

Legal Operations & KPIs

Terms and Conditions

Effective Date: September 23, 2026

Plain-English summary: This is a professional education and community platform, not a law firm. You are licensing content, not buying it. Recurring subscriptions renew unless you cancel. No refunds except where the law requires. Our liability is capped. Local mandatory law still applies.

1. Introduction

Legal Operations & KPIs ("LegalOpsKPIs", "LegalOpsKPIs.com", the "Site") is a digital platform operated by InfiniGlobe L.L.C. ("InfiniGlobe", "we", "us", "our"). The Site includes online tools, interactive digital content based on our books (for example, *Legal Operations KPIs: The Professional's Handbook to Operational Excellence*, *Legal Operations KPIs, Second Edition: Legal Value, Spend, and Performance*, and *Law Firm KPIs: The Professional's Handbook to Pricing, Productivity, Profitability*), and other related resources (collectively, the "Services"). For purposes of access and participation, the Site distinguishes Accounts; the Legal Operations KPIs Library; the Law Firm KPIs Library; Standard, Premium, and Combo KPI Library Access; Book Registration; events; workshops; courses; and the Legal Operations & KPIs Forum. Chapter Membership and KPI Library Access are separate rights. InfiniGlobe provides administrative, technical, and security support for the platform infrastructure. Some Users may also be familiar with InfiniGlobe for separate consulting or professional services; participation in the community and use of the Site are not conditioned on purchasing any consulting services. These Terms and Conditions ("Terms") form a legally binding agreement between you ("you", "your", "User") and InfiniGlobe regarding your use of the Site and the Services. By accessing or using the Site, you agree to be bound by these Terms. If you do not agree, do not use the Site. The Services are intended for professional and organizational use, not for personal consumer purposes, although consumer protection laws may still apply where relevant.

2. Accounts and Eligibility

To access certain features, you may need to create an account ("Account"). You must provide accurate information and keep it updated; your Account is personal and non-transferable; and you are responsible for all activity under your Account. If you suspect unauthorized access or misuse of your Account, you must notify us promptly at support@LegalOpsKPIs.com. The Services are not intended for use by individuals under the age of 18. By using the Site, you represent that you are at least 18 and have authority to enter these Terms (on behalf of yourself or your organization).

3. Data and Privacy

We collect and use limited personal information (such as name, email, and billing data) to operate and improve the Services. We do not currently allow Users to upload their own documents or datasets into the platform for storage or analysis. You may provide information when registering, subscribing, contacting support, or taking part in community features (including forum participation, feedback, and testimonials). Our use of personal data is described in our Privacy Policy, which is incorporated into these Terms by reference. By using the Services, you agree that we may process your information as described there. We do not sell your personal information. Please see the Privacy Policy for details on how we collect, use, share, and retain personal information, and the choices available to you. You are responsible for complying with your own organization's privacy and data obligations when using the Services.

4. Use of Services and License

All content and materials on the Site, including text, graphics, tools, templates, videos, and other resources ("Materials"), are licensed to you, not sold.

Subject to your compliance with these Terms and payment of all applicable fees, we grant you a limited, non-exclusive, non-transferable, revocable license to: (a) access and use the Services and Materials included in your purchase or subscription; and (b) use those Materials internally within your own organization for professional, non-resale purposes.

Unless we give you prior written permission, you may not:

- Share, publish, sell, resell, sublicense, or otherwise distribute the Materials to third parties outside your organization;
- Post our Materials (or substantial portions of them) in public repositories, websites, or social media;
- Use our content, tools, or data to develop or train AI models or similar systems;
- Remove or alter copyright, trademark, or other proprietary notices;
- Reverse engineer, decompile, or attempt to bypass any security or access controls;
- Use bots, scrapers, or automated methods to access or copy the Site;
- Use the Services for any unlawful, misleading, or harmful purpose.

We may suspend or terminate your access if we reasonably believe you are misusing the Services or violating these Terms.

5. KPI Library Access Levels and Other Access Rights

The Site may provide limited free access to certain features. KPI Library Access is offered as Standard, Premium, or Combo. Standard provides complete online access to one selected KPI Library. Premium includes Standard access to one selected KPI Library plus downloadable and editable implementation resources. Combo provides Premium access to both KPI Libraries.

Registering an eligible book provides a fixed one-year access right to the corresponding KPI Library ("Book Entitlement"). An Account alone does not provide paid KPI Library Access. Event, workshop, course, guest, and Forum participation rights are separate and provide only the access expressly stated at registration or approval. We may change, add, or remove features over time. Changes to features do not entitle you to a refund, unless required by law.

