



Terms of Service for Businesses

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1. Service Description

RateBridge is a platform that connects businesses with verified reviewers to facilitate genuine Google reviews. All reviewers use real, aged Google accounts (minimum 2 years old). RateBridge acts solely as an intermediary.

2. Payment Policy

All payments are final. Once a campaign order is placed and payment is confirmed, no refunds will be issued under any circumstances. By completing checkout, the business agrees to this no-refund policy.

3. 30-Day Replacement Guarantee

If a Google review is removed by Google within 30 days of posting, RateBridge will provide one free replacement review at no additional cost. This replacement is the sole remedy available. No refunds, credits, or additional compensation will be provided under any circumstances. After 30 days, no replacement or compensation will be offered.

4. Review Quality & Rating

All reviews are written by real human reviewers, must meet a minimum of 50 characters, and are manually verified by RateBridge admin before approval. All reviewers are required to leave a positive review as part of the task. The overall Google rating of your business will improve based on the reviews delivered. However, the final rating depends on the totality of all existing reviews on your profile and is subject to Google's own calculation. Businesses may provide custom instructions (keywords, tone, prohibited phrases) during campaign setup.

5. Google's Role

RateBridge has no control over Google's algorithms, policies, or decisions regarding reviews. Google may remove reviews at its discretion. RateBridge is not liable for any reviews removed by Google after the 30-day replacement window.

6. Campaign Policy

Campaigns cannot be cancelled, paused, or modified after payment. The campaign will run to completion as ordered. Photo uploads for Premium campaigns must be provided during setup — the number of photos must exactly match the number of reviews ordered.

7. Referral Program

The business referral bonus is credited only after the referred business places and pays for their first campaign order — registration alone does not qualify. Referral abuse (fake businesses, self-referrals, or any attempt to manipulate the referral system) will result in immediate account suspension and forfeiture of any accrued referral discounts.

8. Dispute Resolution

In the event of a dispute, RateBridge will provide evidence of campaign delivery including timestamps, approved review links, and admin logs. Any chargeback or payment dispute initiated without prior communication with RateBridge support will result in immediate account suspension and reporting to Stripe.

9. Account Suspension

RateBridge reserves the right to suspend any business account found to be abusing the platform, initiating fraudulent chargebacks, or violating these terms.

10. Governing Law

These terms are governed by applicable international law. Any disputes will be resolved through binding arbitration in accordance with internationally recognized commercial arbitration rules.