

# Terms of Service

---

**Entity:** WeSolidify B.V. (KvK: 99809826)

**Jurisdiction:** The Netherlands

**Last Updated:** 23 March 2026

**Effective Date:** 23 March 2026

---

## 1. Acceptance of Terms

These Terms of Service (“Terms”) constitute a legally binding agreement between you (“Customer,” “you,” or “your”) and WeSolidify B.V. (KvK: 99809826), a company registered in the Netherlands (“WeSolidify,” “we,” “us,” or “our”), governing your access to and use of the SolidScore platform (the “Platform”) and related services provided by WeSolidify.

By creating an account, accessing, or using our services, you acknowledge that you have read, understood, and agree to be bound by these Terms, our Privacy Policy, and our Data Processing Agreement (collectively, the “Agreement”). If you are using our services on behalf of an organization, you represent and warrant that you have the authority to bind that organization to these Terms.

If you do not agree to these Terms, you may not access or use our services.

Our services are intended exclusively for business users acting in their professional or commercial capacity. By creating an account, you represent and warrant that you are acting on behalf of a business, trade, or profession and not as a consumer within the meaning of applicable consumer protection laws. If you are a natural person not acting in a professional or commercial capacity, you may not use our services.

---

## 2. Description of Service

WeSolidify provides SolidScore, a software-as-a-service (SaaS) platform designed for SEO agencies. The Platform enables you to:

- Generate automated SEO audit reports by aggregating data from third-party tools and data sources
- Connect and integrate with external services and data providers
- Create white-labeled reports for your clients
- Manage team members and collaborate on audit projects
- Capture and manage leads through embeddable widgets and the leads workspace
- Access reports and workflows via web interface, API, Slack integration, or embeddable widgets

### 2.1 Third-Party Integrations

Our platform integrates with third-party tools and services. You acknowledge that:

- You must maintain valid subscriptions to third-party tools to use their data within our platform

- Third-party services are governed by their own terms of service and privacy policies
- WeSolidify is not responsible for the availability, accuracy, or functionality of third-party services
- You are responsible for complying with the terms of service of any third-party tools you connect
- Your use of third-party tool data through our platform must comply with the applicable third-party's terms regarding data usage, redistribution, and display

## **2.2 Service Availability**

We strive to maintain high availability of our services but do not guarantee uninterrupted access. We may occasionally perform scheduled maintenance, deploy updates, or experience downtime due to factors beyond our control. We will make reasonable efforts to provide advance notice of scheduled maintenance where practicable.

---

## **3. User Accounts**

### **3.1 Account Registration**

To access our services, you must create an account by providing accurate, complete, and current information. You agree to:

- Provide truthful information during registration
- Maintain and promptly update your account information
- Keep your login credentials secure and confidential
- Notify us immediately of any unauthorized access to your account

### **3.2 Account Responsibilities**

You are responsible for all activities that occur under your account, including actions taken by team members you invite. You agree not to share your account credentials or allow unauthorized persons to access your account.

### **3.3 Team Members**

Depending on your subscription plan, you may invite team members to your account. You are responsible for ensuring that all team members comply with these Terms. The account owner remains liable for all team member activities within the platform.

---

## **4. Subscription and Payment**

### **4.1 Subscription Plans and Pricing**

SolidScore is available through subscription-based pricing plans (including Starter, Pro, and Custom/Enterprise tiers) with varying features, usage limits, and optional add-ons. Current plan details, pricing, and feature inclusions are published on our pricing page at [wesolidify.com/pricing](https://wesolidify.com/pricing). By subscribing to a plan, you agree to the fees associated with that plan as displayed at the time of your subscription or renewal. Annual billing is available at a discounted rate as indicated on the pricing page.

We reserve the right to modify pricing for future billing periods. We will provide at least 30 days' notice of any pricing changes to existing subscribers. Continued use of our services after a pricing change takes effect constitutes acceptance of the new pricing.

## 4.2 Billing and Payment

Subscriptions are billed in advance on either a monthly or annual basis, depending on the billing interval you select. By subscribing, you authorize us to charge your payment method on a recurring basis. Payments are processed securely through our payment provider, Stripe. Accepted payment methods include Visa, Mastercard, and American Express. Invoicing is available for annual plans upon request.

