Compenra

Terms of service

Fix Vise LLC · Effective 11 November 2026 · https://compenra.com/legal/terms

The short version

- You get 14 days free, then pay monthly or yearly. Cancel in one click; you keep access until the end of the period you paid for.
- **Your data stays yours.** We use it only to run the service for you.
- You decide what your agents may say and do, and you are responsible for following the rules of the platforms you connect.
- AI can be wrong. Guardrails, approval mode and human handoff exist so you stay in control of what is sent.

01 This agreement

These terms are an agreement between you and Fix Vise LLC (“Compenra”, “we”, “us”), which operates Compenra. They apply when you create an account, start a trial or use the service in any way. If you use Compenra on behalf of a company, you confirm that you are authorised to accept these terms for it, and “you” means that company.

Our privacy policy explains how we handle personal data, and our data processing addendum forms part of these terms whenever we process personal data on your behalf.

02 The service

Compenra provides AI agents that read and reply to messages on the channels you connect — such as WhatsApp, Instagram, Facebook Messenger, TikTok and email — and that can take actions you allow, such as booking an appointment or updating a connected tool.

We improve the service continuously and may add, change or retire features. If we remove a feature you rely on in a way that materially reduces what you paid for, you may cancel and receive a refund for the unused part of the period.

03 Your account

- The service is for business use by people aged 18 or over.
- Give us accurate account information and keep it up to date.
- Keep your sign-in details confidential and use a strong, unique password. You are responsible for what happens under your account, including what team members you invite do.
- Tell us straight away at hello@compenra.com if you believe your account has been accessed without permission.

04 Trials, plans and payment

Free trial

New workspaces get a 14-day free trial with no credit card required. If you do not choose a paid plan by the end of the trial, your agents stop replying and nothing is charged.

Subscriptions

Paid plans are billed in advance, monthly or yearly, at the prices on our pricing page. Subscriptions renew automatically for the same period until you cancel.

Usage beyond your plan

Each plan includes a number of conversations per month. If you go over, extra conversations are billed at the rate published for your plan. We will never move you to a more expensive plan without your agreement.

Platform fees

Some platforms charge their own fees — for example Meta charges for WhatsApp template messages. Where those fees are billed through us, we pass them on at cost, without a markup.

Taxes

Prices exclude sales tax, VAT and similar taxes, which are added where the law requires.

Price changes

We may change our prices. We will email the account owner at least 30 days before a new price applies to you, and it takes effect only from your next renewal.

Cancelling and refunds

You can cancel at any time from your dashboard, without contacting us. You keep access until the end of the period you have paid for. We do not refund part-used periods, except where these terms or the law say otherwise.

Late payment

If a payment fails we will tell you and try again. If it is still unpaid after 14 days we may pause your agents until it is settled.

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05 Your responsibilities

You are responsible for:

- **What your agents know.** The prices, policies and other information you give them must be accurate and yours to use.
- **What your agents may do.** You set the limits — what they may promise, discount, refund or book — and you are responsible for the commitments they make to your customers within those limits.
- **Platform rules.** You must follow the terms and messaging policies of every platform you connect, including Meta, Google and TikTok.
- **Permission to message.** You must have the consent or other legal basis required to contact the people you message, particularly for marketing and for WhatsApp template messages, and you must honour opt-outs.
- **Telling people about AI.** Where the law requires you to disclose that a customer is talking to an automated system, you must configure your agents to do so.
- **Your customers' privacy.** You must have a privacy notice that covers your use of Compenra.

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06 Acceptable use

You must not use Compenra to:

- send spam, or messages people have not agreed to receive;
- deceive, defraud or harass anyone, or impersonate a person or organisation;
- promote anything illegal, or content that is hateful, violent or sexually exploitative;
- collect sensitive data such as health records, government identifiers or payment card numbers through chat;
- make decisions that have legal or similarly significant effects on a person without human review;
- break into, overload, probe or reverse engineer the service, or get around its limits;
- resell the service or build a competing product from it, without our written agreement.

If we find a serious breach of this section we may suspend the affected agent or account immediately, and we will tell you why.

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07 Connected platforms and other services

Compenra works through platforms and tools run by other companies. Your use of each one is governed by its own terms. We are not responsible for their outages, their decisions about your account, or changes they make to their APIs and policies — although when a change affects you we will tell you and adapt as quickly as we can.

You can disconnect any platform at any time. Doing so stops the features that depend on it.

