

Sighthound Labs Terms of Service

Covers all Sighthound Labs LLC products, including ParkHQ, QuickStars, and AgentZen

Effective Date: August 1, 2026

1. Parties and Acceptance

This Terms of Service Agreement ("Agreement") is entered into between Sighthound Labs LLC, a Virginia limited liability company ("Company," "we," "us," or "our"), and the individual or business entity identified on the applicable order form, registration page, or Stripe checkout session ("Customer," "you"). This Agreement governs Customer's access to and use of any software-as-a-service product operated by Company, including ParkHQ and QuickStars, and any other product Company may offer under its Stripe billing account from time to time (each, a "Product," and collectively the "Services").

By checking a box, submitting a signup form, clicking "Subscribe," entering payment information, or otherwise accessing or using a Product, Customer accepts and agrees to be bound by this Agreement, including the Product-specific terms in Section 7 that apply to the Product(s) Customer subscribes to. If Customer is an entity, the individual accepting this Agreement represents they have authority to bind that entity.

This Agreement is currently used as a single, unified Terms of Service across all Company Products while billing is consolidated under one Stripe account. Company may in the future issue Product-specific agreements; where it does, the Product-specific agreement will govern that Product going forward and this Agreement will continue to govern any Product not yet transitioned.

2. The Products

2.1 ParkHQ

ParkHQ is a multi-tenant referral-brokerage management platform providing agent and referral tracking, referral agreement generation, an agent portal, and optional add-on features including a public marketing page and the "Parker" AI chat assistant.

2.2 QuickStars

QuickStars is an AI-powered review collection platform that allows client-facing businesses to invite customers to a branded funnel, generate an AI-drafted review, and direct customers to the business's chosen review platforms, together with an agent/business portal, admin dashboard, and public profile pages.

2.3 General

Company may add, modify, or discontinue features of a Product from time to time, provided that Company will not materially reduce the core functionality of a paid subscription tier during Customer's then-current subscription term without providing notice. Customer is solely responsible for the content it enters into a Product, including records, uploaded documents, and any branding or client-facing content, and Company does not review or approve Customer content prior to publication.

3. Subscription Plans and Fees

3.1 Plans and Billing

Subscription tiers, features, and pricing for each Product are as described on that Product's pricing page or applicable order form at the time of Customer's signup. Fees for all Products are currently billed through a single Stripe account operated by Sighthound Labs LLC, regardless of which Product(s)

Customer subscribes to; a line-item description on each invoice or receipt will identify the Product and plan being billed. Customer authorizes Company to charge the payment method on file on each renewal date. Fees are exclusive of applicable sales, use, or similar taxes, which are Customer's responsibility unless Company is required by law to collect them.

3.2 Setup Fees

A one-time setup or onboarding fee, if applicable to a given Product, is due upon signup and is non-refundable except as required by law.

3.3 Fee Changes

Company may change subscription fees for future billing periods by providing at least 30 days' notice via email or in-app notice. Continued use of a Product after a fee change takes effect constitutes acceptance of the new fee.

3.4 Failed or Late Payment

If a payment fails, Company may retry the charge and will notify Customer. If payment is not resolved within 10 days of the failed charge, Company may suspend Customer's access to the affected Product until payment is made current. Suspension does not relieve Customer of the obligation to pay fees accrued during the suspension unless the account is terminated.

4. Term, Renewal, and Cancellation

This Agreement begins on the date Customer first subscribes to any Product and continues on a recurring, month-to-month (or otherwise stated) basis for each Product subscribed to, automatically renewing each billing period unless cancelled. Customer may cancel a given Product at any time from that Product's account settings or by written notice to Company; cancellation takes effect at the end of the then-current billing period for that Product and does not affect Customer's subscription to any other Product. Fees already paid are non-refundable except as required by law or as expressly stated in this Agreement.