- All prices are in Euros (EUR) and exclude applicable taxes (VAT)
- VAT will be applied based on your location and business status in accordance with applicable EU VAT regulations
- Business customers with a valid EU VAT number may be eligible for the reverse charge mechanism
- Payment is due at the beginning of each billing period

## 4.3 Annual Subscriptions

If you select an annual billing interval, you agree to pay the annual subscription fee upfront for the full 12-month period. Annual subscriptions automatically renew at the end of each 12-month term unless cancelled before the renewal date. Cancellation of an annual subscription takes effect at the end of the then-current annual term; no partial refunds are provided for the remaining period.

## 4.4 Plan Changes

You may upgrade or downgrade your subscription plan at any time through your account settings:

- **Upgrades:** Take effect immediately. You will be charged a prorated amount for the remainder of your current billing period.
- **Downgrades:** Take effect at the start of your next billing period. No refunds are provided for the current period. Features exceeding the new plan's limits may become inaccessible.

## 4.5 Usage Limits and Overages

Each subscription plan includes specific usage limits, including the number of reports per month, tool connections, scorecards, and team members. You will be notified when approaching your plan's report limit. If you exceed your plan's report limit, you may purchase additional report packs or upgrade to a higher plan. Report storage retention periods vary by plan and are specified on the pricing page. WeSolidify reserves the right to enforce usage limits and may restrict access to features if limits are exceeded.

## 4.6 Free Trial

We offer a free trial period of 14 days to new users. No credit card is required to start a free trial. At the end of the trial period, you may choose to subscribe to a paid plan. If you do not subscribe, your access will be restricted until a plan is selected. No charges will be applied unless you actively choose a paid subscription.

## 4.7 Refunds

Subscription fees are non-refundable except where required by applicable law.

## 4.8 Failed Payments

If payment remains unsuccessful after at least three failed payment attempts over a period of at least fourteen (14) days, and after reasonable notice to you, we may suspend your account until payment is received. We reserve the right to terminate your account for persistent non-payment after further reasonable notice.

## 5. Acceptable Use

You agree to use our services only for lawful purposes and in accordance with these Terms.

### 5.1 Prohibited Activities

You shall not:

- Use our services for any illegal or unauthorized purpose
- Violate any applicable laws, regulations, or third-party rights
- Attempt to gain unauthorized access to our systems or other users' accounts
- Interfere with or disrupt the integrity or performance of our services
- Upload or transmit viruses, malware, or other harmful code
- Reverse engineer, decompile, or disassemble any part of our platform
- Use automated systems (bots, scrapers) to access our services except via our official API in accordance with your plan
- Resell, sublicense, or redistribute our services without prior written authorization
- Use our services to send spam or unsolicited communications
- Impersonate any person or entity or misrepresent your affiliation

### 5.2 API Usage

If you access our services via API (where available under your plan), you agree to:

- Comply with our API documentation and rate limits
- Not exceed usage levels that could unreasonably burden our infrastructure
- Implement appropriate error handling and caching
- Keep your API keys secure and not share them publicly

### 5.3 Content Responsibility

You are responsible for all content you upload, generate, or share through the Platform, including data entered into the leads workspace, scorecard configurations, and any content displayed via embeddable widgets. Content must not contain illegal material, infringe intellectual property rights, or violate these Terms. Embeddable widgets are subject to daily submission limits and anti-abuse protections as configured in the Platform. You are responsible for configuring domain allow-lists and widget status settings appropriately. WeSolidify reserves the right to suspend widget functionality if abusive or unauthorized usage is detected.

---

## 6. Data and Privacy

### 6.1 Privacy Policy

Our collection and use of personal data is governed by our Privacy Policy, available at [wesolidify.com/privacy](https://wesolidify.com/privacy). The Privacy Policy forms part of this Agreement.

### 6.2 Data Processing Agreement

To the extent that WeSolidify processes personal data on your behalf in the course of providing our services, the terms of our Data Processing Agreement (DPA) apply. The DPA is incorporated into this Agreement and is accepted alongside these Terms at the time of account registration. The DPA is available at [wesolidify.com/dpa](https://wesolidify.com/dpa).

