RentReo Terms of Service

Effective Date: May 31, 2026

Last Updated: May 31, 2026

These Terms of Service, together with any order forms, subscription terms, product-specific terms, policies, and documents incorporated by reference, govern your access to and use of RentReo's websites, applications, software, tools, reports, lease features, property management features, tenant-facing features, payment-related features, financial-account connection features, and related services.

These Terms are entered into by and between you and RentReo LLC. In these Terms, "RentReo," "we," "us," and "our" refer to RentReo, and "you" and "your" refer to the person or entity accessing or using the Services.

If you do not agree to these Terms, do not access or use the Services.

1. RentReo Services

RentReo provides software tools designed to help landlords, property owners, property managers, tenants, applicants, and related users manage rental-property workflows. Depending on the features available to you, the Services may include:

- Property and unit management.
- Lease and document generation.
- Tenant and applicant management.
- Rent tracking and payment-related workflows.
- Bank-account connection and transaction-import tools.
- Income, expense, cash-flow, and property-reporting tools.
- Maintenance, communication, reminder, and recordkeeping features.
- Electronic signature or document execution features.
- Tenant screening or application-related workflows, if offered.
- Other features made available through the RentReo platform.

RentReo may add, modify, suspend, or discontinue any feature at any time.

2. Eligibility

You must be at least 18 years old and legally able to enter into a binding agreement to use RentReo. If you use RentReo on behalf of a company, property-management business, landlord entity, trust, partnership, or other organization, you represent that you have authority to bind that organization to these Terms.

You may not use RentReo if you are barred from using the Services under applicable law.

3. Accounts and Account Security

You may need to create an account to use certain features. You agree to provide accurate, complete, and current information and to keep your account information updated.

You are responsible for maintaining the confidentiality of your login credentials and for all activity under your account. You must notify us promptly at support@rentreo.com if you believe your account has been compromised.

RentReo is not responsible for losses arising from unauthorized account access caused by your failure to safeguard your credentials.

4. User Roles

RentReo may support multiple user roles, including landlords, property owners, property managers, tenants, applicants, contractors, accountants, and invited users.

You are responsible for assigning appropriate permissions to users you invite. You are also responsible for the actions of users who access RentReo through your account or organization.

5. No Legal, Tax, Accounting, Real Estate, or Financial Advice

RentReo is a software platform. RentReo does not provide legal, tax, accounting, financial, real estate brokerage, property-management, insurance, or investment advice.

Documents, lease templates, clauses, reports, summaries, automation, categorization, calculations, and educational content generated or provided through RentReo are for informational and operational purposes only. They may not be complete, accurate, current, or suitable for your specific jurisdiction or circumstances.

You are responsible for reviewing all documents, reports, calculations, and recommendations before using them. You should consult a qualified attorney, accountant, tax professional, real estate professional, or other advisor before relying on RentReo for legal, tax, accounting, financial, or housing-related decisions.

6. Landlord-Tenant Compliance

You are solely responsible for complying with all federal, state, and local laws, rules, regulations, ordinances, and housing requirements that apply to your properties, leases, tenants, applicants, notices, fees, deposits, rent increases, evictions, repairs, habitability obligations, fair housing obligations, and rental operations.

This includes, where applicable:

- Landlord-tenant laws.
- Fair housing laws.
- Rent-control and rent-stabilization laws.
- Security-deposit laws.
- Required disclosures and notices.
- Local licensing and registration requirements.
- Source-of-income protections.
- Housing voucher and subsidy-program requirements.
- Anti-discrimination laws.
- Consumer-protection laws.
- Tax and accounting rules.
- Data privacy and security laws.
- Tenant-screening and credit-reporting laws.

RentReo does not guarantee that any lease, notice, form, report, workflow, screening process, or communication complies with the laws of your jurisdiction.

7. Lease and Document Features

RentReo may allow users to generate, upload, edit, store, send, sign, or manage leases and related documents.

You acknowledge that:

1. RentReo documents may be templates or software-generated drafts.
2. Laws vary by state, county, city, property type, tenant type, and housing program.

3. Required lease language, disclosures, notices, and addenda may change.
4. You are responsible for attorney review before using any lease or legal document.
5. RentReo is not liable for unenforceable, incomplete, outdated, or noncompliant documents.

RentReo may provide sample clauses, but you are responsible for determining whether those clauses are lawful and appropriate.

