RelayPro – Terms of Service (ToS)

Last updated: May 2025

Welcome to RelayPro. These Terms of Service ("Terms") govern your use of the RelayPro platform and associated services, provided by MikeSolutions (operating under the trade name MBSolutions). By accessing or using RelayPro, you agree to be bound by these Terms.

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1. Use of the Platform

RelayPro is a hosted SaaS platform designed to offer customizable CRM, quotation, planning, and support solutions. You may use the platform solely for your internal business operations in accordance with these Terms.

You agree not to:

- Reverse engineer, decompile or attempt to derive the source code of any part of RelayPro, except where explicitly permitted by applicable law

- Resell, sublicense, or white-label the platform without written consent

- Use the system in violation of applicable data protection or privacy laws

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2. Ownership & Open Source Attribution

RelayPro is built upon the open-source framework **Frappe/ERPNext**, which is licensed under the **GNU General Public License v3 (GPLv3)**.

In compliance with the GPLv3 license:

- We acknowledge that RelayPro makes use of ERPNext, developed and maintained by Frappe Technologies Pvt. Ltd.

- You can access the original ERPNext source code here: https://github.com/frappe/erpnext

- The GPLv3 license terms are available at: https://www.gnu.org/licenses/gpl-3.0.html

RelayPro is an independently developed product by MikeSolutions (MBSolutions), built on top of the ERPNext framework. All custom-developed components, including but not limited to: proprietary code, scripting, UI enhancements, business logic, API connectors,

quotation templates, dashboards, VoIP integrations, and automation modules, are the exclusive intellectual property of MikeSolutions unless explicitly stated otherwise.

ERPNext functions merely as an underlying engine within the RelayPro ecosystem. RelayPro itself is a separate and significantly extended platform with unique functionality and branding.

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3. User Data & Privacy

You retain all rights to your data. We process and store your data in accordance with our [Privacy Policy]. By using RelayPro, you grant us the right to host, back up, and process your data solely to provide and improve the service.

We implement industry-standard measures to protect your data but are not responsible for data loss caused by user actions or third-party integrations.

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4. Support & Service Levels

Support and service levels are defined in your service agreement or SLA. Basic support is included in all active subscriptions. Enterprise customers may have enhanced SLAs with guaranteed response times.

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5. Payment Terms

Subscriptions are billed monthly or annually as agreed. Non-payment may result in suspension of service. Prices exclude VAT unless otherwise specified.

You may cancel your subscription with 30 days' written notice prior to the next billing cycle.

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6. Termination

We reserve the right to suspend or terminate access to RelayPro for:

- Breach of these Terms
- Illegal or abusive use of the platform
- Failure to pay due invoices

You may export your data at any time during an active subscription. Upon termination, access to the platform and your data will be revoked after a 30-day grace period.

7. Limitation of Liability

RelayPro is provided "as-is" and "as available." To the maximum extent permitted by law, MBSolutions disclaims all warranties and shall not be liable for indirect or consequential damages, including data loss or business interruption.

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8. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the Netherlands. Any disputes shall be subject to the exclusive jurisdiction of the competent court in Amsterdam.

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9. Changes to the Terms

We may update these Terms from time to time. We will notify you of significant changes via email or platform notifications. Continued use of RelayPro after changes constitutes acceptance.

For questions or legal inquiries, contact: **legal@relaypro.app**