messha.

LEGAL

Terms of Service

The rules and agreements that govern your use of messha.io and Messha services.

Last updated November 7, 2026 · Messha LLC, Wyoming · legal@messha.io

1. Agreement to these terms

By using messha.io, our client portal (Nava), or any Messha service, you agree to these Terms of Service. If you don't agree, please don't use our services. These terms apply to all visitors, users and clients.

2. Our services

Messha LLC provides website design and development (Link), logo and brand design (Trace), social media setup and support (Pulse), podcast setup and hosting (Blare), hosting and ongoing care (Keep), and related digital services for small businesses in the United States. Services are delivered through messha.io and our client portal.

3. Who can use our services

You must be at least 18 and able to enter into a binding agreement. We currently serve US-based clients only.

4. Accounts

You're responsible for keeping your login details private and for activity under your account. Tell us right away at legal@messha.io if you think someone else has accessed it.

5. Payments and deposits

Prices are listed on messha.io. Custom quote items are priced in writing before we start them.

- Launch projects and Expand add-ons start once a 50% deposit of the project total is paid. The other 50% is due at launch, before final delivery.
- Keep and Keep+ plans start after launch and renew automatically, monthly or yearly, as you choose.
- Yearly Keep and Keep+ plans are billed at 10 months for the price of 12.

- Payments are processed by Stripe. We never see or store your full card number.
- Refunds follow our Refund Policy.

6. Timelines and your part

Our posted timelines (for example, 21 days for a Link website) start when your deposit is paid and assume you send what we ask for, like content, logins and feedback, on time. Delays on your side move the timeline.

7. Text messages

If you opt in to texts from Messha LLC, you agree to receive customer care, account and project update messages from 1 (877) 637-7421.

- Message frequency varies.
- Message and data rates may apply.
- Reply STOP to opt out at any time. Reply HELP for help, or email legal@messha.io.
- Opting in is optional and never a condition of purchase.

8. Ideas you share with us

If you post an idea on our Feedback board or send us suggestions, you let us use, change and publish that idea without owing you anything. Don't include private or confidential information in public posts.

9. Ownership

Once your project is paid in full, you own the custom work we made for you, like your website and your designs. Messha keeps ownership of our own tools, templates, frameworks and pre-existing code. We may show finished work in our portfolio unless you ask us not to in writing before your project starts. You confirm that anything you give us to use doesn't infringe anyone else's rights.

10. Acceptable use

Your use of our services must follow our Acceptable Use Policy.

11. Limitation of liability

To the fullest extent the law allows, Messha LLC isn't liable for indirect, incidental, special, consequential or punitive damages. Our total liability for any claim is limited to what you paid

Messha LLC in the 6 months before the claim.

12. No warranties

Our services are provided "as is" and "as available." We work hard to keep things running, but we can't promise our services will be uninterrupted, error-free or immune to every security threat.

13. Governing law

These terms are governed by the laws of the State of Wyoming. Any disputes will be handled in the state or federal courts located in Wyoming.

14. Changes

We may update these terms. The date at the top shows the latest version. Continuing to use our services after an update means you accept it.

15. Contact

Questions about these terms: legal@messha.io

Messha LLC · messha.io · legal@messha.io