Terms of Service

Enpro Labs - Zoho Marketplace Extensions

Last updated: 16 October 2026

1. Agreement and acceptance

These Terms of Service ("**Terms**") form an agreement between Enpro Labs (**ABN 57 230 933 932**) ("**Enpro Labs**", "**we**", "**us**", "**our**") and you, being the person or entity that installs or uses an Extension, and the organisation on whose behalf you act ("**you**", "**your**", the "**Customer**").

1.2 These Terms apply to every software extension, widget, connector, plug-in or related service that we publish for Zoho products, including every extension we list on the Zoho Marketplace (each an "**Extension**" and together the "**Extensions**"). The Extensions governed by these Terms are listed in **Schedule 1**. These Terms apply to each Extension you install, separately in respect of each Extension.

1.3 By installing, accessing or using an Extension, you accept these Terms and the Privacy Policy referred to in clause 10. If you do not accept these Terms, you must not install, access or use any Extension.

1.4 If you install or use an Extension on behalf of an organisation, you warrant that you are authorised to bind that organisation to these Terms, and these Terms bind that organisation.

1.5 Where a particular Extension is subject to additional or different terms, those terms are recorded against that Extension in Schedule 1, and to the extent of any inconsistency Schedule 1 prevails for that Extension.

2. Relationship with Zoho and the Zoho Marketplace

2.1 Zoho Corporation Pty Ltd and its affiliates ("**Zoho**") are not a party to these Terms, and these Terms do not create any obligation on, or liability of, Zoho.

2.2 Your use of Zoho CRM and any other Zoho product is governed by a separate agreement between you and Zoho. You must hold a current, validly licensed Zoho subscription of the edition required by an Extension in order to use that Extension. We are

not responsible for the availability, performance, security, data handling or pricing of any Zoho product.

2.3 Where an Extension is distributed through the Zoho Marketplace, the listing, purchase, payment, billing, invoicing, taxation, refund, cancellation and subscription-management processes for that Extension are operated by Zoho under Zoho's own terms and policies. We do not operate those processes and are not liable for them.

2.4 Nothing in these Terms limits, excludes or modifies any right you have against Zoho, or any right Zoho's own terms confer on you.

3. Description of the Extensions

3.1 Each Extension is software that operates within the Customer's own Zoho environment and performs the functions described in its Zoho Marketplace listing, its documentation and Schedule 1.

3.2 Some Extensions retrieve data from, or send data to, third-party or government services on the Customer's instruction. Clause 8 applies to those services.

3.3 We may modify, update, improve or discontinue any feature of an Extension. We will not make a change that materially reduces the core functionality of a paid Extension during a paid subscription period without giving the Customer reasonable prior notice.

4. Licence

4.1 Subject to these Terms, and to payment of any applicable fees, we grant the Customer a limited, non-exclusive, non-transferable, non-sublicensable, revocable licence to install and use each Extension the Customer has obtained, within the Customer's own Zoho organisation, for the Customer's internal business purposes, for the term of the Customer's subscription or, for a no-cost Extension, until terminated under clause 12.

4.2 The licence extends to the Customer's employees, officers and contractors who use the Extension in the course of the Customer's business through the Customer's Zoho organisation. The Customer is responsible for their acts and omissions as if they were the Customer's own.

4.3 All rights not expressly granted are reserved.

5. Restrictions

The Customer must not, and must not permit or assist any other person to:

A) sell, resell, licence, sublicense, distribute, publish, rent, lease, lend, or make an Extension available to any person outside the Customer's own Zoho organisation, or use an Extension to provide a service bureau, managed service or similar service to a third party;
B) copy, modify, adapt, translate, or create a derivative work of an Extension, except where strictly necessary for the Customer's permitted internal use;
C) reverse engineer, decompile, disassemble or otherwise attempt to derive the source code, structure or underlying ideas of an Extension, except to the extent that this restriction is prohibited by applicable law or that the act is permitted under Part III Division 4A of the Copyright Act 1968 (Cth);
D) remove, obscure, alter or falsify any proprietary notice, trade mark, copyright notice or attribution on or in an Extension;
E) circumvent, disable or interfere with any licence check, entitlement check, usage limit, security measure or authentication mechanism in an Extension, or access an Extension other than through the interfaces we provide;
F) use an Extension to transmit any malicious code, to gain unauthorised access to any system, or in a way that imposes an unreasonable or disproportionate load on our infrastructure or on any third-party service an Extension connects to, including by automated bulk querying beyond the Extension's intended use;
G) use an Extension in breach of the terms of use of any third-party or government service it connects to; or
H) use an Extension for any unlawful purpose, in breach of any applicable law, or in a way that is false, misleading or deceptive.

