

G3 Knows Terms of Use

User agreement for the G3 Knows app and client portal

Between you and G3 Roofing and Construction LLC, for itself and the G3 Companies listed in Section 18.
Version: **Terms-v1**

These Terms of Use ("Terms") apply to G3 Knows, including g3-pm-tools.fly.dev, client portals, and related pages and messages (the "App"). "G3" means G3 Roofing and Construction LLC and the G3 Companies. "G3 Parties" means G3 and its owners, officers, employees, agents, contractors, affiliates, and subsidiaries.

1. Accepting These Terms

By clicking "I Agree" or using the App, you agree to these Terms. You must be at least 18 years old. The App is not meant for children, and we do not knowingly collect information from children. We may update these Terms by posting a new version in the App and notifying you; for material changes, we will ask you to accept again before you continue. Changes apply going forward only.

2. Signed Agreements Control

The App is a tool for viewing, signing, and managing documents. It is not a contract for any work. If you sign a service agreement, G3 Marketing Agreement, subcontract, or other agreement with G3, that agreement governs that job and controls over these Terms if they conflict.

3. Role-Specific Terms

Everyone who uses the App accepts these Terms. The part below that matches your role also applies to you, and the App shows it to you when you first sign in.

- **Clients:** the electronic records consent in Section 4 covers your project records. Text messages are separate and optional under Section 8, and you can use the App without them.
- **Subcontractors and vendors:** your signed subcontract or vendor agreement controls over these Terms if they conflict. Nothing in the App makes you G3's employee or agent, and signing codes are sent only to your own contact information on file. Lien waivers use the Texas statutory forms, and an unconditional waiver may not be signed until your payment has cleared.
- **Staff, project managers, and owners:** you are also bound by the separate G3 Knows Staff Use Policy.

4. Electronic Records, Signatures, and Notices

You agree to do business with G3 electronically. This consent covers all records about your use of the App and your relationship with G3, including agreements, change orders, design approvals, estimates, invoices, lien waivers, receipts, disclosures, and notices. Your electronic signature, including one verified by a one-time code, is as binding as a handwritten one.

- **Paper copies:** you may ask for a paper copy of any record at no charge by emailing admin@g3knows.com or calling 945-300-9018.
- **Withdrawing consent:** contact us the same way at any time, at no charge. Withdrawal applies going forward only, does not affect records already provided or signed, and means future documents will be handled on paper, which may slow scheduling or service.
- **Updating your contact information:** update your profile in the App or email us.
- **What you need:** an internet-connected device, a current version of Chrome, Safari, Edge, or Firefox, a working email account, and a PDF viewer that can open, save, and print PDF files. If these needs change in a way that could keep you from accessing your records, we will tell you, and you may withdraw consent at no charge.

By clicking "I Agree," you confirm that you can open and save these Terms in electronic form, which shows you can access the records we will provide.

5. Your Account

Keep your login and one-time codes private and do not share them. You are responsible for activity on your account, and G3 may treat a code-verified action as yours. Tell us right away at admin@g3knows.com if you suspect unauthorized use.

6. Information Is for Convenience

Designs, drawings, renderings, Street View and map images, measurements, estimates, quotes, schedules, reminders, and any AI-assisted content in the App are illustrative, may be inaccurate or out of date, and are not guarantees. Your final price, scope, and schedule are only those in your signed agreement or invoice. **The App is not monitored around the clock and is not for emergencies. In an emergency, call 911.**

7. Your Content

You own the photos, documents, and other content you upload. You give the G3 Parties a non-exclusive, royalty-free license to store, copy, display, and use that content only as needed to provide and document our services, keep records, and meet legal duties. You confirm you have the right to upload it and that it does not violate anyone's rights or the law. These Terms do not give G3 any right to use your content for marketing; that happens only under a separate signed G3 Marketing Agreement. Keep your own copies of anything important.

8. Text Messages

We send text messages only if you separately opt in. Message frequency varies, and message and data rates may apply. Reply STOP to opt out or HELP for help; consent to texts is never a condition of purchase.