6. Subscriptions, Billing, and Renewals

Subscription details (features, term, and pricing) are shown at the time you subscribe.

- Subscriptions may be one-time, fixed-term (no auto-renew) or recurring (auto-renewing) annual plans.
- If you sign up for a recurring Subscription, you authorize us (or our payment processor) to automatically charge your payment method at the start of each billing cycle until you cancel.
- Recurring Subscriptions renew for the same term at the then-current price, unless you cancel before the renewal date. We will provide renewal notices only where required by law.

You can cancel a recurring Subscription at any time via your Account settings or by contacting support@LegalOpsKPIs.com. Cancellation: (a) stops future renewals; (b) does not entitle you to a refund for the current billing period; and (c) allows you to retain access until the end of the current billing period, after which your Account may revert to free access (if available).

If a payment cannot be processed, we may suspend or terminate your access until you provide a valid payment method. We may update prices from time to time. Continued use after a price change takes effect constitutes your acceptance of the new price. Some earlier purchases, including certain book-based access or workshop registrations, may be fixed-term and will not auto-renew unless you expressly opt in to a Subscription.

7. Refunds

Except where required by applicable law: all purchases of digital services, Subscriptions, and access rights are final and non-refundable. Access to digital content is generally provided immediately after purchase, and you acknowledge that by accessing the content, you waive any "cooling-off" period that might otherwise apply, to the extent permitted by law. If applicable law gives you non-waivable refund or withdrawal rights, those rights remain.

8. Intellectual Property, Trademarks, and User Content

All Materials and technology used in the Services are owned by InfiniGlobe or its licensors and are protected by intellectual property laws. You receive no ownership rights in the Materials or the Services. You receive only the limited license described in Section 4. "InfiniGlobe," "Legal Operations & KPIs," "LegalOpsKPIs," and any related names, logos, or designs (the "Marks") are trademarks or service marks of InfiniGlobe or its affiliates. You may not use the Marks without our prior written consent, except to accurately refer to our products and services.

The Site includes community and feedback features, including forums and optional testimonials ("User Content"). If you submit User Content:

- You retain ownership of your User Content.
- You grant us a non-exclusive, worldwide, royalty-free, sublicensable license to use, reproduce, display, and adapt your User Content for operating, improving, and promoting the Services (including displaying it within the community or, where you consent, publicly as a testimonial).
- You represent that you have the right to grant this license and that your User Content does not infringe others' rights or violate law.

You should not post confidential information, personal data of others without permission, or any content you do not have the right to share. We may moderate or remove User Content at our discretion.

9. Legal Operations & KPIs Forum Participation

If you request Chapter Membership or otherwise participate in the Legal Operations & KPIs Forum (the "Forum"), the following additional terms apply:

- The Forum is intended for qualified professionals, academics, and other participants with a genuine interest in Legal Operations, KPIs, data analytics, pricing, innovation, or related fields, and is not intended for sales- or marketing-led participation.
- Chapter Membership requests are subject to approval, and participation may be accepted, declined, restricted, or removed at our discretion.
- Forum participants are expected to engage respectfully, professionally, and constructively. Discrimination, harassment, disruptive behavior, direct solicitation, and promotional activity are not permitted unless expressly approved as part of a Forum event or sponsorship.
- Forum discussions follow the Chatham House Rule. Participants may share learnings and general insights outside the meeting, but comments should not be attributed to any individual or organization without permission.
- Participants must not disclose confidential, sensitive, privileged, or restricted information from their organizations or clients during Forum participation.
- Unless otherwise stated in advance, Forum sessions are not recorded unless previously agreed by the applicable Chapter leadership or Forum administrators.
- Chapter Membership may be complimentary for certain applicants. Approved law firm, legal vendor, service-provider, and consultant applicants must maintain qualifying active KPI Library Access for Chapter Membership to remain active.
- Chapter Membership and KPI Library Access are separate. Purchasing KPI Library Access, registering a book, creating an Account, or registering for an event does not automatically create or guarantee Chapter Membership.
- We may send communications related to Forum participation, including Chapter Membership updates, meeting invitations, reminders, and administrative notices.
- We may organize, moderate, reschedule, restrict, or discontinue Forum Chapters, meetings, and related activities at any time.

10. Professional Use Only – No Legal Advice

The Services and Materials are for educational and informational purposes only.