6. Customer obligations

6.1 The Customer must:

A) hold and maintain any registration, credential, key or account required by a third-party or government service that an Extension connects to on the Customer's behalf where applicable and must comply with the terms on which it is issued;
B) configure the Extension correctly, including any field mapping, and verify that the configuration produces the result the Customer intends before relying on it in production environment;
C) maintain its own backups of its Zoho data, and test any Extension that writes to its records in a sandbox or on non-critical records before deploying it across its organisation; and

D) keep its Zoho organisation secure, including by controlling which of its users may access and configure the Extension.

6.2 The Customer acknowledges that an Extension may create, modify or overwrite data in the Customer's Zoho organisation in accordance with the Customer's configuration and instructions, and that the Customer is responsible for the configuration and instructions it gives.

7. Intellectual property

7.1 Each Extension, including all software, source code, object code, interfaces, documentation, designs, text, graphics, trade marks and all intellectual property rights in them, is and remains owned by Enpro Labs or its licensors. These Terms grant a licence only and transfer no ownership to the Customer.

7.2 The Customer retains all right, title and interest in its own data, including the data held in its Zoho organisation. We claim no ownership of it.

7.3 If the Customer gives us feedback, a suggestion or a feature request, the Customer grants us a perpetual, irrevocable, worldwide, royalty-free licence to use it to develop and improve our products, without obligation or attribution. We will not identify the Customer as the source of feedback publicly without the Customer's consent.

8. Third-party services and data

8.1 Where an Extension retrieves data from a third-party or government service, that data is sourced from and controlled by the operator of that service, not by us.

8.2 We do not control, and to the maximum extent permitted by law make no representation or warranty as to, the accuracy, completeness, currency, reliability, suitability or availability of data obtained from any third-party or government service, or the availability or performance of that service.

8.3 The Customer must independently verify any data obtained through an Extension before relying on it for any legal, financial, taxation, compliance, identity verification or contractual purpose. An Extension is a convenience tool and is not a substitute for the Customer's own verification or for professional advice.

8.4 A third-party or government service may change, rate-limit, suspend or withdraw its service or its terms at any time. If that prevents an Extension from functioning, we may modify or discontinue the affected functionality under clause 3.3.

9. Fees, subscriptions and trials

9.1 Some Extensions are offered at no cost. Others require a paid subscription. The fees, billing cycle and included entitlements for an Extension are those stated in its Zoho Marketplace listing at the time of purchase.

9.2 Fees are set, collected, invoiced and refunded by Zoho through the Zoho Marketplace. Taxes, including GST where applicable, are handled through that process. We are not liable for any payment-processing error, billing dispute, failed renewal or refund decision made by Zoho, although we will assist the Customer in resolving it with Zoho.

9.3 Access to an Extension is tied to a current licence or subscription for the Customer's Zoho organisation. Where a subscription lapses, is cancelled, expires or is not renewed, or where a payment is not received, access to the Extension for that organisation may be suspended or discontinued without further notice.

9.4 Where we offer a free trial or a free tier, we may change or withdraw it at any time, and we may apply usage limits to it. A free trial is provided without any fee, and clauses 13 and 14 apply to it.

10. Privacy and Customer data

10.1 Our handling of personal information in connection with the Extensions is described in our Privacy Policy, which forms part of these Terms and is published at [INSERT PUBLIC URL].

10.2 The Extensions are designed so that the content of the Customer's records is not transmitted to us. Where an Extension records diagnostic, error or support logs, those logs are limited to the minimum information necessary to operate, secure and support the Extension, as described in the Privacy Policy. We do not sell or distribute that information.

10.3 The Customer is responsible for its own compliance with the **Privacy Act 1988** (Cth) and any other privacy, data protection or secrecy law that applies to it in respect of the data it processes using an Extension.

10.4 The Customer must not send us the personal information of its customers, contacts or personnel except to the extent reasonably necessary to obtain support and must minimise any such information it does send.

11. Support

11.1 We provide support for the Extensions by email to support@enprolabs.com.au. We will use reasonable endeavours to acknowledge and respond to a support request within a reasonable time.

11.2 Unless a service level is expressly stated in an Extension's listing, support is provided on a reasonable-endeavours basis. We do not commit to any uptime, response time or resolution time, and we do not warrant that any particular defect will be corrected.

