

COPE.Solutions - General Terms and Conditions

Last Updated: February 12, 2026

Effective Date: February 12, 2026

Version: 1.0

1. Introduction and Acceptance

1.1 Service Provider

These General Terms and Conditions (“Terms”) govern your use of the COPE.Solutions platform (“Service”, “Platform”) operated by COPE Solutions (“Company”, “we”, “us”, “our”).

1.2 Acceptance of Terms

By accessing or using COPE.Solutions, you agree to be bound by these Terms. If you disagree with any part of these Terms, you may not access the Service.

1.3 Service Description

COPE.Solutions is an AI-Powered Prospect Intelligence (API) platform that delivers high-signal, BANT-qualified prospects to B2B businesses. Unlike traditional lead generation services, COPE delivers **prospects** — each representing significant intelligence work including discovery, filtering, BANT evaluation, Fit/Opportunity/Risk scoring, enrichment, and selection justification.

2. Definitions

- **“Prospect”**: A fully evaluated and enriched business contact delivered through our intelligence pipeline. Each prospect represents discovery of 30+ leads, filtering, BANT evaluation, F/O/R scoring, enrichment, and selection justification.
 - **“Client”**: A business entity or individual that subscribes to COPE.Solutions.
 - **“User”**: Any individual who accesses the Platform on behalf of a Client.
 - **“ICP” (Ideal Customer Profile)**: The defined criteria specifying your target customer characteristics.
 - **“Intelligence Report”**: The comprehensive analysis delivered with each prospect.
 - **“BANT”**: Budget, Authority, Need, Timing — the qualification framework we use.
 - **“F/O/R Score”**: Fit (40%), Opportunity (40%), Risk (20%) — our prospect scoring methodology.
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3. Account Registration and Security

3.1 Registration Requirements

To use COPE.Solutions, you must:

- Provide accurate and complete registration information
- Be authorized to bind your organization to these Terms
- Maintain the security of your account credentials
- Be at least 18 years of age

3.2 Account Security

You are responsible for:

- Maintaining the confidentiality of your login credentials
- All activities that occur under your account
- Immediately notifying us of any unauthorized access

3.3 Multi-User Accounts

Client accounts may include multiple users with different permission levels:

- **Owner:** Full access to all features and settings
- **Team Member:** View prospects, provide feedback, edit ICP settings
- **Viewer:** Read-only access to prospects and reports

4. Service Description and Delivery

4.1 Prospect-Based Value Model

COPE.Solutions delivers discrete “value units” (prospects), not software usage time. This fundamental philosophy shapes our service:

- **No time-based trials:** We offer one free evaluation prospect instead of 14-day trials
- **Quality over quantity:** Each prospect represents significant intelligence work
- **Transparent effort:** We show the pipeline metrics (leads discovered → filtered → qualified → delivered)

4.2 Subscription Tiers

Tier	Frequency	Delivery Days	Monthly Price
Essential	1/week	Wednesday	€399
Growth	2/week	Tuesday + Thursday	€699
Professional	3/week	Mon + Wed + Fri	€999
Enterprise	5/week	Monday-Friday	€1,599

4.3 Prospect Delivery

- Prospects are delivered according to your subscription schedule
- Each prospect includes a full intelligence report
- Prospects are delivered to the COPE dashboard and optionally to your CRM (CREDEMA integration)

- Delivery requires a complete ICP configuration

4.4 Evaluation Period

New clients receive:

- **Free Prospect Evaluation:** One free prospect with full intelligence report
 - No credit card required for evaluation
 - Full ICP and geography targeting applied
 - Evaluation prospect demonstrates our complete intelligence pipeline
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5. Client Obligations

5.1 ICP Configuration

Clients must:

- Provide accurate ICP information for prospect targeting
- Review and update ICP settings as their targeting evolves
- Respond to clarification requests regarding targeting criteria

5.2 Acceptable Use

You agree NOT to:

- Use the Service for any unlawful purpose
- Attempt to gain unauthorized access to any portion of the Service
- Interfere with or disrupt the Service or servers
- Use prospects for spam, harassment, or deceptive practices
- Resell or redistribute prospect data without authorization
- Reverse engineer, decompile, or disassemble any part of the Service

5.3 Prospect Feedback

While not mandatory, providing feedback on delivered prospects (rating, outcome, notes) helps us improve targeting accuracy for your account.

6. Payment Terms

6.1 Subscription Fees

- Subscription fees are billed monthly in advance
- All prices are in Euros (€) unless otherwise specified
- Prices exclude applicable taxes (VAT)

6.2 Payment Methods

We accept payment via:

- Credit/debit cards (processed securely via Stripe)
- Bank transfer (for Enterprise clients)

6.3 Failed Payments

- We will attempt to process failed payments up to 3 times
- After repeated failures, your account may be suspended

- You remain liable for all unpaid amounts

6.4 Refunds

- Subscription fees are generally non-refundable
- Refund requests for service issues will be evaluated case-by-case
- No refunds for partial months of service

6.5 Partner Arrangements

Some clients access COPE.Solutions through partner arrangements where billing is handled separately. Such arrangements are governed by separate partner agreements.