- We are not a law firm and do not provide legal, tax, accounting, or other professional advice.

- Use of the Site does not create an attorney-client relationship with InfiniGlobe or any author, contributor, or partner.
- Any examples, KPIs, templates, or strategies are illustrative and may not fit your specific situation.

You are solely responsible for how you use the information and tools on the Site. You should obtain advice from qualified professionals before making decisions that could have legal, financial, or operational impact.

11. Service Changes and Availability

We may modify, update, or discontinue any part of the Services at any time, including adding or removing features; updating or retiring content; and changing how tiers or plans are structured. We may also perform maintenance, implement security updates, or address technical issues, which can result in temporary unavailability. We are not liable for any harm or costs caused by modifications or interruptions, except as expressly provided by law or these Terms.

12. Warranty Disclaimer

To the fullest extent permitted by law, the Services and Materials are provided "as is" and "as available"; we make no warranties or guarantees about the accuracy, completeness, reliability, or suitability of the Services or Materials; we do not guarantee that the Services will be uninterrupted, secure, or error-free, or that defects will be corrected; and we disclaim all implied warranties, including merchantability, fitness for a particular purpose, and non-infringement. You use the Services at your own risk.

13. Limitation of Liability

To the extent permitted by law, InfiniGlobe, its affiliates, licensors, and suppliers will not be liable for: any indirect, incidental, special, consequential, or punitive damages; loss of profits, revenue, data, or business opportunities; any damages arising out of or related to: your use or inability to use the Services; and reliance on any Materials, or any third-party services or content linked with or used in connection with the Site.

Where liability cannot be excluded, our total aggregate liability for all claims relating to the Services will be limited to the amount you paid to InfiniGlobe for the Services in the twelve (12) months immediately preceding the event giving rise to the claim. These limitations apply to all legal theories (including contract, tort, negligence, strict liability, and statute) and survive termination of these Terms. Some jurisdictions do not allow certain exclusions or limitations; and in those cases, our liability will be limited to the maximum extent permitted by law.

14. Indemnification

You agree to indemnify, defend, and hold harmless InfiniGlobe, its affiliates, and their respective officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, and expenses (including reasonable attorneys' fees) arising from: your use of the Services; your violation of these Terms; your violation of any law or third-party rights; and any User Content you submit or actions you take using the Services. This obligation continues after your access to the Services ends.

15. Termination and Suspension

We may suspend, restrict, or terminate your access to all or part of the Services, with or without notice, if: (a) you violate these Terms; (b) we reasonably suspect fraudulent, abusive, or illegal activity; or (c) we discontinue the Services in whole or in part. Termination may result in loss of access to your Account and any associated data, subject to any legal obligations we have to retain or provide access to it. You may stop using the Services at any time and may cancel recurring Subscriptions as described in Section 6. Clauses that by their nature should survive termination (including IP ownership, license restrictions, limitations of liability, indemnity, and payment obligations) will continue to apply.

16. Governing Law and Disputes

These Terms are governed by the laws of the State of California and the United States of America, without regard to

conflict-of-law principles. You agree that any dispute arising out of or relating to these Terms or the Services will be brought exclusively in the state or federal courts located in Orange County, California, and you consent to the jurisdiction and venue of those courts. If you are a consumer and your local law requires disputes to be heard in your home courts or under your local law, those mandatory rules may apply instead.

17. Miscellaneous

- Entire Agreement. These Terms (together with the Privacy Policy and any specific terms presented at purchase or for particular features) are the entire agreement between you and InfiniGlobe regarding the Services.
- No Assignment by You. You may not assign or transfer these Terms without our prior written consent. We may assign or transfer our rights and obligations under these Terms in connection with a merger, acquisition, or sale of assets, or by operation of law.
- Severability. If any provision of these Terms is found unenforceable, the remaining provisions remain in full force and effect.
- No Waiver. Our failure to enforce any provision is not a waiver of our right to do so later.
- Force Majeure. We are not responsible for delays or failures caused by events beyond our reasonable control, including natural disasters, war, terrorism, labor disputes, internet failures, or governmental actions.
- Updates to Terms. We may update these Terms from time to time. If we make material changes, we will endeavor to notify you (for example, via the Site or email). Your continued use of the Services after changes become effective means you accept the revised Terms.

18. Contact

For questions, support, or legal notices:

Email: support@LegalOpsKPIs.com

Mail: InfiniGlobe L.L.C.

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