11.3 We may decline to support an Extension that has been modified, used outside these Terms, or used in an environment or Zoho edition it is not documented to support.

12. Term, suspension and termination

12.1 These Terms commence, in respect of an Extension, when the Customer first installs or uses that Extension, and continue until terminated under this clause.

12.2 The Customer may terminate these Terms in respect of an Extension at any time by uninstalling it from the Customer's Zoho organisation and ceasing to use it. Uninstallation does not entitle the Customer to a refund of fees already paid, except where a refund is required by law or by Zoho's refund policy.

12.3 We may suspend or terminate the Customer's access to an Extension:

A) immediately, where the Customer breaches clause 5, where the Customer's use threatens the security, integrity or lawful operation of our systems, an Extension or a third-party service, or where required by law or by Zoho; or
B) where the Customer breaches any other provision of these Terms and fails to remedy the breach within fourteen (14) days after we notify the Customer of it, or immediately where the breach is not capable of remedy.

12.4 We may terminate these Terms, or discontinue an Extension, for convenience on not less than thirty (30) days' notice. Where we do so during a paid subscription period, we will provide a pro-rata refund of fees paid for the unexpired portion of that period.

12.5 On termination or expiry:

A) the licence in clause 4 ends immediately, the Customer must cease using and uninstall the Extension, and any licence key or credential issued to the Customer is revoked;
B) data already written into the Customer's own Zoho organisation by the Extension remains in the Customer's organisation and is unaffected; and
C) we will deal with information we hold in accordance with the retention provisions of the Privacy Policy.

12.6 Clauses 5, 7, 8, 10, 13, 14, 15, 16 and 17 survive termination, along with any other clause that by its nature is intended to survive.

13. Warranties, disclaimers and consumer guarantees

13.1 **Australian Consumer Law.** Nothing in these Terms excludes, restricts or modifies any guarantee, warranty, right or remedy conferred on the Customer by the Australian Consumer Law (Schedule 2 to the **Competition and Consumer Act 2010** (Cth) ("**ACL**") or any other law, to the extent that it cannot lawfully be excluded, restricted or modified. If the Customer is a "consumer" within the meaning of the ACL, the Customer has statutory guarantees that the Extension will be of acceptable quality and reasonably fit for any disclosed purpose, and the Customer may be entitled to a repair, replacement, refund or compensation for reasonably foreseeable loss. Those rights are not affected by anything in these Terms.

13.2 **Limitation of non-excludable guarantees.** Where section 64A of the ACL permits us to limit our liability for a failure to comply with a non-excludable statutory guarantee, and the Extension is not of a kind ordinarily acquired for personal, domestic or household use or consumption, our liability for that failure is limited, at our election, to:

A) replacing or resupplying the Extension;
B) repairing the Extension;

13.3 **Other warranties excluded.** Subject to clauses 13.1 and 13.2, and to the maximum extent permitted by law, each Extension is provided on an "as is" and "as available" basis,

and we exclude all other warranties, conditions, representations and terms, whether express, implied, statutory or otherwise, including any implied warranty of merchantability, fitness for a particular purpose, accuracy or non-infringement. In particular, and subject to clauses 13.1 and 13.2, we do not warrant that an Extension will be uninterrupted, timely, secure, error-free or free of defects, that it will meet the Customer's requirements, that any defect will be corrected, or that data obtained through it will be accurate, complete or current.

14. Limitation of liability

14.1 Subject to clauses 13.1 and 13.2, and to the maximum extent permitted by law:

A) our aggregate liability to the Customer for all claims arising out of or in connection with these Terms or an Extension, whether in contract, tort (including negligence), under statute, in equity or otherwise, is limited to the greater of the fees actually paid by the Customer for that Extension in the twelve (12) months immediately preceding the first event giving rise to the liability, and one hundred Australian dollars ($100); and

B) we are not liable for any indirect, special, incidental, punitive or consequential loss or damage, or for any loss of profit, revenue, business, opportunity, anticipated saving, data, reputation or goodwill, or for any loss arising from a third-party service's unavailability, inaccuracy or change, in each case however arising and even if we were advised of the possibility of it.

14.2 For clarity, and subject to clauses 13.1 and 13.2, where an Extension is supplied at no cost, the cap in clause 14.1(a) is one hundred Australian dollars ($100).

14.3 Our liability is reduced to the extent that the Customer's act, omission, misconfiguration or failure to mitigate caused or contributed to the loss.

14.4 The Customer must notify us of any claim under these Terms within twelve (12) months after the Customer first becomes aware of the circumstances giving rise to it, except where a longer period is required by law.

