

Terms of service

The terms you agree to when you use zeepler: what we commit to, how billing works, and what we ask of you.

Last reviewed 2026-10-21

These terms have not yet been reviewed by a lawyer. They describe what zeepler actually does, and every statement about our systems is traced to its code or live configuration. They will be reviewed by a lawyer, and any change will be announced to every account. Nothing here limits your rights under the law that applies to you.

Who you are dealing with

zeepler is provided by Bates Solutions Inc., a British Columbia company. “You” means the person or organisation that holds the account. By creating an account, signing in or using the API, you agree to these terms and to our [privacy policy](#).

Your account and keys

Keep your password and API key secret. You are responsible for what is done with your key. If it may have leaked, replace it in the dashboard: the old key stops working.

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 every account is emailed when that happens.
- **If zeepler closes:** at least 90 days' notice to every account.

Prices and billing

Prices are those on the [pricing page](#), in Canadian dollars. Each successful call to the label endpoint counts as one label. Without a card, an account can generate 10 labels a month and is refused after that, except a Government account, which is invoiced and has no cap. With a card on file, the first 100 labels each month are free, and the rest are charged to the card monthly, in arrears.

An invoice is due 14 days after it is issued, unless your account has other terms. We will email every account before a price change takes effect.

Government accounts

A Government account is always invoiced, never charged to a card, in Canadian dollars, with your purchase order number on each invoice it covers. Payment is Net 30 unless your account is set up with other terms, and there is no minimum spend. A Government account can also sign our [12-month agreement](#), which fixes its rates for the term. To set one up, email info@zeepler.com with your purchase order.

Limits

- You can set a spending alert and an optional hard limit in the dashboard. At the limit the API stops generating labels until the next month or until you raise it. Adding your first card sets a \$50 monthly limit, unless you have already set a limit or an alert of \$50 or more.
- Requests that arrive faster than the service can take are refused with a 429: wait and try again. No account may make more than 60 requests a second or 600 a minute, and the service's shared capacity can refuse a busy account sooner.

Unpaid invoices

We email a reminder 7 and 21 days after an invoice is due. At 30 days your account is disabled and its API key stops working. It is switched back on within an hour of the invoice being paid. This does not apply to Government accounts.

Acceptable use

Do not use zeepler:

- for anything unlawful;
- to get around the free allowance, the spending limits or the request limits, for example with several accounts;
- to probe, attack or overload the service, or to reach another customer's data;
- by publishing or sharing your API key.

We may disable an account that does, and will tell you why by email.

Your labels

Your label data is yours. We use it only to generate the label and do not store it. You are responsible for what you put on a label, and for checking that a printed label is correct before anyone relies on it.

Closing your account

You can close your account at any time by emailing info@zeepler.com. Labels generated before then are still payable, and we handle your personal information as the privacy policy describes.

No other promises

zeepler is provided as it is. Beyond the commitments on this page, we do not promise that it will be uninterrupted or free of errors.

Changes and governing law

We will email every account before a change to these terms takes effect. These terms are governed by the laws of British Columbia and the federal laws of Canada that apply there.