8. AI, Automation, and Categorization Features

RentReo may use automation or artificial intelligence to help generate documents, summarize records, categorize transactions, identify possible deductions, create reports, suggest workflows, or assist with property-management tasks.

AI and automated outputs may be inaccurate, incomplete, outdated, or unsuitable for your situation. You are responsible for independently reviewing all outputs before relying on them.

You may not use RentReo's AI or automation features to make unlawful, discriminatory, deceptive, or unfair housing decisions.

9. Bank Linking, Plaid, and Financial Data

RentReo may allow you to connect bank accounts, credit cards, or other financial accounts through third-party providers such as Plaid.

By connecting a financial account, you authorize RentReo and its third-party providers to access, receive, process, and display financial-account information that you permission through the connection flow. This may include account names, balances, transactions, account numbers or masked identifiers, institution information, merchant information, categories, and other financial data made available by your financial institution or third-party provider.

You acknowledge that:

1. Financial data may be delayed, incomplete, unavailable, duplicated, miscoded, or inaccurate.
2. RentReo may not receive all transaction history from a connected institution.
3. Bank feeds may break or require reconnection.
4. Merchant names and transaction categories may need manual review.
5. RentReo reports are not a substitute for professional accounting or tax advice.
6. You are responsible for verifying imported transactions and reports before using them for taxes, accounting, financing, compliance, or business decisions.

RentReo does not control Plaid, financial institutions, payment processors, or their systems. Your use of third-party financial connection services may be subject to their separate terms and privacy policies.

10. Payments, Rent Collection, and Third-Party Payment Processors

RentReo may provide tools to help facilitate rent tracking, rent collection, deposits, invoices, reminders, or payment-related workflows. Payment processing, if available, may be provided by third-party payment processors.

Unless expressly stated otherwise:

1. RentReo is not a bank, money transmitter, escrow agent, payment processor, broker, or financial institution.
2. RentReo does not guarantee that rent will be paid.
3. RentReo does not guarantee the timing of payment settlement.
4. RentReo does not take custody of funds unless expressly stated in a separate written agreement.

5. Payments may be subject to processor fees, bank delays, reversals, chargebacks, insufficient-funds failures, fraud review, compliance review, or other issues.

You are responsible for complying with laws governing rent payments, late fees, convenience fees, returned-payment fees, security deposits, and payment notices.

11. Tenant Applications and Screening

RentReo may provide tenant application tools and may, now or in the future, integrate with third-party tenant-screening providers. Screening reports may include credit, criminal, eviction, income, identity, rental-history, or other background information, depending on available features and third-party providers.

If you use tenant-screening features, you agree that:

1. You will comply with the Fair Credit Reporting Act, fair housing laws, state and local screening laws, and all other applicable laws.
2. You will obtain all required authorizations and certifications before requesting a report.
3. You will use reports only for a legally permissible purpose.
4. You will not use screening information in a discriminatory or unlawful manner.
5. You are responsible for providing any required adverse-action notices.
6. You will independently evaluate whether information is accurate, complete, and legally usable.
7. You will not rely solely on automated results if doing so would violate applicable law.

RentReo does not guarantee the accuracy, completeness, legality, or availability of screening information provided by third parties.

12. Electronic Signatures and Electronic Records

RentReo may allow users to sign, send, receive, store, or manage electronic documents and signatures.

By using electronic-signature features, you consent to conduct transactions electronically and to receive and maintain electronic records. You agree that electronic signatures, acknowledgments, checkboxes, typed names, clickwrap acceptances, and other electronic actions may have the same legal effect as handwritten signatures to the fullest extent permitted by law.

You are responsible for confirming whether electronic signatures and electronic records are valid for your specific document, transaction, jurisdiction, and use case.

You may request support regarding electronic records by contacting support@rentreo.com.

13. Subscriptions, Billing, and Fees

Some RentReo features may be free, while others may require payment. Paid plans, fees, billing periods, included features, limits, and renewal terms will be disclosed at signup, checkout, in an order form, or in your account.

You authorize RentReo and its payment processors to charge your selected payment method for applicable fees, taxes, and charges.

Unless stated otherwise at checkout:

1. Subscription fees are billed in advance.
2. Subscriptions automatically renew until canceled.
3. You must cancel before the renewal date to avoid being charged for the next period.
4. Fees are non-refundable except where required by law or expressly stated by RentReo.
5. RentReo may change pricing or plan features with notice, and changes may apply at renewal or as otherwise disclosed.

