

LEGAL DOCUMENT — EFFECTIVE JUNE 13, 2026

Terms of Service

The agreement governing use of StoneIQ Micro

Stone Creek Surfaces / StoneIQ | Knoxville, Tennessee | Effective June 13, 2026
stoneiqmicro.app

Effective Date: June 13, 2026

Product: StonelQ Micro (stoneiqmicro.app)

Operator: Stone Creek Surfaces / StonelQ, Knoxville, Tennessee, USA

Contact: support@stoneiqmicro.app

1. Acceptance of Terms

By creating an account, activating a subscription, or otherwise using StonelQ Micro ("Service"), you ("Customer," "you," or "your") agree to these Terms of Service ("Terms") on behalf of yourself and, if applicable, the business entity you represent. If you do not agree to these Terms, do not use the Service.

You represent that you have the authority to bind your organization to these Terms. These Terms form a binding agreement between you and Stone Creek Surfaces / StonelQ ("Company," "we," "us," or "our").

2. Description of Service

StonelQ Micro is a cloud-based, business-to-business (B2B) software-as-a-service (SaaS) platform designed to help stone fabrication shops manage quotes, job tracking, and related shop operations. The Service is accessible via stoneiqmicro.app and any associated mobile or desktop applications we make available.

We may update, improve, or modify the Service from time to time. We will not make changes that materially reduce core functionality without reasonable notice to you.

3. Account Registration & Eligibility

Who can use the Service. The Service is intended for businesses and professionals in the stone fabrication industry. You must be at least 18 years old and have the legal authority to enter into contracts on behalf of your business.

Accurate information. You agree to provide accurate, current, and complete information when creating your account and to keep that information up to date.

Account security. You are responsible for maintaining the activity that occurs under your account. Notify us promptly at support@stoneiqmicro.app if you suspect unauthorized access.

One account per business. Each subscription is for a single business entity. You may not share your account with unaffiliated third parties or allow others outside your organization to use the Service under your account.

4. Subscription, Billing & Cancellation

4.1 Subscription Plans

We offer the following subscription plans (prices in USD):

Plan	Price	Users
Quote Tier	\$50/month per seat	Per user
Job Tracking — Small	\$99/month	1–3 users
Job Tracking — Medium	\$199/month	4–8 users
Job Tracking — Large	\$400/month	9–12 users

Plan details are also available at stoneiqmicro.app. We may introduce new plans or adjust pricing with reasonable advance notice (see Section 13).

4.2 Billing

Subscriptions are billed on a monthly basis through Stripe, our third-party payment processor. Your subscription renews automatically each month on the date it was first activated. By subscribing, you authorize us to charge your payment method on file each billing cycle.

No free trial. Payment is required to activate your account. There is no free trial period.

Failed payments. If a payment fails, we will notify you and may suspend your account until payment is resolved. We will make reasonable efforts to contact you before suspending service.

4.3 Cancellation

You may cancel your subscription at any time through your account settings or by contacting us at support@stoneiqmicro.app. Cancellation takes effect at the end of your current billing period. You will retain access to the Service through the end of the paid period — we do not offer prorated refunds for partial months.

4.4 Annual or Custom Contracts

Month-to-month billing is the default. Any annual commitment, custom pricing, or enterprise arrangement must be agreed upon separately in a written agreement signed by both parties.

4.5 Taxes

Stated prices do not include any applicable sales, use, or similar taxes. You are responsible for any taxes applicable to your subscription.

5. Acceptable Use

You agree to use the Service only for lawful purposes and in accordance with these Terms.

You may not:

- Use the Service for any illegal purpose or in violation of any applicable law or regulation.
- Attempt to gain unauthorized access to any part of the Service, our systems, or the accounts of other users.
- Systematically extract, copy, or collect data from the Service through automated means ("scraping") without our prior written consent.
- Resell, sublicense, or otherwise provide access to the Service to third parties outside your organization as a commercial offering.
- Transmit viruses, malware, or any code designed to disrupt or damage the Service.
- Use the Service to harass, abuse, or harm others.
- Impersonate any person or entity, or misrepresent your affiliation with any person or entity.
- Reverse-engineer, decompile, or disassemble the Service, except to the extent permitted by applicable law.

