Taproot

Terms of Service

Version 3
Effective November 13, 2026

Summary of changes: Names the company as Taproot IO, LLC in our mailing address. Nothing else changes.

1. Agreement and eligibility

These Terms govern access to Taproot 's website publishing service, your account, and related services. "Taproot," "we" and "us" mean Taproot IO, LLC, a Delaware limited liability company. Our mailing address for legal correspondence is Taproot IO, LLC, 6824 19th Street W #633, University Place, WA 98466.

By creating an account or otherwise accepting these Terms, you agree to them. You also represent that you can enter into a binding contract, that you are at least 18 years old, and that you have reached the age of majority where you live. Taproot is not for anyone younger, and we may close an account we learn belongs to someone under that age. If you use Taproot for an organization, you represent that you can bind that organization to these Terms.

The Privacy Notice explains how we handle personal data. It is a notice, not part of the contract you accept when you create an account.

2. Accounts and security

Give accurate information, keep your email account and your recovery methods secure, and tell support@taproot.io promptly about any unauthorized use. Taproot signs you in with sign-in codes instead of passwords, so anyone who can get into your email may be able to get into your Taproot account. Securing your mailbox is part of securing your account. You are responsible for activity performed through your account, except to the extent caused by Taproot's breach of its obligations. We may require verification to protect an account, to comply with the law, or to support payment services.

3. The service and creator responsibility

Taproot provides tools to write, host, publish and manage sites that creators own. Creators control, and are responsible for, their content, the promises they make to their audience, and any products or membership benefits they offer. Hosting content, or letting people find it through the service, does not mean Taproot endorses it.

Site licences. What a site can do depends on its licence: Root, Grow or Scale, or a free Starter licence while Taproot offers one. Root is a paid licence whose membership features support free memberships only.

- Card on file. Creating your first site requires a payment card on file.
- Starter. While Taproot offers Starter, every account may hold one free Starter site, subject to the changes to free services described in Section 7. For a Starter site, your card is authorized for no amount and nothing is charged. A Starter site is served from an ontaproot.io address, and Taproot may ask search engines not to index it until Taproot trusts the account.
- What a licence includes. Each licence states what the site may use and sell, including how many collaborator seats it has. A collaborator seat is one person who holds a role on one site (Editor, Moderator, Admin or a custom role). A person with roles on several sites uses a seat on each, and a pending invitation uses a seat until it expires.

- Affiliate program. The affiliate program is a platform feature that Taproot turns on for an account.

Paid memberships. Paid memberships require an eligible Grow or Scale licence, a current Stripe merchant setup, accurate product information, and the legal acceptances that apply. Once platform commerce is activated, ordinary supported offerings can qualify for sale automatically, without routine approval of the account or product by Taproot. Prohibited or unsupported offerings, and products or accounts on an exceptional risk hold, cannot go on sale.

Paid memberships on Grow and Scale use creator-merchant commerce: the creator is the seller and merchant of each paid membership, and must finish onboarding their own connected Stripe merchant account before they sell. These memberships are subject to the Creator-Merchant Commerce Terms , the Commerce Policy , the creator's Member Terms, and the Creator-Merchant Member Purchase Terms .

- Fees. Taproot charges the creator an application fee on each membership payment: 5% on Grow and none on Scale. Stripe's processing fees and other provider fees are separate, and Stripe charges them to the creator.
- Checkout requirements. Checkout stays closed until the legal, provider and operational requirements that apply are met.
- Taproot's role. Taproot provides the platform and does not become the merchant for the creator's membership payments.
- Creator duties. Creators must review the Commerce Policy and Stripe's business restrictions that apply to them, describe their business and offering accurately, and get any permission Stripe specifically requires. Passing an eligibility check is not a representation that Taproot reviewed the offering by a person, or that Stripe approved Taproot or the creator for an activity that is otherwise restricted.

4. Acceptable use

You may not use Taproot to:

- break the law or violate another person's rights;
- publish or facilitate fraud, deception, malware, credential theft, harassment, exploitation, non-consensual intimate material, or illegal content;
- infringe intellectual-property, privacy, publicity or data-protection rights;
- get around sanctions, export restrictions, identity checks, payment controls, or an earlier suspension;
- interfere with the service's security or availability, probe systems without authorization, scrape in a way that materially burdens the service, or use another person's account without permission;
- send unlawful spam, or collect personal data without an appropriate basis; or
- use Taproot or checkout for anything the Commerce Policy prohibits.

