

ZeroOps — End User License Agreement

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This End User License Agreement (“Agreement”) governs your use of the content, materials, community, and starter software provided by ZeroOps (“we,” “our,” or “us”). It supplements and forms part of our Terms of Service; where this Agreement and the Terms of Service address the same subject, this Agreement controls as to licensing. Capitalized terms not defined here have the meaning given in the Terms of Service.

1. Licensed Materials

“Licensed Materials” means everything we make available to you under a paid plan, including:

- **Content** — playbooks, modules, lessons, newsletters, recordings of live sessions, and written material
- **Downloads** — templates, frameworks, checklists, spreadsheets, and other files offered for download
- **Community** — access to member channels, direct messaging, weekly community calls, and 1-on-1 support
- **Starter Software** — the pre-wired starter repository and accompanying source code, configuration, and documentation

2. Grant of License

Subject to your compliance with this Agreement and the Terms of Service, and conditioned on payment in full, we grant you a limited, personal, non-exclusive, non-transferable, non-sublicensable, revocable license to access and use the Licensed Materials for your own personal and internal business purposes, for the duration of your purchased access or active plan.

“Internal business purposes” means use within the company you own or work for. It does not include use on behalf of clients as a deliverable, resale, or redistribution outside your organization.

3. Starter Software

The Starter Software is licensed to you as a foundation for building your own internal software. In addition to the license in Section 2, and subject to the restrictions in Section 5:

- You may copy the starter repository, modify it, and build on top of it

- You may deploy and run the resulting software for your own company's internal use
- You own the code you write on top of it; we retain all rights in the starter repository itself and in any unmodified portions
- You may not publish, open-source, resell, or distribute the starter repository, or any substantially unmodified derivative of it, to anyone outside your organization

The Starter Software may include third-party open-source components, each governed by its own license as identified in the repository. Those licenses govern those components; nothing in this Agreement restricts rights granted to you under an applicable open-source license.

The Starter Software is provided as a starting point, not a finished or audited product. You are responsible for reviewing, testing, securing, and maintaining anything you deploy from it, including its handling of your own and your customers' data.

4. Community and Support

Community access is personal to you. Discussions, direct messages, support threads, and material shared by other members are provided in confidence for the benefit of members. You may apply what you learn in your own business, but you may not republish, screenshot for distribution, quote publicly, sell, or otherwise disclose other members' contributions or business information outside the community without their permission.

You retain ownership of content you post. By posting, you grant us the license set out in the Terms of Service to host and display it in connection with operating the Services.

5. Restrictions

You may not, and may not permit any other person to:

- Share, sell, rent, lease, sublicense, assign, or transfer your account, credentials, or access to any other person
- Copy, reproduce, republish, distribute, broadcast, publicly display, or upload the Licensed Materials to any other platform or service
- Record, screen-capture, transcribe, or re-host video, audio, calls, or written content, in whole or in part
- Create derivative works from the Content, or produce a competing course, community, membership, or training programme based on the Licensed Materials
- Remove, obscure, or alter any copyright, trademark, or other proprietary notice
- Use automated tools to scrape, extract, or bulk-download the Licensed Materials

- Use the Licensed Materials, or any member content or member information obtained through the community, to train, fine-tune, or evaluate any machine learning or artificial intelligence model
- Solicit, market to, or harvest the contact details of other members without their consent
- Use a connected AI application to redistribute, resell, or bulk-export the Licensed Materials, as further described in the Terms of Service

6. Ownership

The Licensed Materials are licensed, not sold. We and our licensors retain all right, title, and interest in and to the Licensed Materials, including all intellectual property rights. No rights are granted except those expressly stated in this Agreement.

7. Updates and Availability

We publish new playbooks and modules on an ongoing basis and may update, modify, or retire individual Licensed Materials at any time. We do not guarantee that any specific item will remain available indefinitely. Where material is offered for download, we recommend downloading what matters to you.

8. Term and Termination

This license runs for the duration of your purchased access or active plan and terminates automatically if you breach this Agreement or the Terms of Service. We may also suspend or terminate your license for fraud, abuse, harassment, or unauthorized sharing or redistribution of the Licensed Materials.

On termination you must stop accessing the Licensed Materials and destroy downloaded copies, except that software you have already built on top of the Starter Software and deployed for your own internal use may continue to be used. Termination for breach does not entitle you to a refund.

Sections 4, 5, 6, 9, 10, and 12 survive termination.

9. Disclaimer of Warranties

THE LICENSED MATERIALS ARE PROVIDED “AS IS” AND “AS AVAILABLE” WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. The Licensed Materials are educational and informational only and do not constitute professional, legal, financial, or business advice. We do not guarantee any specific business outcome, revenue increase, or other result.

10. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THE LICENSED MATERIALS, INCLUDING ANY SOFTWARE YOU BUILD OR DEPLOY FROM THE STARTER SOFTWARE. IN NO EVENT SHALL OUR TOTAL LIABILITY EXCEED THE AMOUNT YOU PAID TO US IN THE TWELVE (12) MONTHS PRECEDING THE CLAIM.

11. Changes to This Agreement

We may update this Agreement from time to time and will update the “Last updated” date when we do. Material changes affecting an active plan take effect at the start of your next billing period. Continued use of the Licensed Materials after changes take effect constitutes acceptance.

12. Governing Law and Disputes

This Agreement is governed by the laws of the State of New York, without regard to its conflict of law provisions. The dispute resolution, binding arbitration, and class action waiver provisions of our Terms of Service apply to this Agreement.

13. Contact

Questions about this Agreement:

Email: support@e76.co