

Terms of Service

Last Updated: August 01, 2026

1. Introduction and Acceptance of Terms

Welcome to Catalyst Innovations/Elevate, operating at <https://www.elevateourteam.com> (the "Website"). These Terms of Service ("Terms") govern your access to and use of the Website and all services, products, and content provided by Catalyst Innovations/Elevate (collectively, the "Services").

By accessing or using our Services, you agree to be bound by these Terms. If you don't agree with any part of these Terms, then you shouldn't use our Services. This is a legally binding agreement between you, the user, and Catalyst Innovations/Elevate.

We are an agency providing various services, which may include access to tools, resources, and content, some of which may be generated with the assistance of artificial intelligence. Your use of the Services signifies your understanding and acceptance of these conditions.

2. Account Registration and Security

To access certain features of our Services, you'll need to register for an account. You must be at least 18 years old to create an account, or if you are under 18, you must have the explicit consent and supervision of a parent or legal guardian who agrees to these Terms on your behalf. More details on children's access are in Section 7.

When you register, you agree to provide accurate, current, and complete information. You're responsible for maintaining the confidentiality of your account password and for all activities that occur under your account. If you suspect any unauthorized use of your account, you must notify us immediately at support@mycatalystinnovations.com. We can't be held liable for any loss or damage arising from your failure to keep your account information secure.

You may not use another person's account without permission. We reserve the right to refuse registration or cancel an account at our discretion.

3. Subscription, Billing, and Payments

Catalyst Innovations/Elevate offers various subscription plans for access to our Services. These plans may involve recurring billing. By selecting a subscription plan, you agree to pay all fees and charges associated with that plan, including any applicable taxes.

3.1. Recurring Billing

Your subscription will automatically renew at the end of each billing cycle (e.g., monthly or annually) unless you cancel it. We'll automatically charge your payment method on file for the next billing period. This means you authorize us to do so. We process payments through third-party payment processors like Stripe and PayPal. Your payment information is handled securely by these processors, and we don't store your full payment card details on our servers.

3.2. Price Changes

We may change our subscription fees from time to time. If we do, we'll provide you with reasonable advance notice of any price changes. Any price changes will take effect at the start of the next subscription period following the notice.

3.3. Cancellations and Refunds

You can cancel your subscription at any time through your account settings on the Website. Your cancellation will take effect at the end of your current billing period. You won't receive a refund for any unused portion of your subscription period, but you'll continue to have access to the Services until the end of that period.

Refunds are generally not provided for subscription fees. However, we may consider refund requests on a case-by-case basis, particularly if there's a technical issue preventing you from using the Services as intended. Any such decision is at our sole discretion.

3.4. Payment Disputes

If you dispute any charges, please contact us first at support@mycatalystinnovations.com. We'll work with you to resolve the issue. Initiating a chargeback without first contacting us may result in the suspension or termination of your account.

4. User Content and Conduct

Our Services may allow you to submit, post, or display content, such as text, images, or other materials ("User Content"). You retain all rights in, and are solely responsible for, the User Content you post to the Services.

4.1. License to Catalyst Innovations/Elevate

By submitting User Content, you grant Catalyst Innovations/Elevate a worldwide, non-exclusive, royalty-free, transferable, and sublicensable license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, publicly perform, and publicly display your User Content in connection with operating and providing the Services. This license is solely for the purpose of enabling us to provide, promote, and improve the Services.

4.2. Prohibited Conduct

You agree not to use the Services to:

- Post any content that is unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, libelous, invasive of another's privacy, hateful, or racially, ethnically, or otherwise objectionable.
- Impersonate any person or entity, or falsely state or otherwise misrepresent your affiliation with a person or entity.
- Upload, post, email, transmit, or otherwise make available any content that you do not have a right to make available under any law or under contractual or fiduciary relationships.
- Upload, post, email, transmit, or otherwise make available any content that infringes any patent, trademark, trade secret, copyright, or other proprietary rights of any party.
- Engage in any activity that interferes with or disrupts the Services or the servers and networks connected to the Services.
- Attempt to gain unauthorized access to any portion of the Website or any other accounts, computer systems, or networks connected to the Services.

We reserve the right to remove any User Content that violates these Terms or is otherwise objectionable, at our

sole discretion, without prior notice.

5. Intellectual Property Rights

All content on the Website and within the Services, including text, graphics, logos, images, software, and the compilation thereof, is the property of Catalyst Innovations/Elevate or its suppliers and protected by copyright, trademark, and other intellectual property laws. This includes the design, layout, and "look and feel" of the Website.

You are granted a limited, non-exclusive, non-transferable, revocable license to access and use the Services for your personal or internal business use, strictly in accordance with these Terms. You may not modify, publish, transmit, reverse engineer, participate in the transfer or sale, create derivative works, or in any way exploit any of the content, in whole or in part, found on the Website without our express written permission.

The Catalyst Innovations/Elevate name, the Elevate name, and our logo are trademarks of Catalyst Innovations/Elevate. You may not use these marks without our prior written permission.

6. AI-Generated Content

Catalyst Innovations/Elevate may incorporate or provide access to content, tools, or features that utilize artificial intelligence ("AI Content"). This means some of the materials, suggestions, or outputs you receive through our Services might be generated by AI algorithms.

