Last updated: 22 September 2026

Client Service Agreement

This Client Service Agreement (“Agreement”) is a legally binding contract between the operator of the Barbershop salon management platform (“Provider”, “we”, “us”, or “our”) and the business that registers for or uses the service (“Client”, “you”, or “your”). By creating an account, registering a shop, or using the platform, you agree to these terms.

1. Definitions

“Platform” means the Barbershop multi-tenant software-as-a-service (SaaS) system for barbershops, beauty salons, and spa salons, including websites, apps, APIs, booking pages, dashboards, and related tools.

“Shop” or “Organization” means a business location or brand account you create on the Platform.

“Authorized Users” means your staff and other people you invite or allow to access your Shop (for example admin, receptionist, or stylist accounts).

“Customer Data” means information about your salon customers that you or they enter into the Platform (names, phone numbers, appointments, payments, notes, and similar records).

“Client Content” means all data, logos, text, images, and records you or your Authorized Users upload or generate in the Platform, including Customer Data.

2. Acceptance of this Agreement

You must be at least 18 years old and have authority to bind the business you represent.

By clicking accept, completing registration, or continuing to use the Platform, you confirm that you have read and agree to this Agreement.

If you do not agree, do not register or use the Platform.

3. Description of the Service

We provide a cloud SaaS Platform to help you manage salon operations such as staff, customers, appointments, public booking pages, billing, inventory, attendance, payments, and related reporting.

Features may change over time as we improve the product. We may add, modify, or discontinue features with reasonable notice when the change is material.

The Platform is provided remotely over the internet. You are responsible for devices, network access, and browsers needed to use it.

4. Accounts and access

You must provide accurate registration information and keep it up to date.

You are responsible for all activity under your Shop and Authorized User accounts, including safeguarding passwords and access devices.

Notify us promptly if you suspect unauthorized access or a security incident involving your account.

We may refuse, suspend, or limit accounts that we reasonably believe violate this Agreement or create

risk to the Platform or other clients.

5. Client responsibilities

You remain solely responsible for your salon's business operations, pricing, services offered to your customers, staffing decisions, and compliance with local laws (including tax, consumer, employment, and health regulations).

You must ensure you have a lawful basis to collect and process Customer Data and to send communications (SMS, email, or other) using information stored in the Platform.

You must not use the Platform for illegal, harmful, fraudulent, or abusive purposes.

Public booking pages and other customer-facing features reflect your Shop's branding and offerings; you are responsible for the accuracy of information shown to the public.

6. Data ownership and processing

As between you and us, you own your Client Content. We do not claim ownership of your customer lists, appointment history, or shop records.

You grant us a limited license to host, store, process, display, and back up Client Content solely to provide, secure, and improve the Platform and to comply with law.

We may use de-identified or aggregated statistics about Platform usage to improve the service, provided individuals and your Shop are not identified in public reporting without permission.

You are the controller of Customer Data for your Shop. We act as a processor/service provider when we process that data on your instructions through the Platform.

You should export or back up important records before terminating your account. After termination we may delete Client Content according to our retention practices, except where law requires retention.

7. Privacy and security

We implement reasonable technical and organizational measures to protect the Platform and Client Content against unauthorized access, loss, or alteration.

No online service is perfectly secure. You acknowledge residual risk and must use strong passwords, limit user access, and train staff appropriately.

If we become aware of a breach that materially affects your Client Content, we will notify you without undue delay and provide information reasonably available to us.

8. Acceptable use

You and your Authorized Users must not: (a) reverse engineer or attempt to access non-public areas of the Platform; (b) interfere with or disrupt the service; (c) upload malware or harmful code; (d) scrape or harvest data of other shops; (e) share accounts in a way that bypasses licenses or security; (f) use the Platform to send spam or unlawful marketing; or (g) misrepresent your identity or affiliation.

We may investigate suspected violations and remove content or suspend access when necessary to protect the Platform or others.

9. Fees and payment (if applicable)

Some plans or features may be free; others may require subscription or usage fees. Applicable prices, billing cycles, and taxes will be shown at signup or in an order form, invoice, or pricing page.

Unless stated otherwise, fees are non-refundable except where required by law or expressly agreed in writing.

Failure to pay when due may result in suspension or termination of paid features after notice.

You are responsible for taxes related to your purchase or use of the Platform, except taxes based on our net income.

