

Terms and Conditions

By signing up for the Trackerbot service (“**Service**”) or any of the services of Trackerbot, (“**Trackerbot**”) you are agreeing to be bound by the following terms and conditions (“**Terms**”). Any new features or tools which are added to the Service shall be also subject to the Terms unless stated otherwise. Trackerbot reserves the right to update and change the Terms by posting updates and changes on the Trackerbot website. You are advised to check the Terms from time to time for any updates or changes that may impact you.

You must read, agree with and accept all of the terms and conditions contained in this Term, including without limitations the Privacy Policy listed herein before you may register for a Trackerbot Account (as defined below). By activating your Account (as defined below), you are agreeing to these Terms.

1. Account Terms

1. You must be 18 years or older or at least the age of majority in the jurisdiction where you reside or from which you use this Service.
2. To access and use the Services, you must register for a Trackerbot account (“**Account**”) by providing a valid email address, and any other information indicated as required. Trackerbot may reject your application for an Account, or cancel an existing Account, for any reason, in its sole discretion.
3. You acknowledge that Trackerbot will use the email address you provide as the primary method for communication. In addition, you acknowledge that by connecting the Service with any third parties’ accounts owned by you or on your behalf, you hereby grant Trackerbot to access any such third parties’ accounts via applicable APIs, for the sole purpose of enabling the interoperability of such third parties’ services with the Service.
4. You are responsible for keeping your password secure. Trackerbot cannot and will not be liable for any loss or damage from your failure to maintain the security of your Account and password.
5. You are responsible for all activity and content such as data, graphics, photos, videos and links that is posted using your Trackerbot Account (“**User Content**”). You must not transmit any worms or viruses or any code of a destructive nature.
6. A breach or violation of any term in the Terms as determined in the sole discretion of Trackerbot will result in an immediate termination of your services.
7. By purchasing a plan for Trackerbot or subscribing to a free trial for Trackerbot, you agree to the herein-listed terms and conditions.

2. Trackerbot Rights

1. Trackerbot reserves the right to modify or terminate the Service for any reason, without notice at any time.
2. Trackerbot reserves the right to refuse service to anyone for any reason at any time.
3. Trackerbot may, but have no obligation to, remove User Content and Accounts containing content that it determine in its sole discretion to be unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party’s intellectual property or these Terms of Service.
4. Trackerbot reserves the right to provide the Service to your competitors and make no promise of exclusivity in any particular market segment.
5. In the event of a dispute regarding Account ownership, we reserve the right to request documentation to determine or confirm Account ownership. Documentation may include, but is not limited to, a scanned copy of your business license, government issued photo ID, the last four digits of the credit card on file, etc.

3. Limitation of Liability

1. You expressly understand and agree that Trackerbot shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data or other intangible losses resulting from the use of or inability to use the service.
2. In no event shall Trackerbot or any of its third parties suppliers or affiliates shall be liable for lost profits or any special, incidental or consequential damages arising out of or in connection with our site, our services or these Terms (however arising including negligence).
3. You hereby agree to indemnify and hold Trackerbot and any of its parent companies, subsidiaries, affiliates, partners, officers, directors, agents, employees, and suppliers harmless from any claim or demand, including reasonable attorneys’ fees, made by any third party, including without limitation in connection with third parties accounts to which you have provided Trackerbot with access to pursuant to Section 1.3 above, due to or arising out of your breach of these Terms or such third parties accounts terms of use, or your violation of any applicable law.
4. Your use of the Service is at your sole risk. The Service is provided on an “as is” and “as available” basis without any warranty or condition, express, implied or statutory.
5. Trackerbot does not warrant that the Service will be uninterrupted, timely, secure, or error-free.
6. Trackerbot does not warrant that the results that may be obtained from the use of the Service will be accurate or reliable.

7. Trackerbot does not warrant that the quality of any products, services, information, or other material purchased or obtained by you through the Service will meet your expectations, or that any errors in the Service will be corrected.
8. It is hereby agreed, understood and clarified that any listings made by you through the Service are yours alone and that you are fully and solely responsible for such listings, whether with respect to your customers, suppliers, or any third parties services you purchase from or selling in, or otherwise grant Trackerbot access to.

4. Intellectual Property and Customer Content

1. Trackerbot does not claim any intellectual property rights over the material you provide to the Trackerbot service.
2. Trackerbot will not disclose your confidential information to third parties, except as required in the course of providing our services. Confidential information includes any materials or information provided by you to us which is not publicly known. Confidential information does not include information that: (a) was in the public domain at the time we received it; (b) comes into the public domain after we received it through no fault of ours; (c) we received from someone other than you without breach of our or their confidentiality obligations; or (d) we are required by law to disclose.

5. Cancellation and Termination

1. You may cancel your Account at any time by cancelling payments via Paypal. In the case of payment through Credit or Debit card, you can cancel your account at any time by reaching out to support and requesting a cancellation of your plan.
2. Upon termination of the Services by either party for any reason:
 1. Trackerbot will cease providing you with the Services and you will no longer be able to use any of the paid features in your Account
3. Refund policy:
 1. Bonus BCE credits are NON-REFUNDABLE
 2. A request for a refund for the subscription service for either monthly or yearly plans will only be honored if the request is submitted to our support within 3 DAYS of the payment and none of the features of Trackerbot have been used by the client. These features include and are not limited to: automatic or manual tracking number uploads, automatic or manual BCE conversions, automatic or manual messages to clients, adding or deleting Gmail, Ebay or Amazon accounts in the Trackerbot app.
 3. This policy applies to both full and partial refunds
4. We reserve the right to modify or terminate the Trackerbot Service and/or your Account for any reason, without notice and at any time.
5. Fraud: Without limiting any other remedies, Trackerbot may suspend or terminate your Account if we suspect that you (by conviction, settlement, insurance or escrow investigation, or otherwise) have engaged in fraudulent activity in connection with the Site.
6. You have the right to cancel any time.

6. Modifications to the Service and Prices

1. Trackerbot reserves the right at any time, and from time to time, to modify or discontinue, the Service (or any part thereof) with or without notice.
2. Trackerbot shall not be liable to you or to any third party for any modification, price change, suspension or discontinuance of the Service.

7. Privacy Policy

1. Trackerbot may share your User Content and non-identifiable information with its affiliates. Their use of information shall be limited to these Terms.

2. Like many websites, Trackerbot use “cookies” to collect information. A cookie is a small data file that we transfer to your computer’s hard disk for record-keeping purposes. You can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from the websites you visit. If you do not accept cookies, however, you may not be able to use all portions or all functionality of the Service. We may disclose information if required by competent law enforcement authority according to a court order or other legal provision.

8. Miscellaneous

1. Technical support is only provided to paying Account holders and is only available via Trackerbot website.

2. You may not use the Trackerbot service for any illegal or unauthorized purpose.

3. You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service without the express written permission by Trackerbot.

9. Using Gmail Information

1. Trackerbot scans the emails in the Gmail you provide access to. Trackerbot extracts the tracking number information from the supplier purchases sent to your Gmail account. The tracking number information is used to be sent to your Ebay account.

10. Account deletion

1. If you wish to delete your account, please reach out to our support email trackerbot.me@gmail.com. We will delete your account withing 24-48 hours

11. Vulnrability disclosure

1. If you discover any security vulnrability or issue, please send an email to trackerbotsec@gmail.com