The Community Guidelines add plain-language rules for comments and community participation, and they are incorporated into these Terms when those features are used.

Information you collect from readers. If you collect personal data through your site, such as form submissions, newsletter signups, comments or memberships:

- you decide what to collect and why;
- you are responsible for having a lawful basis and for telling people how you use it, for example in your own privacy notice;
- Taproot does not add a notice to your forms.

Taproot stores and secures what your readers give you. It lets you read and delete form submissions, comments and newsletter subscribers, and lets you export form submissions and newsletter subscribers. Ask support@taproot.io for other exports. The Privacy Notice explains how Taproot handles this data.

Newsletters and email.

- Before collecting subscribers. Before you can collect or import newsletter subscribers, you must set the newsletter's name, a sender name, a reply-to address and a postal mailing address. The postal

address appears in the footer of every issue.
- Imports. You may import only a list you can show you obtained with consent. To import, you must confirm that the list was not bought, rented or scraped, and that you can provide the original evidence of consent.
- Confirmation and unsubscribing. Every address gets an email to confirm the subscription before it receives a newsletter, and every issue has a one-click unsubscribe.
- Sender. Issues are sent from a Taproot address under your sender name. You are the sender, and Taproot is your service provider.
- Opens and clicks. Each issue records whether and when each recipient opened it or clicked a link, and you can see that.
- Shared suppression list. If an email to an address bounces permanently or is reported as spam, Taproot adds the address to a shared suppression list and sends it no more email from any site until Taproot removes it. This can include sign-in codes, so a person on the list should contact support@taproot.io .
- Sending limits. Taproot may automatically warn, slow, pause or turn off a site's sending when bounce, complaint or unsubscribe rates are high. New senders start with lower daily limits.

5. Your content and licenses

You keep ownership of the content you submit. You grant Taproot a non-exclusive, worldwide license to host, reproduce, format, transmit, cache and display that content, but only as needed to operate, secure and improve the service and to publish your site, and subject to your settings. Taproot may show your public site as an example of the service, by name and link, but does not otherwise reuse your content to promote Taproot. We do not sell your content, and we do not use it to train artificial-intelligence models. This license ends when the content is deleted, except for reasonable backups, legal retention, and content already shared or licensed outside Taproot.

You represent that you have the rights needed to submit and publish your content. Our Copyright Policy explains how to send infringement notices and counter-notices.

6. Licences, fees, renewal, and cancellation

Price and renewal. A licence's features, billing interval, price, taxes and renewal terms are shown when you buy it. Prices shown do not include taxes; taxes that apply are calculated at checkout, added to the total shown, and listed on your invoice. Paid site licences renew automatically at the applicable renewal price and interval until cancelled, subject to the plan-change and notice terms below. Cancelling stops future renewals and takes effect at the end of the paid period. Fees are non-refundable except as stated at purchase or as the law requires.

Payment. You authorize Taproot and its payment provider to charge the payment method you choose for recurring fees and the taxes that apply. The purchase screen shows the licence, the price, the billing interval, the renewal date, and what is due today; this section explains how to cancel and when refunds apply. If a payment fails, we may retry it and give a grace period before access to paid features ends.

Free trials. When Taproot offers a free trial, the purchase screen shows how long it lasts and the date of the first charge.

- Who can get one. A trial is available only on an account's first paid licence, only once per account owner, and only with a payment card on file.
- Charges. Nothing is charged when the trial starts. Unless you cancel before the trial ends, the licence becomes a paid licence on that date and your card is charged the price shown at purchase plus the taxes that apply. The amount shown is an estimate, because taxes are calculated when the charge is made.
- During the trial. You cannot buy another licence, upgrade a site or buy an add-on until the trial ends.
- Cancelling. To cancel during a trial, choose Cancel trial on your account's Billing page, or Cancel licence on the site's Licence tab. The site keeps its licence until the trial ends, and nothing is charged.

- Reminder. We email you a reminder a few days before a trial ends.