9. Privacy

What we collect: your name, email, and phone number; property address and map data; photos and documents; signatures and signing records; payment records (card details are processed by our payment provider); and device data such as IP address, browser type, and one-time code verification logs. **How we use it:** to provide, schedule, and support our services, send messages you request or opt in to, process signatures and payments, keep the App secure, keep records, and follow the law. **We do not sell your**

personal information. We do not share mobile numbers or text opt-in data with third parties or affiliates for their marketing or promotional purposes. We share information only with the G3 Companies and with service providers that help us run the App and our services (such as hosting, maps, messaging, email, and payments), when you direct us, and as the law requires or to protect rights and safety. We keep information as long as needed for these purposes and for legal recordkeeping. No system is perfectly secure. For questions or requests about your information, contact admin@g3knows.com.

10. Third-Party Services

The App uses services from other companies, including Google, Twilio, Square, email providers, and hosting providers. Those services are governed by their own terms and privacy policies, and G3 is not responsible for their outages, errors, or acts. The App includes Google Maps features and content; your use of them is subject to the then-current Google Maps/Google Earth Additional Terms of Service (maps.google.com/help/terms_maps) and Google Privacy Policy (policies.google.com/privacy).

11. Acceptable Use

You may not use the App unlawfully, access anyone else's account or data, reverse engineer, scrape, or copy the App or its content, upload malware, or interfere with the App's operation or security.

12. Disclaimer of Warranties

THE APP AND ITS CONTENT ARE PROVIDED "AS IS" AND "AS AVAILABLE." TO THE FULLEST EXTENT TEXAS LAW ALLOWS, THE G3 PARTIES DISCLAIM ALL WARRANTIES ABOUT THE APP, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, AND NON-INFRINGEMENT, AND DO NOT PROMISE THAT THE APP WILL BE UNINTERRUPTED, SECURE, OR ERROR-FREE.

This disclaimer applies only to the App. Any warranty for work G3 performs is stated in your signed agreement and provided by law.

13. Limitation of Liability and Release, Including G3's Own Negligence

TO THE FULLEST EXTENT TEXAS LAW ALLOWS, YOU RELEASE THE G3 PARTIES FROM, AND AGREE THEY ARE NOT LIABLE FOR, ANY CLAIM OR LOSS ARISING FROM YOUR USE OF OR INABILITY TO USE THE APP, INCLUDING INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, LOST PROFITS, DATA LOSS, DOWNTIME, DELAYS, ERRORS OR INACCURATE CONTENT, UNAUTHORIZED ACCESS, AND THIRD-PARTY SERVICES, EVEN IF CAUSED IN WHOLE OR IN PART BY THE SOLE, JOINT, OR CONCURRENT NEGLIGENCE, STRICT LIABILITY, OR OTHER FAULT OF ANY G3 PARTY. THE G3 PARTIES' TOTAL LIABILITY FOR ALL CLAIMS RELATED TO THE APP WILL NOT EXCEED THE GREATER OF THE AMOUNT YOU PAID G3 TO USE THE APP (THE APP IS FREE, SO USUALLY \$0) OR \$100.

This section does not limit liability for gross negligence, willful misconduct, or fraud, or any liability or right that the law does not allow to be limited or waived, including your rights under the Texas Deceptive Trade Practices Act. It does not change G3's duties, warranties, or remedies for work under a signed service agreement, which that agreement governs.

14. Your Responsibility

You agree to defend, indemnify, and hold harmless the G3 Parties from third-party claims, losses, and costs, including reasonable attorney's fees, arising from your misuse of the App, false information you provide, content you upload, or your violation of these Terms or the law.

15. Suspension and Termination

G3 may suspend or end your access at any time, including for misuse or security reasons. You may stop using the App at any time and ask us to close your account. G3 keeps signed documents and records as the law and its recordkeeping require. Sections 2 through 4 and 6 through 17 continue after access ends.

16. Texas Law and Venue

Texas law governs these Terms. To the extent the law allows, any dispute about the App will be brought in the state or federal courts for Denton County, Texas.

17. General

If any part of these Terms is unenforceable, the rest still applies. These Terms, together with any signed agreement with G3, are the entire agreement about your use of the App. G3 not enforcing a term is not a waiver. G3 may transfer these Terms to a G3 Company or successor.

18. G3 Companies and Contact

G3 Companies: G3 Roofing and Construction LLC, also doing business as G3 Construction, G3 Restoration, G3 Lighting, Beacon Home Services, and G3 Exteriors; CMDR Restoration LLC; and G3 Lawn and Landscaping LLC.

Contact: G3 Roofing and Construction LLC, Argyle, TX 76226 · 945-300-9018 · admin@g3knows.com