### **6.3 Your Role as Data Controller**

When you use our platform to collect, store, or process personal data (for example, lead names, email addresses, and other prospect information captured through widgets or entered into the leads workspace), you act as the data controller for that personal data under the General Data Protection Regulation (GDPR). You are responsible for:

- Having a lawful basis for collecting and processing personal data through our platform
- Providing appropriate privacy notices to data subjects whose data you process
- Responding to data subject rights requests related to data you have collected
- Ensuring your use of our platform complies with applicable data protection laws

### **6.4 Our Role as Data Processor**

WeSolidify acts as a data processor when processing personal data on your behalf. We process such data solely in accordance with your documented instructions (as set out in the DPA) and applicable law. Details of our processing activities, sub-processors, and security measures are set out in the DPA and Privacy Policy.

### **6.5 Third-Party API Credentials**

When you connect third-party tools to our platform, you provide us with API credentials or authorize access through OAuth. We store these credentials securely and use them solely for the purpose of retrieving data necessary to provide our services. You are responsible for ensuring you have the right to share these credentials with us and that doing so does not violate the third party's terms.

---

## **7. Intellectual Property**

### **7.1 Our Intellectual Property**

The WeSolidify platform, including its software, design, logos, trademarks, documentation, and content, is owned by WeSolidify B.V. and protected by applicable intellectual property laws. These Terms grant you a limited, non-exclusive, non-transferable, revocable license to use our services during your active subscription period.

You may not:

- Copy, modify, or create derivative works of our platform or its components
- Remove or alter any proprietary notices, labels, or branding
- Use our trademarks, logos, or branding without prior written consent

### **7.2 Your Content**

You retain ownership of the content you create using our platform, including your scorecard configurations, report templates, customizations, and generated reports. You grant us a limited, non-exclusive license to host, store, process, and display your content solely as necessary to provide and improve our services.

### **7.3 White-Label Reports**

Reports generated through the Platform may include your branding (subject to your plan's white-label capabilities). On certain plans, reports include a "Powered by WeSolidify" footer or similar attribution. Full white-label capabilities (removal of WeSolidify branding) are available on higher-tier plans. You may not remove WeSolidify attribution where it is a condition of your plan.

## 7.4 Feedback

If you provide feedback, suggestions, or ideas about our services, you grant us a non-exclusive, royalty-free license to use and incorporate such feedback into our services without obligation to you.

---

## 8. Limitation of Liability

### 8.1 Disclaimer of Warranties

Our services are provided “as is” and “as available” without warranties of any kind, whether express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, and non-infringement. We do not warrant that:

- Our services will be uninterrupted, error-free, or secure at all times
- Any defects will be corrected within a specific timeframe
- Our services will meet your specific requirements
- Data retrieved from third-party integrations will be accurate, complete, or current

Nothing in this section affects your statutory rights as a consumer where applicable under Dutch or European Union law.

### 8.2 Limitation of Liability

To the maximum extent permitted by applicable law, WeSolidify B.V. and its directors, officers, employees, and agents shall not be liable for:

- Any indirect, incidental, special, consequential, or punitive damages
- Loss of profits, revenue, data, use, goodwill, or business opportunity
- Business interruption or any other commercial damages or losses
- Damages arising from or related to third-party integrations, services, or data

### 8.3 Cap on Liability

To the maximum extent permitted by applicable law, our total aggregate liability arising out of or relating to these Terms or the services will not exceed the total fees paid or payable by you to us under these Terms in the twelve (12) months immediately preceding the event giving rise to the claim.

Nothing in these Terms excludes or limits liability to the extent such liability cannot be excluded or limited under applicable law.