If payment fails, RentReo may suspend or terminate access to paid features.

14. Cancellations

You may cancel your subscription through your account settings or by contacting support@rentreo.com.

Cancellation stops future renewal charges but does not automatically entitle you to a refund for prior charges, partial periods, unused features, or remaining subscription time, unless required by law or expressly stated by RentReo.

You are responsible for exporting records you need before canceling or deleting your account.

15. Taxes

You are responsible for all taxes, duties, assessments, and governmental charges associated with your use of RentReo, excluding taxes based on RentReo's income.

RentReo reports and summaries are informational only and should not be relied upon as final tax records without review by a qualified tax professional.

16. User Content

"User Content" means information, data, documents, images, messages, lease terms, property information, tenant information, applicant information, financial data, transaction records, files, signatures, notes, communications, and other materials submitted, uploaded, generated, stored, or transmitted through RentReo by or on behalf of users.

You retain ownership of your User Content, subject to the rights granted in these Terms.

You grant RentReo a worldwide, non-exclusive, royalty-free license to host, store, process, reproduce, display, transmit, modify, and use User Content as necessary to provide, secure, maintain, improve, and support the Services; comply with law; enforce these Terms; and as otherwise described in our Privacy Policy.

You represent that you have all rights, permissions, notices, and consents necessary to submit User Content to RentReo.

17. Sensitive Information

You may submit sensitive information through RentReo, including financial data, rental applications, identification information, income information, lease records, and tenant information.

You agree not to submit sensitive information unless it is necessary for your lawful use of the Services and you have the authority to do so.

You are responsible for safeguarding exported files, downloaded reports, shared documents, login credentials, and user permissions.

18. Acceptable Use

You may not use RentReo to:

1. Violate any law or regulation.
2. Discriminate unlawfully against tenants, applicants, or occupants.
3. Harass, threaten, defame, or abuse any person.
4. Upload false, misleading, unlawful, or infringing content.
5. Misrepresent your identity, authority, property ownership, or relationship to a tenant or applicant.
6. Access another user's account or data without permission.

7. Interfere with or disrupt RentReo systems.
8. Reverse engineer, scrape, copy, or misuse the Services.
9. Use RentReo to build a competing product.
10. Upload malware or harmful code.
11. Use RentReo for fraudulent, deceptive, or predatory activity.
12. Request tenant-screening information without a permissible purpose.
13. Make housing decisions in violation of fair housing, credit reporting, consumer protection, or other applicable laws.

RentReo may suspend or terminate accounts that violate this section.

19. Communications

By using RentReo, you agree to receive service-related communications electronically, including account notices, support messages, security alerts, billing notices, product updates, and legal notices.

You may also receive optional marketing communications. You may opt out of marketing emails by using the unsubscribe link or contacting support@rentreo.com. You may still receive transactional or service-related messages.

20. Third-Party Services

RentReo may integrate with third-party services, including payment processors, Plaid, banks, data providers, email providers, analytics providers, cloud hosting providers, electronic-signature providers, tenant-screening providers, and other vendors.

Third-party services are governed by their own terms and privacy policies. RentReo is not responsible for third-party services, data, errors, outages, fees, security incidents, or actions.

You authorize RentReo to share information with third-party providers as necessary to provide the Services.

21. Data Retention and Export

RentReo may retain User Content and account information for as long as necessary to provide the Services, comply with legal obligations, resolve disputes, enforce agreements, maintain security, prevent fraud, support backups, and operate our business.

You are responsible for exporting records you need. RentReo is not a long-term legal archive, accounting archive, or tax archive unless we expressly state otherwise in writing.

After account deletion or termination, RentReo may delete, anonymize, or retain data as described in the Privacy Policy and as permitted or required by law.

22. Service Availability

RentReo may be unavailable from time to time due to maintenance, updates, outages, third-party failures, security issues, or events beyond our control.

RentReo does not guarantee uninterrupted, error-free, or secure access to the Services.

23. Beta Features

RentReo may offer beta, trial, preview, experimental, or early-access features. These features may be incomplete, unstable, inaccurate, or discontinued at any time.

Beta features are provided "as is" and without warranties of any kind.

24. Intellectual Property

RentReo and its licensors own all rights, title, and interest in the Services, including software, designs, interfaces, workflows, templates, text, graphics, logos, trademarks, algorithms, models, databases, and other materials, excluding User Content.