7. Intellectual Property

7.1 COPE.Solutions Ownership

We retain all rights, title, and interest in:

- The COPE.Solutions platform and technology
- Our AI models, algorithms, and intelligence methodologies
- All trademarks, logos, and branding
- Documentation, training materials, and content we create

7.2 Client Data Ownership

You retain ownership of:

- Your ICP configurations and targeting criteria
- Feedback and notes you provide on prospects
- Your company information and user data

7.3 Prospect Data

Prospect data delivered to you:

- May be used for your legitimate business purposes
 - Should not be resold or redistributed commercially
 - Remains subject to applicable data protection laws
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8. Data Processing and Privacy

8.1 Privacy Policy

Our collection and use of personal data is governed by our Privacy Policy, which is incorporated into these Terms by reference.

8.2 Data Processing Agreement

For clients subject to GDPR or similar regulations, we offer a Data Processing Agreement (DPA) upon request.

8.3 AI and Machine Learning

We use AI and machine learning to:

- Discover and evaluate potential prospects

- Score prospects using BANT and F/O/R methodologies
- Generate intelligence reports and recommendations
- Improve targeting accuracy based on feedback and outcomes

8.4 Data Retention

- Active account data is retained for the duration of your subscription
 - After account closure, data is retained for 90 days then deleted
 - Anonymized and aggregated data may be retained for analytics
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9. Service Level and Availability

9.1 Availability Target

We strive for 99.5% platform availability, excluding:

- Scheduled maintenance (communicated in advance)
- Force majeure events
- Third-party service outages beyond our control

9.2 Support

- Platform support is available via in-app chat assistant (COPE Expert Copilot)
- Email support: support@cope.solutions
- Response times vary by subscription tier

9.3 Scheduled Maintenance

Maintenance windows are typically:

- Scheduled on weekends when possible
 - Communicated at least 24 hours in advance
 - Kept to minimal duration
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10. Limitation of Liability

10.1 Service “As Is”

The Service is provided “as is” and “as available” without warranties of any kind, either express or implied.

10.2 No Guarantee of Results

We do not guarantee:

- Specific conversion rates or sales outcomes
- That prospects will respond to your outreach
- Any particular business results from using the Service

10.3 Liability Cap

To the maximum extent permitted by law, our total liability for any claims arising from or related to the Service shall not exceed the amounts paid by you in the twelve (12) months preceding the claim.

10.4 Exclusion of Damages

We shall not be liable for any:

- Indirect, incidental, special, or consequential damages
 - Lost profits, revenue, data, or business opportunities
 - Damages arising from your use of prospect data
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11. Indemnification

You agree to indemnify and hold harmless COPE Solutions and its officers, directors, employees, and agents from any claims, damages, losses, or expenses (including reasonable legal fees) arising from:

- Your use of the Service
 - Your violation of these Terms
 - Your violation of any third-party rights
 - Your outreach activities using prospect data
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12. Term and Termination

12.1 Subscription Term

- Subscriptions are month-to-month unless otherwise agreed
- Subscriptions automatically renew unless cancelled

12.2 Cancellation by Client

- You may cancel your subscription at any time
- Cancellation takes effect at the end of the current billing period
- No refunds for partial periods

12.3 Termination by COPE

We may suspend or terminate your access if:

- You breach these Terms
- You fail to pay subscription fees
- We reasonably believe your use harms other users or our reputation
- Required by law

12.4 Effect of Termination

Upon termination:

- Your access to the Service will be revoked
 - You may request export of your data within 30 days
 - Provisions that should survive (liability, indemnification) will survive
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13. Modifications to Terms

13.1 Changes

We may modify these Terms at any time. Changes will be:

- Posted on the Platform with the effective date
- Communicated via email for material changes
- Effective 30 days after posting (or immediately for changes required by law)

13.2 Continued Use

Your continued use of the Service after changes take effect constitutes acceptance of the modified Terms.

14. Governing Law and Disputes

14.1 Governing Law

These Terms are governed by the laws of the European Union and the applicable member state where COPE Solutions is established.

14.2 Dispute Resolution

- Disputes will first be addressed through good-faith negotiation
- If unresolved after 30 days, disputes may be submitted to mediation
- Litigation shall be brought in the courts of competent jurisdiction

14.3 Class Action Waiver

You agree to resolve disputes with us on an individual basis and waive any right to participate in class action lawsuits.

15. General Provisions

15.1 Entire Agreement

These Terms, together with the Privacy Policy and any applicable DPA, constitute the entire agreement between you and COPE Solutions.

15.2 Severability

If any provision is found unenforceable, the remaining provisions will continue in effect.

15.3 Waiver

Our failure to enforce any provision is not a waiver of our right to enforce it later.

15.4 Assignment

You may not assign these Terms without our written consent. We may assign our rights and obligations to an affiliate or successor.

15.5 Force Majeure

Neither party is liable for failures due to circumstances beyond reasonable control (natural disasters, war, pandemics, infrastructure failures, etc.).

16. Contact Information

For questions about these Terms:

COPE Solutions

Email: legal@cope.solutions

Support: support@cope.solutions

Website: <https://cope.solutions>

17. Acknowledgment

By using COPE.Solutions, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

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