

Terms of Service

Reputo | Last updated: 1 October 2026

1. Introduction

These Terms of Service ("Terms") are a legally binding agreement between you ("you", "your" or "User") and K.N. Fernando and D. Srikrishna, operating as a partnership, ABN 42 455 003 652, trading as Reputo ("Reputo", "we", "us" or "our"). They govern your access to and use of the Reputo platform and all associated services (the "Platform"). By accessing or using the Platform, you confirm that you have read and understood these Terms and agree to be bound by them. If you do not agree, you must not use the Platform.

2. Eligibility

You must be at least eighteen (18) years old, or the age of majority in your jurisdiction, and have the legal capacity to enter into a binding contract. If you use the Platform on behalf of a business or other legal entity, you confirm that you are authorised to bind that entity to these Terms.

3. User Accounts

To use certain features you may need to register for an account. You agree to provide accurate, current and complete information, and to keep it up to date. You are responsible for keeping your login details secure and for all activity under your account. Tell us immediately at contact@reputo.com.au if you suspect unauthorised use or a security breach. We may suspend or terminate any account that we reasonably believe is in breach of these Terms.

4. Description of the Service

Reputo provides a platform where Users can document, organise, maintain and display a record of their professional creative work and their professional reputation, including through reviews from their clients. We provide the tools to do this. We do not guarantee that using the Platform will lead to any particular outcome, including work, clients, engagements or income.

5. User Content

You keep all ownership rights in the content you submit, upload or display on the Platform, including images, text, work records and other materials ("User Content").

You grant Reputo a non-exclusive, worldwide, royalty-free licence to host, store, reproduce, display and otherwise use your User Content, and to sub-license it to our service providers, solely to operate, provide and promote the Platform. This licence ends within a reasonable period after you remove the User Content or close your account, except that copies may remain in routine backups for a limited time and content that other Users have already lawfully shared or relied on may remain visible in the context of their own records.

You confirm that:

- (a) you own, or have all necessary rights, licences and permissions to submit, the User Content and to grant the licence above;
- (b) the User Content does not infringe the intellectual property, privacy, moral or other rights of any third party; and
- (c) the User Content is not unlawful, false, misleading, defamatory, obscene or otherwise objectionable.

We may, but are not obliged to, review, monitor or remove any User Content at our discretion.

6. Client Reviews

Users who provide services (“Providers”) can invite their clients to leave a review. Reputo sends the invitation by email, and it contains a private link. A person who submits a review through that link is a “Client”, and what they submit is a “Review”. The email address the invitation was sent to is tied to the Client’s Reputo account, which the Client creates using the sign-up page.

If you are a Provider, you must:

- (a) invite only real clients you have actually dealt with, using an email address that the Client gave you or that you otherwise have the Client’s permission to use for this purpose;
- (b) not choose whom to invite in a way that gives a misleading picture of your work, for example by inviting only clients you expect to be happy;
- (c) not write, alter or pay for a Review, offer a reward or discount for one, or pressure a Client to give a particular rating;
- (d) not use a review link to review yourself, or let anyone connected to you do so; and
- (e) make sure you have the right to give us each Client’s email address.

If you are a Client, you agree that:

- (a) you are at least eighteen (18) years old;
- (b) your Review is honest, based on your genuine dealings with the Provider, and your own opinion;
- (c) you have not been paid or rewarded for it, unless the Review says so;
- (d) it is not defamatory, misleading, harassing or discriminatory, and does not include another person’s private information;
- (e) you will keep your link private and not share it; and
- (f) you will enter your real name, your name and Review will be shown on the Provider’s public profile, you have read our Privacy Policy, you agree to these Terms by submitting a Review, and you give Reputo the licence in clause 5 for your Review as if it were User Content.

Reputo does not check that a Review is accurate and does not endorse it. A Review is the Client’s own statement, not Reputo’s. A Client cannot edit a Review after submitting it, but can contact us at contact@reputo.com.au to ask for it to be corrected or removed. Fake, incentivised or misleading reviews may also breach the Australian Consumer Law. We may remove a Review, disable a review link, or suspend an account if we reasonably believe this clause has been breached.

A Provider can choose which Reviews to show in their portfolio and can hide a Review from it. A Provider cannot hide a Review from the post page, which lists all of that Provider’s Reviews. Hiding a Review from a portfolio does not delete it. A Provider must not use this feature to give a misleading picture of their work, for example by hiding fair criticism. We may restore a Review to a portfolio, or limit a Provider’s use of this feature, if we reasonably believe it is being misused. Providers cannot reply to Reviews on the Platform at present.

If you are a Provider and believe a Review breaks these Terms or is inaccurate, contact us at contact@reputo.com.au with the Review and your reasons. We will assess the report in good faith and may remove the Review, keep it, or ask the Client for more information. Reputo is not a party to any dispute between a Provider and a Client and does not resolve those disputes.