Licences belong to sites. A licence is bought for one site, and all your licences are billed on one subscription.

- Who can cancel, and how. Only the account owner can cancel, and you cancel one site at a time: on the site's Licence tab, choose Cancel licence. You can do this whenever no payment is overdue and no other billing change is still being processed. If it is unavailable, contact support@taproot.io and we will help you cancel.
- What happens. The site keeps its licence until the end of the term you already paid for. Cancelling does not refund the payment for that term. At the end of the term the site becomes private: its public address is removed, and it keeps its content and private staging until you license it again.
- Other sites. Your other sites are not affected. Cancelling your last paid licence ends the subscription on the same date.
- Paid members. If the site has paid members, new member checkout stops, their recurring memberships end by that date, and the unused time they paid for in advance is refunded to them.

Changing a licence.

- Upgrades. A Starter site may move to a Root, Grow or Scale licence; a Root site may upgrade to Grow or Scale; and a Grow site may upgrade to Scale. Before you confirm, the purchase screen shows the price, any proration and the amount due now. An upgrade is charged immediately, in proportion to the time left in the period.
- No downgrades. A licence cannot be downgraded. To move to a lower tier, export your content (the export does not include image or video files; see Section 7), create a new site on the licence you want, and cancel the old site's licence from its Licence tab, because deleting a site does not stop its billing.
- No credit for fewer licences or deleted sites. Reducing the number of licences you pay for, or deleting a site, gives no credit or refund, and deleting a site does not change your subscription.
- Billing interval. You cannot change the billing interval from your account; contact support@taproot.io .

Changes to plans and prices. We may introduce, replace or stop offering plans for new purchases, and set their prices, features and usage allowances. Reasons may include changes in infrastructure, storage, delivery, payment processing, support, security, regulatory or other operating costs, changes in third-party services, or whether an offering is economically sustainable.

- At renewal, with notice. For paid licences bought under these Terms, we may change the recurring price, included features or usage allowances at a future renewal, after giving the notice in Section 10.
- No mid-period price increases or material reductions. We will not raise the price or materially reduce the service you bought during a period you have already paid for.
- Your choice. You may cancel the renewal before the change takes effect, with no cancellation penalty. Any affirmative acceptance that is required must happen before a changed renewal is charged.

We may retire a paid plan, or stop providing the paid service, at the end of the paid period, after giving the notice in Section 10. We will explain any replacement that is available and how to cancel or retrieve your content. If we retire your plan, we will stop its renewal; moving to a replacement paid plan requires your agreement. A planned retirement does not use the immediate account-deletion rules in Section 7 to take away service you have already paid for. Enforcement for abuse, security, legal or provider restrictions remains subject to Section 7 and the law that applies.

Earlier commitments. A license sold under an earlier agreement keeps any price, allowance or service guarantee that agreement gives, including across renewals, and can be changed only in the specific ways that agreement already allows. For example, an earlier express exception for form-submission limits and the longest form retention does not allow reductions in unrelated allowances. The change rights in these Terms do not override an earlier commitment through a general update to these Terms, a notice, or a

renewal. A change to such a commitment requires a separate, lawful agreement that names the changed rights, price and effective date. We may raise an allowance without reducing other rights.

Limits. A licence's limits (for example monthly bandwidth, pages generated, form submissions and active members) are enforced by pausing or refusing the action, never by charging for going over. For example, a site that goes over its monthly bandwidth allowance two months in a row cannot publish new deployments until it is upgraded or a month ends within the allowance. The site keeps serving visitors.

Public profiles are a core social feature, separate from site-license allowances. We do not apply site-license resource quotas, or limits that stop work when a resource budget runs out, to profile identity, avatar updates, automatic profile publishing or profile delivery. Technical file requirements, and the abuse, account-enforcement and service-change terms of these Terms, still apply.

7. Enforcement, closing your account, and service changes

We may investigate suspected violations, and limit, suspend, remove or terminate content, commerce or accounts when reasonably necessary to enforce these Terms, protect users or the service, comply with the law, or satisfy provider obligations. Where appropriate, we will explain the reason and give you a way to contact us. Urgent safety, fraud, legal or provider restrictions may require us to act immediately.

Closing your account or a site. You can delete a site from its settings and your account from your account settings.

