



SyncSense AI CRM

Terms of Service

Effective date: July 16, 2026

Last updated: July 16, 2026

SulcusGroove Designs LLC, doing business as SyncSense AI (“SyncSense AI”, “we”, “us”, “our”), operates the SyncSense AI CRM platform located at <https://syncsense.app>. By accessing or using the CRM Service, you agree to be bound by these Terms. If you do not agree, you may not use the Service.

1. Acceptance of Terms

By creating an account, signing in with Google, Outlook or otherwise accessing or using the CRM Service, you acknowledge that you have read, understood, and agree to these Terms and our Privacy Policy, which is incorporated by reference.

If you use the Service on behalf of an organization, you represent that you have authority to bind that organization to these Terms.

2. Description of Service

SyncSense AI CRM is an **AI-powered productivity tool** designed for professional teams. It provides a command center for managing contacts, sales pipelines, expenses, invoicing, and related workflows, with AI assistance for drafting emails, follow-ups, proposals, and analysis.

Important Limitations:

SyncSense AI CRM is **not intended** for the storage, processing, or management of **HIPAA-protected health information** or any other regulated protected health data. It is also **not intended** for **protected legal information**, including attorney-client privileged communications or confidential legal materials.

You agree not to upload, enter, or process any such regulated or privileged information. The CRM Service is a general productivity and business development tool only. It does not replace professional legal, medical, financial, or compliance advice.

Features may include AI-drafted communications, pipeline management, 9 industry modes, calendar integration (read-only), and more. Features may change at any time. The CRM Service is a paid product.

3. Eligibility and Accounts

You must be at least 18 years old. You are responsible for account security.

4. Subscription Plans and Billing

Paid subscriptions via Stripe. Auto-renew. Cancel anytime.

5. Artificial Intelligence Services

We use third-party AI providers. AI outputs are for informational purposes only.

No Guarantees of Business Outcomes: SyncSense AI makes **no guarantees** regarding business success, sales, revenue, profit, or any performance results. Use of the CRM does not guarantee improved outcomes. You are responsible for verifying all AI-generated content.

6. Data Access and Privacy

Read-only calendar access where applicable. We do not sell data or use it for advertising. Full details in Privacy Policy.

7. Acceptable Use

Standard prohibitions against illegal use, reverse engineering, etc.

8. Disclaimer

THE SERVICE IS PROVIDED "AS IS". WE DISCLAIM ALL WARRANTIES.

Additional Disclaimers: No warranty of business success, profits, or specific outcomes. Not for HIPAA or privileged legal data.

9. Limitation of Liability

Liability capped at the greater of fees paid in last 12 months or \$50.

10. Governing Law and Other Provisions

Governed by Ohio law. Arbitration. Changes to Terms, etc.

Contact: support@sulcusgroovedesigns.com

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