

LEGAL

Terms of Service

Last updated: September 14, 2026

These terms govern your use of CertLister. Please read them carefully. By using CertLister, you agree to be bound by these terms.

Acceptance of Terms

By creating an account, accessing, or using the CertLister platform ("Service"), you agree to these Terms of Service ("Terms") and our [Privacy Policy](#). If you are using CertLister on behalf of an organization, you represent that you have authority to bind that organization to these Terms.

If you do not agree to these Terms, you may not use the Service.

Service Description

CertLister is a cloud-based certificate management platform that allows organizations to create, issue, manage, and verify certificates and training records. Features include:

- Certificate creation and PDF generation
- Training records management and tracking

- Certificate expiry monitoring and reminders
- Public certificate verification pages and embeddable widgets
- Team collaboration with role-based access
- Design Studio for custom certificate templates
- CSV import and bulk operations

Features available to you depend on your subscription plan. We reserve the right to modify, add, or remove features at any time.

Accounts & Access

Account Registration

To use CertLister, you must create an account with a valid email address and a secure password, or sign in via Google OAuth. You are responsible for maintaining the confidentiality of your credentials and for all activity that occurs under your account.

Account Security

- You must notify us immediately at support@certlister.com if you suspect unauthorized access to your account
- You may not share your login credentials with others outside your organization
- Accounts are locked after repeated failed login attempts as a security measure

Team Members

Organization admins may invite additional team members. Each team member must agree to these Terms individually. You are responsible for the actions of all users in your organization on CertLister.

Age Requirement

You must be at least 18 years old to create a CertLister account. By registering, you confirm you meet this requirement.

Acceptable Use

You agree to use CertLister only for lawful purposes. You must not:

- Issue fraudulent, misleading, or falsified certificates
- Use CertLister to impersonate another person, organization, or credential-issuing authority
- Upload or transmit malicious code, viruses, or harmful content
- Attempt to gain unauthorized access to our systems or other users' data
- Interfere with or disrupt the integrity or performance of the Service
- Scrape, crawl, or harvest data from the Service by automated means without our written consent
- Use the Service in any way that violates applicable laws or regulations
- Resell or sublicense access to the Service without our written permission

We reserve the right to suspend or terminate accounts that violate these rules without refund.

Your Content

Ownership

You retain full ownership of all data you upload to CertLister — including recipient records, certificate data, organization details, and uploaded assets. We do not claim any ownership over your content.

License to Us

By using CertLister, you grant us a limited, non-exclusive license to store, process, and display your content solely to provide the Service to you. We do not use your content for any other purpose.

Accuracy of Certificate Data

You are solely responsible for the accuracy and legitimacy of the certificates you issue through CertLister. We provide tools to create and verify certificates; we are not responsible for the underlying validity of credentials you issue.

Recipient Data

You are responsible for ensuring you have appropriate consent or legal basis to submit recipient personal data (names, emails) to CertLister. If you issue certificates to minors, you are responsible for obtaining any required parental consent.

Content Removal

We may remove content that violates these Terms or applicable law without prior notice.

Billing & Subscriptions

Plans

CertLister offers a Free plan and paid plans (Basic and Pro) billed monthly or annually. Plan features and limits are described on our [Pricing page](#) and may change with notice.

Free Plan

Every account starts on the Free plan at no cost. No credit card is required to use the Free plan. You are charged only when you subscribe to a paid plan or buy a credit pack.

Payment

Payments are processed by Stripe. By subscribing, you authorize us to charge your payment method on a recurring basis (monthly or annually). All prices are in USD. You are responsible for any taxes applicable in your jurisdiction.

Upgrades & Downgrades

- **Upgrades** take effect immediately and are prorated for the remainder of your billing period

- **Downgrades** take effect at the end of your current billing period; you keep your current plan features until then
- **Cancellations** take effect at the end of your current billing period; your account moves to the Free plan

Refunds

If you are not satisfied within the first 30 days of a new paid subscription, contact us at support@certlister.com for a full refund. After 30 days, payments are non-refundable except where required by law.

Failed Payments

If a payment fails, we will retry and notify you by email. If payment remains unresolved, your account may be downgraded to the Free plan until payment is settled.

Availability & Uptime

We strive to keep CertLister available at all times, but we do not guarantee uninterrupted access. The Service may be unavailable due to maintenance, upgrades, or circumstances outside our control (including third-party infrastructure issues with Google Cloud Platform).

We will make reasonable efforts to notify users of planned maintenance in advance. Downtime does not entitle you to a refund or service credit unless separately agreed in writing.

Termination

By You

You may delete your account at any time from Settings → Danger Zone. Deletion permanently removes your organization and all associated data. This action cannot be undone. We recommend exporting your data before deleting your account.

By Us

We may suspend or terminate your account immediately if you violate these Terms, engage in fraudulent activity, or if we are required to do so by law. We will attempt to notify you before termination except where prohibited or where doing so could cause harm.

Effect of Termination

Upon termination, your right to access the Service ceases. Your data will be deleted in accordance with our [data retention policy](#). Sections of these Terms that by their nature should survive termination (including disclaimers, liability limits, and governing law) will continue to apply.

Disclaimers

The Service is provided **"as is"** and **"as available"** without warranties of any kind, express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, or non-infringement.

We do not warrant that:

- The Service will be error-free or uninterrupted
- Certificates issued through CertLister will be recognized or accepted by any third party
- The Service will meet your specific requirements

You are solely responsible for ensuring that certificates you issue comply with applicable laws, regulations, and industry standards in your jurisdiction.

Limitation of Liability

To the fullest extent permitted by law, CertLister and its operators shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of profits, data, business, or goodwill, arising out of or in connection with your use of (or inability to use) the Service.

Our total liability to you for any claim arising from these Terms or your use of the Service shall not exceed the greater of:

- The amount you paid to CertLister in the 12 months preceding the claim, or
- USD \$100

Some jurisdictions do not allow limitations on implied warranties or exclusion of liability for certain types of damages. In such jurisdictions, our liability is limited to the extent permitted by law.

Indemnification

You agree to indemnify, defend, and hold harmless CertLister and its operators from any claims, damages, losses, and expenses (including reasonable legal fees) arising from:

- Your use of the Service in violation of these Terms
- Content you upload or certificates you issue through CertLister
- Your violation of any applicable law or third-party rights

Governing Law

These Terms are governed by and construed in accordance with applicable law. Any disputes arising under these Terms shall be resolved through good-faith negotiation. If a dispute cannot be resolved through negotiation, it shall be submitted to binding arbitration or the courts of competent jurisdiction.

If any provision of these Terms is found to be unenforceable, the remaining provisions will continue in full force and effect.

Changes to Terms

We may update these Terms from time to time. When we make material changes, we will notify you by email (if you have an account) and update the "Last updated" date at the top

of this page. We will provide at least 14 days' notice before material changes take effect.

Continued use of the Service after changes take effect constitutes your acceptance of the revised Terms. If you do not agree to the updated Terms, you must stop using the Service and may delete your account.

Contact Us

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

- Email: support@certlister.com
- Contact form: certlister.com/contact

Looking for our Privacy Policy? [Read our Privacy Policy →](#)

Ready to get started?

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The digital credential platform for teams and organizations. Issue credentials, track records, and verify instantly.



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