- Export first. Before you do, you can request a ZIP export of your profile, content, billing summary and other account data from your account settings. The link is emailed to you, and the file is kept for 7 days. The export does not include image or video files.
- Deletion is permanent. Deletion cannot be undone. Deleting your account signs you out immediately, cancels your subscriptions immediately with no refund or credit for time already paid for, takes your sites offline, and permanently deletes your content and personal data, except records we are required or permitted to keep (the Privacy Notice lists them).
- Members on your sites. Because the content members paid for is going away, deleting your account also cancels the memberships members hold on your sites immediately. Taproot does not refund their unused time, because deleting is your decision as the creator. The same applies to memberships on a site you delete. A member payment that was taken but not yet recorded as a membership when deletion began is refunded.
- Your activity elsewhere. Comments you left on other people's sites stay, without your name. Pages you wrote on other people's sites stay on those sites, credited under the name the site already shows.
- Signing up again. Once deletion finishes, the email address can be used to sign up again.

Changes to free services. We may change, limit, replace or end free plans, free hosting, public profiles or other free features, including the Starter tier or the whole free program. Free availability is not a promise of permanent service. These decisions may reflect the cost and sustainability reasons described in Section 6. We may stop admitting people to new free offerings.

- Notice for services you already have. Before ending or materially reducing a free service already provided to you, we will give the notice in Section 10.
- No charge without agreement. We will not turn a free service into a paid subscription, or charge a stored payment method, without your affirmative agreement to buy.
- What the notice says. The notice will say what changes, when public serving or the affected access ends, any deadline for retrieving content, and any alternatives available.
- Retrieving your content. Before the change takes effect, we will give you a reasonable opportunity to retrieve your content using the retrieval and export methods available. The account ZIP export described above does not include image or video files; save those separately.
- Your account and data. Ending free hosting does not by itself delete your account or change the retention rules in the Privacy Notice. Any planned deletion will be named separately in the notice and will respect those rules and the law.

A free account may also hold paid site licenses or have access to purchased memberships. Ending a free offering does not cancel those purchased rights. It also does not require a new purchase just to sign in to use those rights, cancel recurring payments, get billing help or request the available export. Those supported routes stay available, subject to lawful security restrictions. A planned change to paid service follows Section 6; retiring the free program is not a way around it.

Urgent security, abuse, legal or provider restrictions may require faster action where the law allows. We will give as much notice as reasonably possible. Ordinary business decisions to change pricing or end a free offering do not, on their own, qualify for that exception.

8. Disclaimers, limitation of liability, and indemnity

Disclaimers. The service is provided "as is" and "as available." To the fullest extent the law allows, Taproot disclaims all warranties and conditions, whether express, implied or statutory, including implied warranties of merchantability, fitness for a particular purpose, title and non-infringement, and any warranty arising from course of dealing or usage of trade. Taproot does not warrant that the service will be uninterrupted, secure or error-free, and is not responsible for creator content or for a creator's fulfillment of a membership. Some jurisdictions do not allow certain implied warranties to be disclaimed, so some of these disclaimers may not apply to you.

Excluded damages. To the fullest extent the law allows, neither party is liable for indirect, incidental, special, consequential, exemplary or punitive damages, or for lost profits, revenues, goodwill or data, even if advised of the possibility, arising out of or relating to the service or these Terms, under any legal theory.

Liability cap. To the fullest extent the law allows, Taproot's aggregate liability arising out of or relating to the service or these Terms is limited to the greater of (a) the amounts you paid Taproot for the service in the 12 months before the event that gave rise to the claim, and (b) US $100.

Exclusions from the cap. Nothing in these Terms limits or excludes liability for: (a) death or personal injury caused by a party's negligence; (b) a party's fraud, gross negligence or willful misconduct; or (c) any liability that cannot be limited or excluded under the law that applies.

Consumer savings clause. If you use the service as a consumer, nothing in these Terms limits any non-waivable statutory right or remedy you have under the laws of the place where you live, including Canadian provincial consumer-protection laws. Where those laws prohibit part of this Section 8, that part does not apply to you to that extent.