5. Customer Data and Ownership

As between the parties, Customer retains all ownership rights in the data it and its users submit to a Product, including records, uploaded documents, client/reviewer data, and branding assets ("Customer Data"). Company does not claim ownership of Customer Data and will not use it for any purpose other than providing, maintaining, and improving the applicable Product, except as described in the Privacy Policy.

Upon termination of Customer's subscription to a Product, Company will make that Product's Customer Data available for export for 30 days following termination. After that period, Company may delete that Customer Data from active systems, subject to standard backup retention and any legal retention obligations described in the Privacy Policy.

6. Acceptable Use

Customer will not, and will not permit its agents, staff, or users to:

- Use a Product to violate any applicable law, including licensing, consumer protection, or fair housing laws applicable to Customer's industry or jurisdiction;

- Reverse engineer, decompile, or attempt to extract the source code of a Product, except to the extent such restriction is prohibited by law;
- Resell, sublicense, or provide a Product to third parties outside Customer's own organization without Company's prior written consent;
- Upload content that infringes a third party's intellectual property or privacy rights, or that is unlawful, defamatory, or fraudulent;
- Attempt to gain unauthorized access to another customer's data or to a Product's underlying infrastructure;
- Use automated means to scrape or extract data from a Product beyond normal use of its provided export features.

7. Product-Specific Terms

The following additional terms apply only to the specific Product named, and supplement (without limiting) the general terms above.

7.1 ParkHQ — Real Estate Referral Compliance

Customer is solely responsible for ensuring that its use of ParkHQ, including referral fee structures, agent compensation disclosures, and referral agreements generated through the platform, complies with all applicable real estate licensing laws, referral fee statutes, and regulatory requirements in each jurisdiction where Customer or its agents operate. Company is a software provider only; Company is not a licensed real estate brokerage, is not a party to any referral transaction between Customer and third parties, and does not provide legal, regulatory, or real estate brokerage advice. Templates, document generation, and any general knowledge content made available through ParkHQ (including through the Parker AI assistant) are provided for informational convenience only and are not a substitute for advice from a licensed attorney or Customer's regulatory authority.

7.2 ParkHQ — Parker AI Assistant Disclosure

Where enabled, the Parker chat assistant uses a third-party large language model (currently Anthropic's Claude API) to generate responses based on Customer's configured branding, compensation tiers, and uploaded reference documents. AI-generated responses may be inaccurate or incomplete. Customer is responsible for reviewing Parker's configured knowledge sources and for any reliance placed on Parker's output by Customer, its agents, or members of the public.

7.3 QuickStars — Review Practices

Customer will not use QuickStars to solicit, edit, or publish reviews in a way that violates FTC guidance on endorsements and testimonials or applicable state consumer protection law, including gating access to review platforms based on star rating, fabricating reviews or reviewer identities, or incentivizing reviews in exchange for compensation without required disclosure. QuickStars is designed to route both positive and constructive feedback to platform links regardless of rating; Customer agrees not to reconfigure its own workflow outside the Product to selectively suppress negative feedback from public platforms in violation of applicable law.

7.4 QuickStars — AI-Generated Content Disclosure

QuickStars uses a third-party AI provider (currently Anthropic's Claude API) to draft review text based on a client's star rating, selected topic chips, and optional notes. AI-drafted reviews reflect the client's own input; Company does not independently verify the accuracy of client-submitted ratings or comments.

Customer is responsible for compliance with any platform-specific rules of the destination review site (e.g., Google, Yelp, Zillow) regarding AI-assisted review content.

8. Intellectual Property

Company retains all right, title, and interest in and to each Product, including its software, underlying code, design, and any general improvements or feedback incorporated into it, excluding Customer Data. This Agreement grants Customer a limited, non-exclusive, non-transferable right to access and use each Product Customer subscribes to during the applicable subscription term for Customer's internal business purposes.

