

Lead Heroes Service Agreement

This Lead Agreement (“Agreement”) is entered into as of the purchase date of the Lead Order herein by and between Lead Heroes LLC (“LEAD HEROES”), and the undersigned client (“You” or “Client”).

1. Client Responsibilities: Client agrees to:
 - 1.1 Client agrees to purchase leads from LEAD HEROES at a cost determined by LEAD HEROES, and
 - 1.2 Client understands that he/she will not receive any future leads if credit card charges are declined or credit card transaction is not approved for any reason. If card declines, Client must pay balance before he/she receives more leads. See also Credit Card Chargebacks.
 - 1.3 Client will provide information regarding the targeted lead area. LEAD HEROS will attempt to pull data within that radius but may need to expand the parameters to satisfy the order.
 - 1.4 Client understands that LEAD HEROS has no control over the demographics contained within the target area. Client assumes responsibility for analyzing the socioeconomic conditions and demographics within the area.
 - 1.5 Client understands that if a zip code is provided on the border of one or more states, it is the Client’s reasonability to let LEAD HEROES know if only 1 state is desired. This may be done in the “Instructions” section of the order.
 - 1.6 Client may not, under any circumstances, re-sell leads acquired from LEAD HEROES without written authorization.
2. Order Cancellation: Client responsibility:
 - 2.1 Client must cancel any lead orders in writing (e-mail ok) before any work is performed by LEAD HEROES. Orders cancelled after the work has begun cannot be canceled. Cancelled orders may also be subject to a cancellation fee of 10% per lead ordered.
3. LEAD HEROES Responsibilities: LEAD HEROES agrees to:
 - 3.1 LEAD HEROES does not keep any Client personal data including but not limited to credit card numbers.
 - 3.2 LEAD HEROES will not resell or reuse the leads purchased by a Client. It is possible that some of the same leads could be generated from independent efforts. It is LEAD HEROES general practice to avoid calling into the same area within 90 days.
 - 3.3 LEAD HEROES agrees never to sell or give Client information to third parties.
 - 3.4 LEAD HEROES agrees to process all Lead Orders in a timely manner. Leads are generally delivered to the Client between 5 to 10 business days of the order being processed (orders are processed on Thursdays of the week the order is received). Delivery of all leads generally happens over several days.
4. Credit Card Chargebacks: Client agrees that:

- 4.1 Completed lead orders are non-refundable.
- 4.2 Should a credit card charge be reversed (“chargeback”), the Client will be given 3 business days to reverse the chargeback.
- 4.3 Should the balance due not be paid and legal collections initiated, a penalty of twice (2x) the amount due will be added to the balance owed.
5. Lead Credits: LEAD HEROES provides Client with extra leads to compensate for possible errors within a batch of leads. LEAD HEROES does not generally offer lead credits.

By placing a lead order, the Client agrees to all the terms and conditions listed herein and in the Terms of Service.