Your indemnity. To the extent the law of the place where you live allows, you will defend, indemnify and hold harmless Taproot and its members, managers, employees and agents against third-party claims, damages and reasonable costs (including attorneys' fees) arising out of: (a) your content or your published sites; (b) products, memberships or benefits you offer or sell; (c) your violation of these Terms, applicable law, or another person's rights; or (d) your misuse of the service. We will notify you promptly of a claim, and may take part in the defense with our own lawyers at our own expense. You may not settle a claim that puts obligations on Taproot without our written consent. This paragraph does not apply to consumers where such indemnities are unenforceable.

9. Disputes and governing law

Governing law. These Terms, and any dispute arising out of or relating to them or the service, are governed by the laws of the State of Washington, without regard to its conflict-of-laws rules. If you are a consumer, you also keep the protection of any mandatory consumer-protection rules of the jurisdiction where you live.

Informal resolution first. Before filing a lawsuit, you and Taproot each agree to send the other an individualized written notice of the dispute: to legal@taproot.io for notices to Taproot, or to your account email address for notices to you. The notice must describe the claim, the relief sought and the account involved. Both of us then agree to negotiate in good faith for 60 days. This is a condition of starting a

formal proceeding, and the applicable limitation periods are tolled during those 60 days.

Courts. A dispute that is not resolved informally will be decided in court. You and Taproot consent to the exclusive jurisdiction and venue of the state and federal courts located in Pierce County, Washington, with two exceptions. Either party may bring an individual claim in small-claims court if it qualifies. And a consumer may instead bring or defend a proceeding in the courts of the jurisdiction where the consumer lives, if that jurisdiction's law requires it. Nothing in this section stops you from reporting to, or seeking relief from, a government agency.

Before filing a claim, you can always contact support@taproot.io with enough information for us to understand the issue and try to resolve it.

10. Changes and notices

We may update these Terms. Each published version states its effective date and summarizes material changes. We will notify you of material changes and obtain renewed assent when the law or your applicable agreement requires it. We will not describe continued use alone as consent where affirmative assent is required.

Advance notice. For a price increase, a material reduction in included features or allowances, or a planned retirement under Sections 6 and 7, we will send written notice to your account email address at least 30 calendar days before the change takes effect.

- What the notice says. It will explain the current and changed terms, the effective date, any new renewal price, and how to refuse the change or cancel without a cancellation penalty.
- No early changed renewal. A changed paid renewal cannot happen before the notice period ends.
- Longer notice when required. We will also give any longer notice, additional notice within a legally required window, or other form of notice required by law or an earlier agreement, and honor any consent, cancellation and refund rights that apply.
- Not just a website update. Posting new prices on a website is not, on its own, this notice.

Email notices. Written notice under these Terms includes email sent to the address on your account. Keep that address current and able to receive service notices. Where the law requires consent or disclosures for electronic delivery, we will meet those requirements or use another legally permitted method; this clause does not, on its own, establish that consent. An email notice does not, on its own, authorize a new charge or count as acceptance of a change that requires your affirmative agreement.

For Quebec consumers, where Section 11.2 of the Consumer Protection Act applies, the written notice of an amendment will contain only the new clause, or the old and amended clauses, together with the effective date and your rights to refuse and cancel. If the amendment increases your obligations or reduces ours, you may refuse it and cancel without cost, penalty or cancellation indemnity by notifying us no later than 30 days after it takes effect. We will not unilaterally change an essential element of a fixed-term contract where that is prohibited. If we cancel a contract for services of indeterminate term and you are not in default, we will give at least 60 days' written notice where Section 11.3 applies. These protections do not limit greater rights under the law.

Legal notices to Taproot must be sent to legal@taproot.io . You may also send a copy by mail to Taproot IO, LLC, 6824 19th Street W #633, University Place, WA 98466. Day-to-day support questions go to support@taproot.io .

11. General

These Terms, together with the documents they incorporate, are the entire agreement between you and Taproot about the service. If part of these Terms is held unenforceable, that part will be enforced as far as the law allows, and the rest stays in effect. Not enforcing a part of these Terms is not a waiver of it. You may not assign these Terms without Taproot's consent; Taproot may assign them in connection with a merger, acquisition or sale of assets, with notice to you. Section 5 (for licenses that survive termination), Sections 8, 9 and 11, and any payment obligations accrued before termination survive termination.