You may not copy, modify, distribute, sell, lease, sublicense, reverse engineer, or create derivative works based on the Services except as expressly permitted by RentReo.

25. Feedback

If you provide feedback, suggestions, ideas, or recommendations, you grant RentReo a perpetual, irrevocable, worldwide, royalty-free right to use them without restriction or compensation.

26. Privacy

Your use of RentReo is subject to our Privacy Policy, which explains how we collect, use, disclose, and protect information.

27. Suspension and Termination

RentReo may suspend or terminate your access to the Services if:

1. You violate these Terms.
2. You fail to pay fees.
3. Your use creates legal, security, operational, or reputational risk.
4. We are required to do so by law.
5. We discontinue the Services or any feature.
6. Your account appears fraudulent, compromised, or abusive.

You may stop using RentReo at any time.

Sections that by their nature should survive termination will survive, including payment obligations, intellectual property, disclaimers, limitation of liability, indemnification, dispute resolution, and privacy-related provisions.

28. Disclaimers

To the fullest extent permitted by law, RentReo provides the Services on an "as is" and "as available" basis.

RentReo disclaims all warranties, whether express, implied, statutory, or otherwise, including warranties of merchantability, fitness for a particular purpose, title, non-infringement, accuracy, availability, security, and reliability.

RentReo does not warrant that:

1. The Services will be uninterrupted, secure, or error-free.
2. Documents or reports will be legally compliant.
3. Financial data will be complete or accurate.
4. Tenant-screening information will be complete or accurate.
5. Rent payments will be made or received.
6. Tax, accounting, or financial reports will be correct.
7. AI or automated outputs will be accurate.
8. The Services will meet your specific needs.

29. Limitation of Liability

To the fullest extent permitted by law, RentReo and its officers, directors, employees, contractors, agents, affiliates, licensors, and service providers will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, including lost profits, lost rent, lost revenue, lost data, business interruption, property losses, tenant disputes, legal costs, tax penalties, financing issues, or housing-related claims.

To the fullest extent permitted by law, RentReo's total liability for any claim arising out of or relating to the Services or these Terms will not exceed the greater of:

1. The amount you paid RentReo in the three months before the event giving rise to the claim; or
2. $100.

Some jurisdictions do not allow certain limitations of liability, so some limitations may not apply to you.

30. Indemnification

You agree to defend, indemnify, and hold harmless RentReo and its officers, directors, employees, contractors, agents, affiliates, licensors, and service providers from and against any claims, damages, losses, liabilities, costs, and expenses, including reasonable attorneys' fees, arising out of or relating to:

1. Your use of the Services.
2. Your User Content.
3. Your properties, leases, tenants, applicants, or rental operations.
4. Your violation of these Terms.
5. Your violation of law.
6. Your use or misuse of tenant-screening information.
7. Your housing, leasing, rent, deposit, eviction, notice, accounting, or tax decisions.
8. Your relationship with any tenant, applicant, landlord, property owner, contractor, or third party.

31. Dispute Resolution; Arbitration; Class Action Waiver

Please read this section carefully. It affects your legal rights.

Except for disputes that qualify for small claims court or claims for injunctive relief related to intellectual property or unauthorized access, you and RentReo agree to resolve disputes through binding individual arbitration rather than in court.

The arbitration will be administered by **American Arbitration Association (“AAA”)** under its applicable rules. The arbitration will take place in **Fayette County, GA,** unless the parties agree to remote proceedings or another location.

You and RentReo waive any right to a jury trial.

You and RentReo agree that disputes will be brought only on an individual basis and not as a class, collective, consolidated, representative, or private attorney general action, to the fullest extent permitted by law.

You may opt out of this arbitration agreement by sending written notice to support@rentreo.com within 30 days after first accepting these Terms. Your opt-out notice must include your name, account email, and a clear statement that you wish to opt out of arbitration.

32. Governing Law

These Terms are governed by the laws of the State of **GA**, without regard to conflict-of-law principles.

Subject to the arbitration section above, the courts located in **Fayette County, GA,** will have exclusive jurisdiction over disputes arising out of or relating to these Terms or the Services.

33. Changes to These Terms

RentReo may update these Terms from time to time. We will post the updated Terms and update the "Last Updated" date. If changes are material, we may provide additional notice.

Your continued use of the Services after changes become effective means you accept the updated Terms.

34. Contact

For questions about these Terms, contact:

RentReo LLC

Email: support@rentreo.com