

ContractWell Terms of Service

Effective Date: May 2025

Last Updated: May 2025

These Terms of Service ("Terms") govern your access to and use of the ContractWell.com website ("Site"), operated by ContractWell Corp. ("ContractWell," "we," "us," or "our"), including the digital legal templates and related services provided through our Shopify-hosted platform. By accessing or using our website, purchasing our products, or interacting with us in any way, you agree to be bound by these Terms and our Privacy Policy.

If you do not agree to these Terms, please do not use our website or services.

1. Use of Our Website

You must be at least 18 years old to access or use our website. By using our website, you represent and warrant that you are at least 18 years of age and capable of entering into a legally binding agreement.

You agree to use this website and any digital products purchased from us solely for lawful purposes and in accordance with these Terms. You may not use our content or services in a way that violates any applicable local, national, or international laws or regulations.

We reserve the right to refuse service, terminate accounts, and cancel orders at our discretion, including if we believe your conduct violates these Terms or is otherwise harmful to our interests.

2. Digital Products and Licenses

When you purchase a digital legal template from ContractWell, you are granted a limited, non-exclusive, non-transferable, revocable license to use the template solely for your own internal business or personal use. This license permits a single user or organization to adapt and implement the document within their own operations. The templates are not licensed for resale, distribution, sublicensing, public posting, or use on behalf of third parties unless expressly authorized in writing by ContractWell.

You may customize the template to fit your specific needs, but you may not claim the document as your own original work. Any derivative works you create from the templates must retain the original copyright and proprietary notices. Unauthorized reproduction, distribution, or misuse of our templates is strictly prohibited and may result in legal action.

All rights not expressly granted to you in these Terms are reserved by ContractWell. Your purchase includes access to the editable template file and, where applicable, a clause cheat sheet designed to support ease of use and implementation.

All products are delivered digitally. No physical goods will be shipped. Please note that due to the nature of digital products, all sales are final once the download link is provided, and we do not offer refunds or exchanges.

When you purchase a digital legal template from ContractWell, you are granted a limited, non-exclusive, non-transferable license to use the template for your own business or personal use. You may modify the template to suit your needs, but you may not resell, sublicense, or redistribute the template in any form.

Your purchase includes access to the template file and a supplementary clause cheat sheet where applicable. No physical products will be shipped. All purchases are final, and no refunds are offered once a download link has been provided.

3. No Legal Advice

The templates offered by ContractWell are designed to provide a general legal framework based on common business scenarios. However, they are not tailored legal advice and should not be considered a substitute for advice from a licensed lawyer.

Your use of any ContractWell template does not create a lawyer-client relationship. We encourage you to consult with a licensed lawyer in your jurisdiction to ensure any contract you use complies with applicable laws and addresses your specific needs.

4. Intellectual Property

All content on this website—including text, graphics, logos, templates, and software—is the property of ContractWell Corp. or its content suppliers and is protected by copyright, trademark, and other intellectual property laws.

You may not reproduce, duplicate, copy, sell, or exploit any portion of the website or its contents without express written permission from us.

5. Payment and Pricing

All prices are listed in your selected currency and are subject to change without notice. We reserve the right to adjust prices, introduce new products, or discontinue products at any time. Payments are securely processed through Shopify or third-party providers such as PayPal, Stripe, and Apple Pay.

By making a purchase, you represent that you are authorized to use the chosen payment method and that all billing information is accurate.

6. Refund Policy

All sales are final. Due to the digital nature of our products and the immediate access provided upon purchase, we do not offer refunds or exchanges. Upon completing a transaction, you are granted instant access to digital legal templates that cannot be returned. As such, our products fall under exemptions to

refund obligations provided for digital content under consumer protection legislation in various jurisdictions, including Canada and the United States.

By purchasing from ContractWell, you acknowledge that you are waiving your right to a refund under applicable consumer protection laws once the download or streaming of the digital content has begun. Please review all product descriptions carefully before purchasing. If you have any questions prior to purchase, we encourage you to reach out to us at contract.well@contractwell.ca for clarification.

All sales are final. Due to the digital nature of our products and the immediate access provided upon purchase, we do not offer refunds or exchanges. Please review product descriptions carefully before purchasing, and reach out to us at contract.well@contractwell.ca with any questions.

7. User Accounts and Conduct

You may be required to create an account to access certain features or download purchased templates. You are responsible for maintaining the confidentiality of your account credentials and for all activities under your account.