7. Acceptable Use

You must not, in connection with your use of the Platform:

- (a) break any law or regulation;
- (b) submit false, misleading or fraudulent information about your work, identity or professional history;
- (c) impersonate any person or entity, or misrepresent your affiliation with one;
- (d) access, scrape, harvest or collect data from the Platform by automated or unauthorised means;

- (e) interfere with, disrupt or compromise the security, integrity or proper functioning of the Platform;
or
- (f) use the Platform for any unlawful, harmful or unauthorised purpose.

8. Intellectual Property

The Platform, including its design, layout, software, source code, branding, trade marks, the “Reputo” name and all content created by or for Reputo (excluding User Content), is owned by or licensed to Reputo and protected by intellectual property laws. Apart from the limited right to use the Platform in line with these Terms, nothing in these Terms gives you any right, title or interest in our intellectual property.

9. Third-Party Services

The Platform may link to or work with third-party websites, applications or services. We do not control them and are not responsible for their content, policies or practices. You use them at your own risk and subject to the third party’s own terms.

10. Availability of the Platform

We aim to keep the Platform available and working, but we do not promise that access will be uninterrupted, timely, secure or error-free. We may change, suspend or discontinue any part of the Platform, and carry out maintenance that temporarily affects availability. Where we intend to discontinue the Platform entirely, we will take reasonable steps to give you notice and a reasonable opportunity to export your User Content.

11. Australian Consumer Law

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right or remedy you have under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) or any other law that cannot lawfully be excluded, restricted or modified. Where the law allows us to limit our liability for a failure to meet a consumer guarantee, our liability is limited, at our option, to resupplying the services or paying the cost of having them resupplied.

12. Limitation of Liability

To the maximum extent permitted by law, and subject to clause 11:

- (a) Reputo is not liable for any indirect, incidental, special, consequential or punitive loss or damage, or for any loss of data, profits, revenue or business, arising from your use of, or inability to use, the Platform;
- (b) Reputo is not liable for User Content, Reviews submitted by Clients, or any dealings between Providers and Clients; and
- (c) our total liability arising out of or in connection with these Terms or the Platform is limited to the greater of the total amount you paid us in the twelve (12) months before the event giving rise to the liability and AUD \$100.

13. Indemnity

You agree to compensate Reputo for any loss, damage, cost or expense (including reasonable legal costs) that we suffer because of a claim by a third party arising from your User Content, the Reviews you submit or invite, or your breach of these Terms or of the law. This does not apply to the extent that the loss was caused by our negligence or breach of these Terms.

14. Fees

The Platform is free to use on our standard plan. Reputo Pro ("Pro") is an optional paid plan, available from 2 October 2026. Pro is free during a trial period that runs until 30 November 2026. You do not need to give payment details to start the trial. Before the trial ends we will tell you how to continue with Pro, and you will not be charged unless you choose to continue and give us payment details.

After the trial, if you choose to continue, Pro costs AUD \$25.00 per month or AUD \$230.00 per year, depending on the plan you choose, and both prices include GST. You pay in advance, and your subscription renews automatically at the end of each billing period until you cancel. You can cancel at any time before your next billing date, and you will not be charged for the next period. We do not give refunds for a billing period that has already started, except where the Australian Consumer Law or another law requires it. Nothing in this clause limits your rights under the Australian Consumer Law. If we move a feature from the free plan to Pro, we will give you at least 30 days' notice.

15. Term and Termination

You may stop using the Platform and close your account at any time. We may suspend or terminate your access, in whole or in part, if you breach these Terms or if we reasonably consider it necessary to protect the Platform or other Users. Where reasonably practicable and lawful, we will tell you why. When your access ends, your right to use the Platform ends immediately. We will retain or delete your User Content after termination as set out in our Privacy Policy and as the law requires. Clauses that by their nature should survive termination continue to apply.

16. Privacy

Our collection, use and disclosure of personal information is governed by our Privacy Policy, which forms part of these Terms.

17. Amendments

We may amend these Terms from time to time. If we make a material change, we will notify you by email or through the Platform at least 14 days before it takes effect, unless the change is needed sooner to comply with the law. If you keep using the Platform after the amended Terms take effect, you accept them. If you do not accept them, you may close your account.

18. General

Entire agreement. These Terms and the Privacy Policy are the whole agreement between you and us about the Platform.

Severability. If any part of these Terms is unenforceable, the rest continues to apply.

Waiver. A failure or delay in exercising a right is not a waiver of it.

Assignment. You may not transfer your rights under these Terms without our written consent. We may transfer ours in connection with a sale, merger or restructure of our business.

Relationship. Nothing in these Terms makes you our partner, agent, employee or joint venturer.

Notices. We may give you notice by email to the address on your account or through the Platform. You may give us notice at contact@reputo.com.au. An email is taken to be received on the next business day after it is sent.

19. Governing Law and Jurisdiction

These Terms are governed by the laws of Victoria, Australia. You submit to the non-exclusive jurisdiction of the courts of Victoria and the Commonwealth courts sitting there, and the courts that hear appeals from them.

20. Contact

Questions or notices about these Terms can be sent to contact@reputo.com.au. Reputo, ABN 42 455 003 652.