

Mizu CRM Terms of Service

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Mizu CRM Terms of Service (engineering draft)

Status: DRAFT FOR COUNSEL REVIEW not counsel-signed

Last engineering update: 2026-08-22

HTML: `/legal/terms`

PDF: `/legal/mizu-crm-terms.pdf`

1. Agreement to Terms

By accessing and using Mizu CRM (the "Service"), you agree to be bound by these Terms of Service. If you disagree with any part of these terms, then you may not access the Service.

2. Service Description

Mizu CRM is a web-based customer relationship management platform that provides tools for sales, marketing, customer support, and business automation. The Service is provided on an "as-is" and "as-available" basis.

3. User Accounts

When you create an account with Mizu CRM, you must provide accurate, complete, and current information. You are responsible for: maintaining the confidentiality of your account credentials; all activities that occur under your account; notifying us immediately of any unauthorized access or use; and accepting responsibility for all actions taken under your account. Authentication is provided by Supabase Auth.

4. Acceptable Use

You agree not to use the Service for any illegal or unauthorized purpose; to transmit malware, viruses, or harmful code; to spam, harass, or abuse other users; to violate applicable laws; to infringe intellectual property rights; to access data that does not belong to you; or to reverse engineer or attempt to hack the Service.

5. Payment Terms

Paid plans are billed monthly or annually based on your subscription choice. You authorize Mizu CRM to charge your payment method for your subscription fee. Payments are non-refundable except where required by law. Billing occurs on the first day of your billing cycle. You may cancel anytime; cancellation takes effect at the end of the current billing period. We may modify pricing with 30 days notice.

6. Intellectual Property

The Service, including all content, features, and functionality, is owned by Mizu CRM. You retain all rights to your data. By submitting data to Mizu CRM, you grant us a worldwide, non-exclusive license to use, reproduce, and display your data to provide the Service.

7. Limitation of Liability

To the maximum extent permitted by law, Mizu CRM shall not be liable for any indirect, incidental, special, consequential, or punitive damages resulting from your use of the Service, even if we have been advised of the possibility of such damages.

8. Warranties Disclaimer

The Service is provided on an "AS-IS" and "AS-AVAILABLE" basis without any warranties of any kind, express or implied. Mizu CRM disclaims all warranties including merchantability, fitness for a particular purpose, and non-infringement.

9. Indemnification

You agree to indemnify and hold harmless Mizu CRM from any claims, liabilities, damages, and costs arising from your violation of these Terms or your use of the Service.

10. Termination

Mizu CRM may terminate your account and access to the Service at any time if you violate these Terms. Upon termination, your right to use the Service will immediately cease.

11. Changes to Terms

Mizu CRM reserves the right to modify these Terms at any time. Changes will be effective immediately upon posting to the website. Your continued use of the Service constitutes your acceptance of any changes.

12. Governing Law

These Terms are governed by and construed in accordance with the laws of the jurisdiction in which Mizu CRM operates, without regard to its conflict of law provisions.

13. Contact

Questions: support@mizucrm.com · legal@mizucrm.com