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08 AI-generated replies

AI can make mistakes. An agent may occasionally give an answer that is incomplete, out of date or wrong, even when the information you gave it is correct.

That is why Compenra includes guardrails, confidence thresholds, approval mode and human handoff. You choose how much freedom your agents have, and you remain responsible for the replies sent from your accounts. Replies are not legal, medical, financial or other professional advice, and you must not present them as such.

We do not use your conversations to train shared or general-purpose AI models. See How AI is used.

09 Your content and data

You own your content: the knowledge you upload, your conversations, your contacts and your settings. You give us permission to host, process and transmit it only as needed to provide and support the service for you, and to keep it secure.

We may use aggregated, de-identified statistics about how the service is used — which do not identify you or any individual — to run and improve it.

You can export your conversations and contacts at any time while your account is active.

10 Our intellectual property

We own Compenra: the software, the design, the documentation and the brand. These terms give you a right to use the service while your subscription is active; they do not transfer any ownership. If you send us feedback, we may use it without owing you anything.

11 Confidentiality

Each of us will keep the other's non-public information confidential, use it only for the purposes of this agreement, and protect it with at least reasonable care. This does not apply to information that is public, already known, independently developed, or that must be disclosed by law.

12 Availability and support

We work to keep Compenra available around the clock, and we schedule maintenance to cause as little disruption as possible. We do not promise uninterrupted service unless you have a written service-level agreement with us, which is available on the Scale plan. Support is provided through the channels listed for your plan on the pricing page.

13 Suspension and termination

- **You** may stop using the service and cancel at any time.
- **We** may suspend or end your access if you seriously or repeatedly break these terms, if payment is overdue, or if we are required to by law or by a platform. Unless the situation is urgent, we will give

you notice and a chance to fix the problem first.

- **We** may also end this agreement for any other reason with 30 days' notice, in which case we refund the unused part of any period you have paid for.

For 30 days after your account ends you can ask us for an export of your data. After that we delete it as described in the privacy policy.

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14 What we promise, and what we do not

We will provide the service with reasonable skill and care and materially as described on our website.

Beyond that, and to the fullest extent the law allows, the service is provided "as is". We do not promise that it will be error-free, that an agent will answer every message correctly, or that it will achieve a particular commercial result such as a number of sales or bookings.

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15 Limits on liability

To the fullest extent the law allows:

- neither of us is liable to the other for indirect or consequential losses, or for lost profits, revenue, goodwill or data;
- each party's total liability under this agreement in any twelve-month period is limited to the amount you paid us for the service in that period.

These limits do not apply to your obligation to pay fees, to liability for fraud or wilful misconduct, or to anything else that cannot be limited by law.

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16 Claims by others

If someone brings a claim against us because of content you gave your agents, messages sent from your accounts in breach of these terms, or your breach of a platform's rules or of the law, you will cover the reasonable costs and damages we incur. We will tell you promptly about any such claim and let you take the lead in defending it.

17 Changes to these terms

We may update these terms as the service and the law change. For a material change we will email the account owner at least 30 days before it takes effect. If you do not agree, you may cancel before then and receive a refund for the unused part of the period. Continuing to use the service after the change takes effect means you accept it.

18 Governing law and disputes

These terms are governed by the laws of the State of Texas, United States, without regard to its conflict-of-law rules. If we have a dispute, we will each try to resolve it by talking first — write to hello@compenra.com. If that does not work within 30 days, the dispute will be decided exclusively by the state and federal courts located in Tarrant County, Texas. Nothing here limits any rights you have under mandatory law in the country where you are based.

19 General

- **Whole agreement.** These terms, the privacy policy, the data processing addendum and any order or plan you select are the whole agreement between us about the service.
- **Order of priority.** If they conflict, a signed agreement between us comes first, then the data processing addendum on data protection matters, then these terms.
- **Transfer.** Neither of us may transfer this agreement without the other's consent, except to a successor in a merger or sale of the business.
- **Events beyond our control.** Neither of us is liable for a delay or failure caused by something we could not reasonably control, such as an outage at a platform or cloud provider.
- **If part is invalid.** If a court finds part of these terms unenforceable, the rest still applies.
- **No waiver.** If either of us does not enforce a right straight away, that right is not lost.
- **Notices.** We send notices to the account owner's email address. Send notices to us at the address below.

20 Contact

Questions about these terms go to hello@compenra.com, or by post to:

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