9. Confidentiality

Each party may have access to non-public information of the other party in connection with this Agreement ("Confidential Information"). Each party agrees to use the other party's Confidential Information only as necessary to perform under this Agreement and to protect it with the same degree of care it uses for its own confidential information, but no less than reasonable care. This section does not apply to information that is or becomes publicly available through no fault of the receiving party, or that is independently developed without use of the disclosing party's Confidential Information.

10. Warranties and Disclaimers

Company will use commercially reasonable efforts to make each Product available and to perform it in a professional manner. EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT, EACH PRODUCT IS PROVIDED "AS IS" AND "AS AVAILABLE," WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR THAT THE PRODUCT WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE. COMPANY DOES NOT CURRENTLY OFFER A FORMAL UPTIME SERVICE LEVEL AGREEMENT FOR ANY PRODUCT.

11. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER PARTY WILL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR GOODWILL, ARISING OUT OF OR RELATED TO THIS AGREEMENT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. COMPANY'S TOTAL AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT, ACROSS ALL PRODUCTS COMBINED, WILL NOT EXCEED THE TOTAL FEES PAID BY CUSTOMER TO COMPANY IN THE 12 MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM. This limitation does not apply to a party's indemnification obligations, breach of confidentiality, or a party's gross negligence or willful misconduct, to the extent such limitation is prohibited by law.

12. Indemnification

Customer will defend, indemnify, and hold harmless Company from third-party claims arising out of: (a) Customer Data or Customer's use of a Product in violation of this Agreement or applicable law, including

real estate licensing, referral fee, or FTC endorsement laws as applicable; or (b) Customer's violation of a third party's rights. Company will defend, indemnify, and hold harmless Customer from third-party claims that a Product, as provided by Company and used in accordance with this Agreement, infringes a third party's U.S. intellectual property rights.

13. Termination

Either party may terminate Customer's subscription to a Product for convenience as described in Section 4. Either party may terminate immediately if the other party materially breaches this Agreement with respect to that Product and fails to cure within 15 days of written notice, or immediately upon the other party's insolvency or cessation of business. Company may suspend or terminate Customer's access to a Product immediately for non-payment (subject to Section 3.4) or for use of that Product that Company reasonably believes creates legal liability, violates applicable law, or threatens the security or integrity of the Product.

14. Subprocessors and Data Security

Company uses third-party subprocessors to provide the Services, including hosting, database, email delivery, payment, and AI providers, as described in the Privacy Policy. Company will maintain reasonable administrative, technical, and physical safeguards designed to protect Customer Data. A separate Data Processing Agreement is available upon request for customers with regulatory or contractual requirements to have one in place.

15. General Provisions

15.1 Governing Law

This Agreement is governed by the laws of the Commonwealth of Virginia, without regard to conflict of law principles. The parties consent to the exclusive jurisdiction of the state and federal courts located in Virginia for any dispute arising out of this Agreement.

15.2 Assignment

Customer may not assign this Agreement without Company's prior written consent, except to a successor entity in connection with a merger, acquisition, or sale of substantially all assets. Company may assign this Agreement in connection with a similar transaction or reorganization.

15.3 Force Majeure

Neither party is liable for delay or failure to perform due to causes beyond its reasonable control, including natural disasters, internet or utility outages, or third-party service provider failures (e.g., hosting, payment processing, or AI provider outages).

15.4 Entire Agreement

This Agreement, together with the Privacy Policy and any applicable order form, constitutes the entire agreement between the parties regarding the Services and supersedes all prior agreements or understandings regarding the subject matter herein.

15.5 Notices

Notices under this Agreement will be sent to the email address associated with Customer's account and to Company at the contact address below.

15.6 Modifications

Company may update this Agreement from time to time. Material changes will be communicated via email or in-app notice at least 15 days before taking effect. Continued use of a Product after the effective date of a change constitutes acceptance.

16. Contact

Sighthound Labs LLC, a Virginia limited liability company

Attn: Janet Nowlin, Owner

Email: janet@sighthoundlabs.co