---

## 9. Indemnification

You agree to indemnify, defend, and hold harmless WeSolidify B.V. and its directors, officers, employees, and agents from and against any claims, damages, losses, liabilities, costs, and expenses (including reasonable legal fees) arising from or related to:

- (a) Your use of our services in violation of these Terms
- (b) Your violation of any applicable law or regulation
- (c) Your infringement of any third-party rights, including intellectual property rights
- (d) Personal data you process through our platform in your capacity as data controller
- (e) Your breach of any third-party service’s terms of service in connection with your use of our platform

---

## 10. Termination

### 10.1 Termination by You

You may cancel your subscription at any time through your account settings or by contacting our support team. Cancellation will take effect as follows:

- **Monthly subscriptions:** Cancellation takes effect at the end of your current monthly billing period.
- **Annual subscriptions:** Cancellation takes effect at the end of your current annual term. No partial refunds are provided for the remaining period of an annual subscription.

### 10.2 Termination by Us

We may suspend or terminate your account immediately if:

- You materially violate these Terms or any applicable laws
- You engage in fraudulent, abusive, or illegal activity
- You fail to pay subscription fees after reasonable notice and multiple attempts
- We are required to do so by law or court order
- We discontinue providing our services (with at least 90 days' notice where reasonably practicable)

### 10.3 Effects of Termination

Upon account closure or termination, your data will be retained for 30 days, during which you may request an export. After this period, all account data, reports, scorecards, and lead data will be securely deleted. Billing records are retained for 7 years in accordance with Dutch tax law (fiscale bewaarplicht). Data required for the resolution of pending disputes or legal proceedings may be retained until the matter is resolved.

### 10.4 Data Export

Prior to account closure or within 30 days thereafter, you may request an export of your data by contacting our support team. We will provide your data in a standard, machine-readable format where technically feasible.

---

## 11. Governing Law and Disputes

### 11.1 Governing Law

These Terms are governed by and construed in accordance with the laws of the Netherlands.

### 11.2 Dispute Resolution

Any disputes arising from or in connection with these Terms shall first be attempted to be resolved amicably through good-faith negotiation. If the parties are unable to resolve the dispute within 30 days, either party may submit the dispute to the competent courts in the Netherlands.

## 12. Changes to Terms

We reserve the right to modify these Terms at any time. When we make changes:

- We will update the “Last Updated” date at the top of these Terms
- For material changes, we will notify you via email to the address associated with your account and/or through a prominent notice within the platform
- Changes will take effect 30 days after notice, unless a longer period is required by applicable law

Your continued use of our services after changes take effect constitutes acceptance of the updated Terms. If you do not agree to the changes, you must stop using our services and cancel your subscription before the changes take effect.

---

## 13. General Provisions

### 13.1 Entire Agreement

These Terms, together with our Privacy Policy and Data Processing Agreement, constitute the entire agreement between you and WeSolidify regarding our services and supersede any prior agreements, negotiations, or representations.

### 13.2 Severability

If any provision of these Terms is found to be invalid, illegal, or unenforceable by a competent court, the remaining provisions shall continue in full force and effect. The invalid provision shall be modified to the minimum extent necessary to make it valid and enforceable while preserving its original intent.

### 13.3 Waiver

Our failure to enforce any provision of these Terms shall not constitute a waiver of that provision or our right to enforce it in the future.

### 13.4 Assignment

You may not assign or transfer your rights or obligations under these Terms without our prior written consent. We may assign these Terms in connection with a merger, acquisition, reorganization, or sale of all or substantially all of our assets, provided the assignee agrees to be bound by these Terms.

### 13.5 Notices

Notices to you will be sent to the email address associated with your account. Notices to us should be sent to [info@wesolidify.com](mailto:info@wesolidify.com) or by post to Meeuwenplein 19-H, 1022 BK Amsterdam, The Netherlands. Notices are deemed received when sent by email (on the next business day) or when delivered by post.

### 13.6 Force Majeure

Neither party shall be liable for any failure or delay in performing its obligations under these Terms to the extent such failure or delay results from circumstances beyond the party’s reasonable control, including but not limited to natural disasters, acts of government, internet or telecommunications failures, cyberattacks, pandemics, or labor disputes.

---

## 14. Contact

If you have questions about these Terms or need assistance:

**WeSolidify B.V.**

KvK: 99809826

Meeuwenplein 19-H

1022 BK Amsterdam

The Netherlands

**Email:** [info@wesolidify.com](mailto:info@wesolidify.com)

**Website:** [wesolidify.com](https://wesolidify.com)

We aim to respond to all inquiries within 5 business days.