We reserve the right to suspend or terminate accounts that violate these rules (see Section 11).

6. Intellectual Property

6.1 Our Property

The Service — including its software, code, design, graphics, content, trademarks, and documentation — is owned by Stone Creek Surfaces / StonelQ or its licensors and is protected by applicable intellectual property laws. These Terms do not transfer any ownership rights to you.

We grant you a limited, non-exclusive, non-transferable, revocable license to access and use the Service solely for your internal business operations during the term of your subscription.

6.2 Your Data

You retain all ownership rights to the data, files, and content you upload or input into the Service ("Customer Data"). We do not claim ownership of your Customer Data.

6.3 Feedback

If you provide us with suggestions, ideas, or feedback about the Service, you grant us a royalty-free, worldwide license to use that feedback to improve the Service. We are not obligated to act on any feedback.

7. User Data & Privacy

7.1 How We Use Your Data

We use your Customer Data to provide and improve the Service, respond to support requests, and communicate with you about your account. We do not sell your Customer Data to third parties.

Our Privacy Policy (available at stoneiqmicro.app/privacy) describes in detail how we collect, use, and protect your information. That policy is incorporated into these Terms by reference.

7.2 Data Security

We implement reasonable technical and organizational measures to protect Customer Data from unauthorized access, loss, or disclosure. No system is perfectly secure, and we cannot guarantee absolute security. Please contact us immediately if you believe your data has been compromised.

7.3 Data Export

You may export your Customer Data at any time through the data export features available within the Service.

7.4 Account Deletion & Data Retention

You may delete your account at any time through your account settings or by contacting support@stoneiqmicro.app. Upon account deletion, we will delete your Customer Data within 30 days, except where we are required to retain it by applicable law or for legitimate business purposes (such as billing records).

7.5 Third-Party Processors

We use trusted third-party services (such as Stripe for payments and cloud infrastructure providers for hosting) to operate the Service. These processors handle data only as necessary to provide their services and are bound by appropriate data protection obligations.

8. Confidentiality

Each party may receive confidential information from the other in connection with the Service ("Confidential Information"). Each party agrees to:

- Keep the other party's Confidential Information confidential using at least the same care it uses to protect its own confidential information (but no less than reasonable care).
- Use Confidential Information only as necessary to fulfill obligations or exercise rights under these Terms.
- Not disclose Confidential Information to third parties without the disclosing party's prior written consent, except as required by law.

This obligation does not apply to information that is (a) publicly known through no fault of the receiving party, (b) independently developed by the receiving party, or (c) received from a third party without restriction.

Your Customer Data is treated as your Confidential Information. Our non-public pricing, roadmap, and technical architecture are our Confidential Information.

9. Disclaimers & Limitation of Liability

9.1 Disclaimer of Warranties

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

We do not warrant that the Service will be uninterrupted, error-free, or free of harmful components. We make no warranty regarding the accuracy or completeness of any information provided through the Service.

9.2 Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW:

- No indirect damages. Neither party will be liable to the other for any indirect, incidental, special, consequential, exemplary, or punitive damages arising out of or related to these Terms or the Service — including lost profits, lost data, or loss of goodwill — even if advised of the possibility of such damages.

- Liability cap. Our total aggregate liability to you for any claims arising out of or related to these Terms or the Service will not exceed the total fees you paid to us in the 12 months immediately preceding the event giving rise to the claim.

These limitations apply regardless of the theory of liability (contract, tort, negligence, or otherwise).

9.3 Force Majeure

Neither party will be in breach of these Terms for any delay or failure in performance caused by circumstances beyond that party's reasonable control — including natural disasters, acts of government, internet or infrastructure outages, pandemics, or other force majeure events. The affected party will notify the other promptly and use reasonable efforts to resume performance.

10. Indemnification

You agree to defend, indemnify, and hold harmless Stone Creek Surfaces / StonelQ and its officers, employees, and agents from and against any claims, damages, losses, and expenses (including reasonable attorneys' fees) arising out of or related to:

- Your use of the Service in violation of these Terms;
- Your violation of any applicable law or regulation;
- Your Customer Data, including any claim that it infringes a third party's rights; or
- Your negligence or willful misconduct.

