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Home Connect® reserves the right to monitor compliance with these terms and to take appropriate action in the event of any breach, including seeking injunctive relief and damages.

Home Connect® - Commercial Leads Order Terms

Published: June 1, 2025

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What You Get

When you purchase business owner profiles ("Profiles") from Home Connect®, you are entitled to receive verified contact data for commercial business owners, as described on our Commercial Leads page.

For current pricing and bundle details, see our [Commercial Leads page](#).

How It Works

- After payment, email your business request to orders@homeconnectads.com, or wait for a Home Connect advisor to contact you (within 5 business days) to confirm your order and request details.
- Profiles will be delivered within 5 business days after confirmation of your request and payment. Depending on response times and order volume, total processing and delivery may take up to 10 business days. Delivery times may vary based on demand and data availability.
- All information is provided as-is, sourced from public records, proprietary databases, and other lawful sources.

Key Terms

- **Electronic Agreement:** By completing your purchase online, you consent to enter into a binding electronic agreement with Home Connect®.
- **No Refunds or Chargebacks:** All purchases are final, non-refundable, and not subject to chargebacks or payment disputes.
- **For Direct Use Only:** Leads are for your direct business use, not for resale or inclusion in any competing database, product, or service.
- **Non-Transferable:** You may not resell, transfer, assign, or share the Profiles or data with any third party.

- **Non-Assignment:** You may not assign or delegate your rights or obligations under these terms without Home Connect®'s written consent.
- **Expiration:** Profiles expire and are no longer accessible 90 days after delivery.
- **No Replacements or Updates:** Once Profiles are delivered, Home Connect® is not obligated to provide updates or replacements if contacts change, opt out, or become unavailable.
- **Profile Substitution:** If a requested business is unavailable, Home Connect® may substitute a comparable Profile at its sole discretion.
- **No Guarantees:** Home Connect® does not guarantee response, interest, or any business outcome from the provided contacts.
- **No Ongoing Service or Support:** This is a one-time data product; Home Connect® does not provide outreach, campaign management, consulting, or ongoing support.
- **Compliance:** You are solely responsible for complying with all applicable laws and regulations in your outreach, including but not limited to CAN-SPAM, TCPA, and local privacy laws. Misuse may result in permanent loss of access to Home Connect® products.
- **No Reverse Engineering:** You may not use Profiles or data to replicate, reconstruct, or attempt to reverse engineer Home Connect® data sources, databases, or methods.
- **No Endorsement:** Provision of contact information does not imply any affiliation, endorsement, or relationship between you and any listed business owners.
- **Limitation of Liability:** To the maximum extent permitted by law, Home Connect®'s total liability to you for any claim relating to your purchase is limited to the amount paid for your order.
- **Disclaimer:** All Profiles and information are provided "as is" and "as available." No warranties are made regarding accuracy, completeness, or fitness for a particular purpose.
- **Force Majeure:** Home Connect® is not liable for delays or non-performance due to events beyond its control, including natural disasters, technical failures, or government action.
- **Modification:** Home Connect® may update these terms at any time by posting an updated version on our website. Orders are fulfilled according to the terms in effect at the time of purchase.
- **Material Changes:** Material changes to these terms will not affect orders already completed at the time of the change.
- **Best Efforts:** Home Connect® will make commercially reasonable efforts to fulfill orders promptly.

and deliver Profiles as described.

- **Notice of Issues:** If we anticipate a delay or problem with your order, we will notify you as soon as reasonably possible.
- **Correction of Errors:** If you believe your order contains an obvious error (such as missing or duplicate Profiles), please notify us within 5 business days of delivery. We will review your request in good faith and, if appropriate, provide a correction or clarification.
- **Open Communication:** We welcome your feedback and questions, and strive to resolve concerns in a fair and timely manner.
- **No Waiver:** Any assistance or correction provided by Home Connect® does not constitute a waiver of our standard contract terms or policies.
- **Dispute Resolution and Arbitration:** Any dispute or claim arising out of or relating to your purchase or use of Profiles shall be resolved exclusively by binding arbitration administered by the American Arbitration Association (AAA) in your state of residence or principal place of business, under its Commercial Arbitration Rules. By purchasing, you and Home Connect® each waive any right to a court or jury trial and agree not to participate in any class, collective, or representative action.
- **Governing Law:** These terms are governed by the laws of the State of Delaware.
- **Entire Agreement:** These terms, together with referenced pricing and your purchase confirmation, constitute the entire agreement regarding your order.
- **Survival:** All key terms, including no refunds, non-transfer, non-circumvention, limitation of liability, and compliance obligations, survive expiration of the agreement.
- **Severability:** If any provision of these terms is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- **No Third-Party Beneficiaries:** These terms do not create any rights for, or inure to the benefit of, any third party.
- **Headings:** Section headings are for convenience only and have no effect on the interpretation of these terms.
- **Privacy Policy:** Use of our website and services is also subject to our Privacy Policy, which explains how we handle personal information.

By completing your purchase, making payment, and checking the box on the payment page indicating “I agree to the Home Connect® Terms of Service and Privacy Policy,” you agree to these terms. If you

do not agree, do not proceed with your purchase. Continued use of Home Connect® services after purchase constitutes your acceptance of these terms. If you do not agree, discontinue use of Home Connect®.

Support & Inquiries

Have questions about your order, delivery status, or the profiles you received? We're here to help

How to Contact Us

For any inquiries, order questions, or support needs, please email our team at orders@homeconnectads.com. For order-related questions, include your order number and the email address used at checkout.

Response Times

Our team strives to respond to all inquiries within 1–2 business days.

Please note: Response and delivery times are based on business days and do not include U.S. federal, state, or local holidays. Delays may also occur due to events beyond our control, such as natural disasters, technical failures, or government actions.

If Something's Not Right

If you have feedback or believe there was an error with your order, let us know. We'll review your request in good faith and, if appropriate, provide a correction or clarification.

Our Commitment

Home Connect® is committed to customer satisfaction and will make reasonable efforts to resolve any concerns about your purchase.

END OF THE HOME CONNECT® - Commercial Leads Order Terms