

UmojaCX Terms of Service

Effective Date: October 9, 2025

Welcome to UmojaCX, a B2B customer experience solutions provider. By using our services, you agree to the following terms and conditions. Please read them carefully.

1.

Definitions

- “Company,” “we,” “our,” or “UmojaCX” refers to UmojaCX LLC, a Pennsylvania-registered limited liability company with a principal business address at 418 Broadway #5416, Albany, NY, 12207, USA.
 - “Client” or “you” refers to the business entity or individual subscribing to our services.
 - “Services” refers to any customer experience solutions, including agent deployment, account management, onboarding, or consulting provided by UmojaCX.
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2.

Acceptance of Terms

By accessing or using our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service, including any modifications we may make in the future. If you do not agree, do not use our Services.

3.

Services Overview

UmojaCX provides scalable, fully-managed customer experience solutions, including:

- Access to highly skilled customer service agents.

- Dedicated onboarding and account management.
- Performance reporting on a weekly or monthly basis depending on the subscription tier.
- Integration guidance for your existing CRM and support platforms.

All services are delivered according to the agreed-upon subscription tier and service level agreement (SLA).

4.

Eligibility

You must be a legally registered business or authorized representative of a business entity to subscribe to our Services. By using the Services, you confirm you meet these requirements.

5.

Subscription Tiers and Payment

- Payments are billed per agent as outlined on our website or pitch materials:
 - Pilot Tier: \$500 per agent per month
 - Gold Tier: \$1000 per agent per month
 - Platinum Tier: \$1100 per agent per month
 - 100% of the subscription fee is due upfront before Services commence.
 - No refunds are available for any reason (see Section 13).
 - Payment must be made via wire transfer or other approved payment method provided by UmojaCX.
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6.

Client Responsibilities

- Provide accurate information for onboarding, including company name, contact details, and number of agents.
 - Maintain necessary systems and infrastructure to facilitate Service delivery (internet access, software access, etc.).
 - Comply with all applicable laws and regulations in the regions where your business operates.
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7.

Company Responsibilities

- Deliver Services in accordance with the agreed-upon SLA and subscription tier.
 - Maintain the confidentiality of client data and follow our Privacy Policy.
 - Provide support and reporting as outlined in the subscription plan.
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8.

Intellectual Property

- All content, materials, processes, and methodologies provided by UmojaCX remain the intellectual property of the Company.
 - Clients are granted a limited, non-transferable license to use materials solely for internal business purposes.
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9.

Confidentiality

- Both parties agree to maintain the confidentiality of all proprietary information exchanged during the term of the Services.
 - This includes trade secrets, client data, and business processes.
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10.

Limitations of Liability

- UmojaCX is not liable for indirect, incidental, or consequential damages arising from the use of our Services.
 - Our maximum liability for any claim related to the Services is limited to the amount paid by the Client in the 12 months preceding the claim.
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11.

Termination

- Either party may terminate the Services with written notice if the other party materially breaches these Terms and fails to remedy the breach within 15 business days.
 - Upon termination, all outstanding payments for Services rendered are immediately due.
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12.

Modifications

- UmojaCX may update these Terms of Service at any time.
 - Continued use of Services after changes constitutes acceptance of the updated Terms.
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13.

No Refunds

All purchases are final. No refunds will be issued under any circumstances. By purchasing our Services, the Client acknowledges and accepts this policy.

14.

Governing Law

- These Terms are governed by the laws of the Commonwealth of Pennsylvania, without regard to conflict-of-law principles.
 - Any disputes will be resolved in the state or federal courts located in Pennsylvania.
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Contact Information

For questions regarding these Terms, please contact:

UmojaCX LLC

418 Broadway #5416, Albany, NY, 12207, USA

Email: mariahd@umojacx.com

Phone: 347-978-8038