14.5 Each limitation in this clause applies to the maximum extent permitted by law and is severable. If a limitation is held unenforceable, the remaining limitations continue to apply.

15. Indemnity

The Customer indemnifies us against any loss, liability, damage, cost or expense (including reasonable legal costs on a solicitor-client basis) that we incur arising out of or in connection with:

A) the Customer's breach of these Terms, including clause 5 or clause 6;
B) the Customer's use of an Extension in breach of any applicable law or in breach of the terms of any third-party or government service; or
C) any claim by a third party, including an individual whose personal information the Customer processes, arising from the Customer's handling of data using an Extension, except to the extent that the loss was caused by our own breach of these Terms, negligence or wilful misconduct.

16. Governing law and jurisdiction

16.1 These Terms are governed by the laws of the State of Queensland, Australia.

16.2 Each party submits to the non-exclusive jurisdiction of the courts of Queensland and the courts competent to hear appeals from them.

16.3 Before commencing proceedings, other than for urgent interlocutory relief, a party must first notify the other party of the dispute in writing and the parties must use reasonable endeavours to resolve it by discussion in good faith within thirty (30) days.

17. General

17.1 **Variation.** We may vary these Terms by publishing updated Terms with a revised "Last updated" date. Where a variation is material and adverse to the Customer, we will take reasonable steps to notify the Customer before it takes effect, including by in-product notice or by email to the address associated with the Customer's installation. Continued use of an Extension after a variation takes effect constitutes acceptance of it. If the Customer does not accept a material variation, the Customer may terminate under clause 12.2 and, for a paid Extension, receive a pro-rata refund of fees paid for the unexpired portion of the then-current subscription period.

17.2 **Notices.** Notices to us must be sent to support@enprolabs.com.au. Notices to the Customer may be sent to the email address associated with the Customer's Zoho organisation or Zoho Marketplace account, or given by in-product notice in the Extension,

and are taken to be received on the next business day after sending. A business day is a day other than a Saturday, Sunday or public holiday in the place whose laws govern these Terms under clause 16.1.

17.3 **Force majeure.** Neither party is liable for a failure or delay in performing an obligation, other than an obligation to pay money, caused by an event beyond its reasonable control, including an outage or failure of the Zoho platform, a third-party or government service, a hosting provider or internet infrastructure, a cyber attack not caused by that party's failure to take reasonable security measures, an act of government, a natural disaster, or an epidemic or pandemic.

17.4 **Assignment.** The Customer must not assign or novate these Terms without our prior written consent. We may assign or novate these Terms in connection with a merger, acquisition or sale of all or substantially all of our relevant assets, on notice to the Customer.

17.5 **Subcontracting.** We may use subcontractors and service providers to perform our obligations and remain responsible for their performance of those obligations.

17.6 **Severability.** If a provision of these Terms is held invalid, unenforceable or illegal, it is severed, and the remaining provisions continue in full force.

17.7 **No waiver.** A failure or delay by a party in exercising a right does not operate as a waiver of that right, and a waiver must be in writing.

17.8 **Relationship.** Nothing in these Terms creates a partnership, joint venture, employment or agency relationship between the parties.

17.9 **No reliance.** The Customer acknowledges that it has not relied on any statement, representation or promise about an Extension other than those set out in these Terms, the Extension's Zoho Marketplace listing and its documentation. This clause does not operate to exclude liability for misleading or deceptive conduct under the ACL.

17.10 **Entire agreement.** These Terms, together with the Privacy Policy and Schedule 1, constitute the entire agreement between the parties in relation to the Extensions and supersede all prior negotiations, representations, understandings and agreements on that subject matter.

17.11 **Order of precedence.** If there is an inconsistency, the following order of precedence applies: Schedule 1, then these Terms, then the Privacy Policy, then an Extension's Zoho Marketplace listing, then its documentation.

18. Contact

Enpro Labs

ABN: 57 230 933 932

Email: support@enprolabs.com.au

Schedule 1 - Extensions governed by these Terms

The particulars for each Extension are set out below. Clause 1 explains how this Schedule operates.

Extension	Zoho Marketplace Link
ABN Lookup for Zoho CRM	

Future Extensions

Each further Extension we publish will be added to this Schedule before or at the time it is published, with the same particulars.

Future Extensions

Each further Extension we publish will be added to this Schedule before or at the time it is published. Unless this Schedule records otherwise for a given Extension, these Terms apply to that Extension without modification.