You agree not to engage in any activity that could disrupt or interfere with the functioning of our website, including the introduction of malicious code or unauthorized data extraction.

8. Third-Party Services and Links

Our website may contain links to third-party websites or services that are not owned or controlled by ContractWell. We are not responsible for the content, policies, or practices of these third parties.

You acknowledge that you access and use third-party services at your own risk. We recommend reviewing their terms and privacy policies before engaging with them.

9. Your Communications

Any communications made through our contact forms, blog, blog comments, newsletter sign-up, or direct correspondence—whether via phone, mail, or email—are not considered confidential or privileged, and no fiduciary, confidential, or special relationship is created as a result of such submissions. You understand and agree that any information you transmit may be accessed, viewed, or distributed by others.

We reserve the right to remove, edit, or republish any submission, in whole or in part, at our sole discretion, including if it is reasonably necessary in the course of our business or to maintain the integrity of our website. By submitting content or communications through our platforms, you grant us a non-exclusive, royalty-free, perpetual, and worldwide license to use, reproduce, distribute, and display the content in connection with our business operations.

You agree not to submit communications that are illegal, defamatory, obscene, threatening, harassing, or otherwise objectionable. We also reserve the right to moderate and remove any user-generated content that violates these standards. For more on how we store and manage personal data included in communications, please refer to our Privacy Policy.

Any communications made through our contact forms, blog, blog comments, newsletter sign-up, or direct correspondence—whether via phone, mail, or email—are not considered confidential or privileged. These communications may be viewed, stored, or distributed by third parties.

We reserve the right to republish or use submissions, in whole or in part, as reasonably necessary in the course of our business. You retain copyright of your submissions but grant us a non-exclusive license to use, reproduce, and distribute them in connection with our business.

You agree not to submit communications that are unlawful, libelous, defamatory, obscene, abusive, or otherwise inappropriate. For more on how we handle your personal data, please refer to our Privacy Policy.

10. Disclaimer

Our website, products, and related content are provided for general informational and educational purposes only. While we aim to provide practical and accessible legal templates, we make no guarantees as to their accuracy, suitability, or completeness for your specific circumstances, and they are not intended to replace professional legal advice.

We expressly disclaim all warranties, express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, and non-infringement. ContractWell will not be held liable for any loss, claim, or damages—direct, indirect, incidental, consequential, or punitive—that may arise from your use of, or inability to use, this website or our products, including but not limited to issues arising from third-party service failures, technical errors, or site outages.

You acknowledge and agree that we are not responsible for the functionality or reliability of third-party integrations, including but not limited to Shopify, PayPal, Stripe, email platforms, or cloud storage providers. These third-party platforms operate independently and may be subject to service disruptions or security vulnerabilities outside our control.

Additionally, we shall not be liable for any failure or delay in performance caused by events beyond our reasonable control, including but not limited to acts of God, war, terrorism, governmental restrictions, natural disasters, power outages, strikes, or other force majeure events.

From time to time, we may offer discounts or promotions. These may be modified or discontinued at any time without notice and are not retroactively applicable to prior purchases.

Although we strive to update our website and content regularly, we do not guarantee that all materials are current, complete, or free from error. Your use of our content and templates is undertaken at your own risk. If you become aware of any inaccuracies, we encourage you to notify us at contract.well@contractwell.ca.

Our website, products, and related content are provided for general informational and educational purposes only. While we aim to provide useful legal templates and resources, we cannot guarantee that they will meet your exact needs or be error-free.

We are not liable for any loss, claim, or damages—direct or indirect—that may arise from your use of this website or our products. This includes errors or issues related to payment processors or system malfunctions.

Results shared on this site are not guaranteed. If you require legal, financial, or medical advice, you should consult with a licensed professional in your jurisdiction. We expressly disclaim any responsibility for actions or decisions taken based on the use of our website or materials.

From time to time, we may offer discounts or promotions. These may be changed or discontinued at our discretion without notice. Offers are not retroactively applicable to past purchases.

Although we regularly update our website, we cannot guarantee that all materials are accurate or up to date. You understand that you use our content and templates at your own risk. If you identify an error, we welcome you to contact us at contract.well@contractwell.ca.

11. Changes to These Terms


We may update these Terms of Service at any time. Changes will be posted on this page with an updated effective date. Your continued use of our website and services after changes are posted constitutes your acceptance of those changes.

12. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein, without regard to conflict of law principles.

13. Contact Us

If you have any questions about these Terms, please contact us at:

 contract.well@contractwell.ca