

12-month agreement

The agreement a public buyer signs for zeepler. Print it, or download the PDF from Procurement, fill in the details below, and attach the terms of service and privacy policy PDFs downloaded on the start date.

Last reviewed 2026-10-21

This agreement has not yet been reviewed by a lawyer. It describes what zeepler actually does, and every statement about our systems is traced to its code or live configuration. It will be reviewed by a lawyer. A reviewed version applies only to agreements signed after it is published.

The parties

This agreement is between **Bates Solutions Inc.**, a British Columbia company that operates zeepler (“we”), and the customer named below (“you”).

Customer (legal name)

zeepler account email

Purchase order number

Start date

End date (12 months later)

1. Term

This agreement runs for 12 months, from the start date to the end date above, and then ends. It does not renew by itself: to continue, we sign a new agreement with a new purchase order, at the rates published then.

2. The service

zeepler's label API, as its [documentation](#) describes. Our [terms of service](#) and [privacy policy](#), as published on the start date and attached to this agreement, also apply. Where they differ from this agreement, this agreement wins.

3. Rates

Labels in a month	Per label (CAD)
First 100 each month	Free
101–10,000	\$0.01
Above 10,000	\$0.005

Each rate applies only to the labels in its band. Each successful call to the label endpoint is one label. These rates are fixed for the term. There is no minimum spend, no setup fee and no licence fee.

4. Invoices and payment

We invoice you monthly, in arrears, in Canadian dollars, by email to the account above. Each invoice for a month the purchase order covers carries its number. We never charge a card on your account. Payment is due 30 days after the invoice date.

5. What we commit to

- **Availability:** we target 99.5% a month and [publish the measured figure](#). This is a target, not a service-level agreement, and there are no service credits.
- **Support:** email info@zeepler.com, business days, Pacific time. First reply within 2 business days.
- **API versions:** a released version stays available for at least 12 months after its replacement is announced, and you are emailed when that happens.
- **If zeepler closes:** at least 90 days' notice.

6. Your data

The data you send to generate a label is used for that and then discarded: we do not store it or log it. What we do keep, and for how long, is in the privacy policy, and how it is protected is on the [Security](#) page.

7. Ending early

Either of us may end this agreement at any time by giving the other 30 days' written notice, by email. There is no exit fee. You pay for the labels generated up to the day it ends. If we end it because zeepler is closing, we give the 90 days' notice in section 5 instead.

8. Liability

Our total liability under this agreement is limited to the fees you paid us under it in the 12 months before the claim arose. This does not limit any liability that the law does not allow to be limited.

9. Changes and governing law

A change to this agreement needs both of us to agree in writing. A newer version of this page does not change an agreement already signed. This agreement is governed by the laws of British Columbia and the federal laws of Canada that apply there.

Signed

For Bates Solutions Inc.

Name and title

Signature

Date

For the customer

Name and title

Signature

Date
