell or reproduce the platform without written permission.

10. Limitation of Liability

To the maximum extent permitted by law, Rately is not liable for:

- Loss of profits
- Loss of business reputation
- Indirect or consequential damages
- Review removals
- Google account actions
- Third-party platform decisions
- Service interruptions

Total liability is limited to the amount paid by the customer in the preceding 3 months.

11. Service Availability

We aim to maintain reliable uptime but do not guarantee uninterrupted availability.

Maintenance, outages or third-party issues may affect services.

12. Termination

We may suspend or terminate accounts that:

- Violate these Terms
- Abuse the platform
- Engage in fraudulent activity
- Fail to pay outstanding fees

13. Changes to Services

Rately may modify features, pricing or services at any time.

Reasonable notice will be provided where practical.

14. Governing Law

These Terms are governed by the laws of New South Wales, Australia.

15. Contact

Rately
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Australia