While we strive for accuracy and quality, AI Content is generated by machines and may contain errors, inaccuracies, or incomplete information. It should not be considered professional advice (legal, financial, medical, or otherwise). You acknowledge and agree that:

- AI Content is provided "as is" and "as available" without warranties of any kind.
- You are solely responsible for reviewing, verifying, and validating any AI Content before relying on it or using it in any way.
- Catalyst Innovations/Elevate does not guarantee the accuracy, completeness, or usefulness of any AI Content and disclaims all liability for any reliance placed on such content.
- The use of AI Content does not transfer any intellectual property rights in the underlying AI models or data to you.

If you use AI Content generated through our Services in your own work, you are responsible for ensuring its compliance with all applicable laws and regulations, including those related to intellectual property, defamation, and privacy.

7. Children's Online Privacy Protection Act (COPPA) Considerations

Our Services are not directed to children under the age of 13. However, we understand that in an agency setting, parents or guardians may wish to use our Services with or for their children. If you are under 13 years of age, you may only use the Services with the explicit consent and supervision of a parent or legal guardian.

If you are a parent or guardian and you allow your child (under 13) to use the Services, you agree to these Terms on their behalf and are fully responsible for their compliance with these Terms. This includes any financial obligations or legal liability they may incur. We encourage parents and guardians to monitor their children's internet usage and to instruct them never to provide personal information on the Website without parental permission.

If we learn that we have collected personal information from a child under 13 without verifiable parental consent, we

will take steps to delete that information as quickly as possible. If you believe that we might have any information from or about a child under 13, please contact us at support@mycatalystinnovations.com.

8. Disclaimers and Limitation of Liability

The Services are provided on an "as is" and "as available" basis. Catalyst Innovations/Elevate makes no representations or warranties of any kind, express or implied, as to the operation of the Services or the information, content, materials, or products included on the Website.

To the fullest extent permissible by applicable law, Catalyst Innovations/Elevate disclaims all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose. We do not warrant that the Services will be uninterrupted, timely, secure, or error-free, or that the Website or its servers are free of viruses or other harmful components.

Under no circumstances shall Catalyst Innovations/Elevate, its directors, employees, partners, agents, suppliers, or affiliates, be liable for any indirect, incidental, special, consequential, or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from (i) your access to or use of or inability to access or use the Services; (ii) any conduct or content of any third party on the Services; (iii) any content obtained from the Services; and (iv) unauthorized access, use, or alteration of your transmissions or content, whether based on warranty, contract, tort (including negligence), or any other legal theory, whether or not we have been informed of the possibility of such damage, and even if a remedy set forth herein is found to have failed of its essential purpose.

9. Indemnification

You agree to defend, indemnify, and hold harmless Catalyst Innovations/Elevate and its licensee and licensors, and their employees, contractors, agents, officers, and directors, from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including but not limited to attorney's fees), resulting from or arising out of a) your use and access of the Services, by you or any person using your account and password; b) a breach of these Terms; or c) User Content posted by you on the Services.

This means if your actions cause us harm, you'll cover our costs. For example, if you post something illegal and we get sued, you're responsible for our legal fees and any damages.

10. Termination

We may terminate or suspend your account and bar access to the Services immediately, without prior notice or liability, under our sole discretion, for any reason whatsoever and without limitation, including but not limited to a breach of the Terms.

If you wish to terminate your account, you may simply discontinue using the Services or follow the cancellation process in your account settings for subscriptions. All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity, and limitations of liability.

11. Governing Law and Dispute Resolution

These Terms shall be governed and construed in accordance with the laws of the United States, specifically the state where Catalyst Innovations/Elevate is incorporated, without regard to its conflict of law provisions.

Any dispute, controversy, or claim arising out of or relating to these Terms or the breach, termination, or invalidity thereof shall be settled by arbitration in accordance with the rules of the American Arbitration Association. The arbitration shall be conducted in the state where Catalyst Innovations/Elevate is incorporated. The decision of the arbitrator shall be final and binding upon the parties.

You agree that any legal action or proceeding between Catalyst Innovations/Elevate and you for any purpose concerning these Terms or the parties' obligations hereunder shall be brought exclusively in a federal or state court of competent jurisdiction sitting in the state where Catalyst Innovations/Elevate is incorporated.

12. Changes to Terms

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material, we will provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

By continuing to access or use our Services after any revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, you are no longer authorized to use the Services.

13. Miscellaneous

13.1. Severability

If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. The invalid or unenforceable provision will be replaced by a valid, enforceable provision that most closely matches the intent of the original provision.

13.2. Entire Agreement

These Terms constitute the entire agreement between us regarding our Services, and supersede and replace any prior agreements, oral or otherwise, that we might have had between us regarding the Services.

13.3. Waiver

No waiver of any term of these Terms shall be deemed a further or continuing waiver of such term or any other term, and our failure to assert any right or provision under these Terms shall not constitute a waiver of such right or provision.

13.4. Assignment

You may not assign or transfer your rights or obligations under these Terms without our prior written consent. We may assign our rights and obligations under these Terms to any party at any time without notice to you.

14. Contact Us

If you have any questions about these Terms, please contact us:

- By email: support@mycatalystinnovations.com