We will notify you promptly of any claim subject to indemnification and will cooperate reasonably in the defense of such a claim. You may not settle any claim that imposes obligations on us without our prior written consent.

11. Term & Termination

11.1 Term

These Terms remain in effect for as long as you have an active subscription or are otherwise using the Service.

11.2 Termination by You

You may cancel your subscription at any time (see Section 4.3). Cancellation terminates these Terms at the end of the current billing period.

11.3 Termination by Us

We may suspend or terminate your access to the Service immediately if:

- You materially breach these Terms and fail to cure the breach within 10 days of written notice (or immediately for violations of Section 5 — Acceptable Use);
- You fail to pay fees when due and do not cure the non-payment within 10 days of notice;
- We are required to do so by law; or
- Continuing to provide the Service would create legal, security, or reputational risk to us or others.

We will make reasonable efforts to notify you before termination unless doing so is not practical or legally required.

11.4 Effect of Termination

Upon termination: (a) your right to access the Service ends; (b) you should export your data before your access ends; (c) we will delete your Customer Data within 30 days as described in Section 7.4; and (d) any fees owed remain due.

Sections 6.1, 7.4, 8, 9, 10, 12, and 14 survive termination.

12. Governing Law & Dispute Resolution

12.1 Governing Law

These Terms are governed by the laws of the State of Tennessee, United States, without regard to its conflict of laws principles.

12.2 Informal Resolution

Before initiating formal dispute proceedings, both parties agree to attempt to resolve any dispute informally. The party raising a dispute will send written notice to the other describing the issue, and the parties will attempt in good faith to resolve it within 30 days.

12.3 Arbitration

If informal resolution fails, any dispute, claim, or controversy arising out of or relating to these Terms or the Service will be resolved by binding arbitration administered by the American Arbitration Association ("AAA") under its Commercial Arbitration Rules. Arbitration will take place in Knoxville, Tennessee, or by remote hearing. The arbitrator's decision will be final and may be entered as a judgment in any court of competent jurisdiction.

Either party may seek emergency injunctive or other equitable relief in a court of competent jurisdiction to prevent irreparable harm while arbitration is pending.

12.4 Class Action Waiver

ALL DISPUTES MUST BE BROUGHT ON AN INDIVIDUAL BASIS. NEITHER PARTY MAY BRING CLAIMS AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS, COLLECTIVE, OR REPRESENTATIVE ACTION.

12.5 Exceptions

Nothing in this Section prevents either party from filing a claim in small claims court for disputes within that court's jurisdiction.

13. Changes to Terms

We may update these Terms from time to time. If we make material changes, we will notify you by email or by posting a notice within the Service at least 14 days before the changes take effect. Your continued use of the Service after the effective date of the updated Terms constitutes your acceptance of the changes.

If you do not agree to the updated Terms, you may cancel your subscription before the changes take effect.

For price changes, we will provide at least 30 days' notice before the new pricing applies to your account.

14. General Provisions

Entire Agreement. These Terms, together with our Privacy Policy and any written agreements separately executed between the parties, constitute the entire agreement between you and us regarding the Service and supersede all prior agreements or understandings on this subject.

Severability. If any provision of these Terms is found to be unenforceable, that provision will be modified to the minimum extent necessary to make it enforceable, and the remaining provisions will remain in full force.

No Waiver. Our failure to enforce any provision of these Terms does not waive our right to enforce it in the future.

Assignment. You may not assign your rights or obligations under these Terms without our prior written consent. We may assign these Terms in connection with a merger, acquisition, or sale of substantially all of our assets, with notice to you.

Notices. Notices to us should be sent to support@stoneiqmicro.app. We will send notices to the email address associated with your account. Notices are effective when sent.

No Third-Party Beneficiaries. These Terms do not create any third-party beneficiary rights.

15. Contact

If you have questions about these Terms or the Service, please contact us:

Stone Creek Surfaces / StoneIQ

Knoxville, Tennessee, USA

Email: support@stoneiqmicro.app

Website: stoneiqmicro.app

These Terms of Service are effective as of June 13, 2026.