

Terms of Service

Last updated: January 1, 2026 (v2)

These Terms of Service (“Terms”) govern the use of the SheltieLabs application available through the **monday.com Marketplace** (the “Application”). By installing or using the Application, you agree to be bound by these Terms.

If you do not agree with these Terms, do not install or use the Application.

1. Provider Information

The Application is provided by: **SheltieLabs**

Registered in: **Poland**

Contact email: **sheltielabs@gmail.com**

SheltieLabs is the sole owner and operator of the Application.

2. Scope of the Application

These Terms apply **exclusively** to:

- the Application installed via the **monday.com Marketplace**.

They do **not** apply to:

- the monday.com platform itself,
- any services provided directly by monday.com.

Use of monday.com is governed by monday.com’s own terms and policies.

3. Dependency on monday.com

The Application:

- operates **entirely within the monday.com platform**,
- is fully dependent on monday.com APIs, infrastructure, and availability,
- cannot function independently of monday.com.

SheltieLabs has no control over the availability, performance, or changes made by monday.com.

4. Installation and Access

- The Application may only be installed via the **monday.com Marketplace**.
 - Access to the Application requires a valid **monday.com account**.
 - SheltieLabs does not provide or manage separate user accounts.
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5. No Service Level Guarantee

Due to its full dependency on monday.com:

- **No uptime, availability, or performance guarantees** are provided.
- The Application is provided on an “**as is**” and “**as available**” basis.

SheltieLabs provides **email-based support** and aims to respond within **24 hours**, but does not guarantee resolution times.

6. Usage Limits and Feature Restrictions

Some features of the Application are subject to **usage limits**, which may vary depending on the selected pricing plan (e.g. resource-intensive features such as geolocation).

If usage limits are exceeded:

- certain features may be **restricted, limited, or disabled** until the next billing cycle or plan upgrade.

SheltieLabs reserves the right to enforce fair use policies to protect service stability.

7. Pricing, Trial, and Payments

7.1 Trial

- A **14-day free trial** is available.
- The trial allows users to evaluate the Application before committing to a paid plan.

7.2 Paid Plans

- Pricing is **feature-based**.
- Annual subscriptions may be offered at a discounted rate compared to monthly plans.

7.3 Payments and Refunds

- All payments, billing, invoicing, and refunds are handled **exclusively by monday.com**.
 - SheltieLabs does not process payments directly.
 - Any refund requests must be directed to **monday.com support**, in accordance with monday.com's policies.
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8. Acceptable Use

You agree not to:

- reverse engineer, decompile, or attempt to extract the source code of the Application,
- scrape, harvest, or systematically collect data from the Application,
- abuse or excessively use APIs or features beyond permitted limits,
- attempt to bypass or circumvent usage limits or technical restrictions,
- use the Application for unlawful, harmful, or fraudulent purposes.

Violation of these rules may result in feature restriction or termination of access.

9. Data Handling

- The Application does **not** store monday.com board data.
- The Application processes data only for real-time display purposes.

SheltieLabs processes only:

- a monday.com **account ID** (for usage monitoring),
- an **email address** (for service-related communication).

Details are described in the Privacy Policy.

10. User Data Responsibility

- Users remain fully responsible for the accuracy, legality, and content of data stored in monday.com.
- SheltieLabs is **not responsible** for:
 - data provided by monday.com,

- errors, inconsistencies, or inaccuracies in source data,
 - consequences arising from decisions based on displayed data.
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11. Intellectual Property

- All rights, title, and interest in the Application, including source code, design, and functionality, belong exclusively to **SheltieLabs**.
- Users are granted a **non-exclusive, non-transferable, revocable license** to use the Application for its intended purpose.

Users retain full ownership of their own data.

12. Disclaimer of Warranties

To the maximum extent permitted by law:

- The Application is provided **without warranties of any kind**, express or implied.
 - SheltieLabs disclaims all warranties, including merchantability, fitness for a particular purpose, and non-infringement.
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13. Limitation of Liability

To the fullest extent permitted by applicable law, SheltieLabs shall **not be liable** for:

- loss of data,
- loss of profits or revenue,
- business interruption,
- indirect, incidental, or consequential damages,
- outages, failures, or limitations of monday.com.

No liability cap applies. Users are given sufficient opportunity during the **free trial period** to evaluate the Application.

14. Termination

- Users may uninstall the Application at any time via monday.com.
- SheltieLabs may:
 - modify or discontinue features,

- update functionality (see changelog at <https://sheltielabs.com/>),
 - remove the Application from the monday.com Marketplace.
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15. Changes to the Terms

SheltieLabs may update these Terms from time to time.

Updated Terms will be made available through the Application, website, or marketplace listing. Continued use of the Application constitutes acceptance of the updated Terms.

16. Governing Law

These Terms are governed by and construed in accordance with the laws of **Poland**, without regard to conflict-of-law principles.

17. Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

18. Contact

For questions regarding these Terms, contact:

sheltielabs@gmail.com