10. Intellectual property

The Platform, including software, design, trademarks, and documentation, is owned by the Provider or its licensors and is protected by intellectual property laws.

Except for the limited right to use the Platform under this Agreement, no rights are transferred to you.

Your logos and brand materials remain yours. You grant us permission to display them inside the Platform for your Shop (for example in the sidebar or public booking page).

11. Availability, support, and changes

We aim for reliable availability but do not guarantee uninterrupted or error-free operation. Maintenance, updates, third-party outages, or force majeure events may cause downtime.

Support channels and response targets, if any, may be described separately for your plan.

We may update the Platform to fix bugs, improve security, or add features. Material reductions in core paid functionality will be communicated in advance when reasonably practicable.

12. Third-party services

The Platform may integrate with third-party services (hosting, messaging, payments, authentication, analytics). Those services are governed by their own terms.

We are not responsible for third-party outages or policies beyond our reasonable control, except as required by law.

13. Confidentiality

Each party may receive non-public information from the other. The receiving party must protect it with reasonable care and use it only for purposes of this Agreement.

Confidentiality obligations do not apply to information that is public, independently developed, rightfully received from a third party, or required to be disclosed by law (with notice where legally permitted).

14. Disclaimers

Except as expressly stated in this Agreement, the Platform is provided “as is” and “as available,” without warranties of merchantability, fitness for a particular purpose, or non-infringement, to the maximum extent permitted by law.

We do not warrant that the Platform will meet every business requirement or that reports and calculations (including commissions or payroll-related figures) are free from all errors. You should verify critical financial outputs.

15. Limitation of liability

To the maximum extent permitted by law, we are not liable for indirect, incidental, special, consequential, or lost-profit damages, or for loss of data, goodwill, or business interruption, arising from use of the Platform.

Our total aggregate liability under this Agreement for all claims in any twelve-month period is limited to the fees you paid us for the Platform in that period (or, if you used only a free plan, one hundred Ethiopian Birr (ETB 100) or the minimum amount required by mandatory law).

Nothing in this Agreement excludes liability that cannot be limited under applicable law (for example fraud or willful misconduct where such exclusion is prohibited).

16. Indemnification

You will defend and indemnify the Provider against claims, damages, and reasonable costs arising from: (a) your Client Content; (b) your salon's services to end customers; (c) your breach of this Agreement; or (d) your violation of law or third-party rights, except to the extent caused by our willful misconduct.

17. Term, suspension, and termination

This Agreement starts when you first accept it or use the Platform and continues until terminated.

You may stop using the Platform and request account closure at any time.

We may suspend or terminate access immediately for material breach, illegal activity, non-payment, security risk, or prolonged inactivity, and we may terminate for convenience with reasonable notice for free plans.

Sections that by nature should survive (including ownership, confidentiality, disclaimers, liability limits, and indemnity) survive termination.

18. Changes to this Agreement

We may update this Agreement from time to time. The "Last updated" date will change when we do.

For material changes, we will provide notice through the Platform, email, or login banner when reasonably possible. Continued use after the effective date constitutes acceptance of the updated terms.

If you do not agree to material changes, you must stop using the Platform and close your account.

19. Governing law and disputes

This Agreement is governed by the laws of the Federal Democratic Republic of Ethiopia, without regard to conflict-of-law rules.

Courts located in Addis Ababa, Ethiopia shall have exclusive jurisdiction over disputes arising from this Agreement, unless mandatory consumer or other law requires otherwise.

Before filing a claim, the parties will attempt in good faith to resolve the dispute informally within thirty (30) days after written notice.

20. General

This Agreement is the entire agreement between you and us regarding the Platform and supersedes

prior proposals on the same subject, except separate signed order forms or data processing addenda if any.

If any provision is unenforceable, the remainder stays in effect.

You may not assign this Agreement without our consent, except to a successor in connection with a merger or sale of substantially all assets. We may assign to an affiliate or successor.

Failure to enforce a provision is not a waiver.

Notices may be sent to the email or phone associated with your account, or posted in the Platform.

21. Contact

For questions about this Agreement or the Platform, contact us using the support or contact details published on our website or inside your Shop dashboard.

This document is a standard SaaS client agreement template for the Barbershop platform. Have it reviewed by a licensed lawyer in your jurisdiction before relying on it for commercial contracts.