

BIG-ABE Website Terms of Use

Terms governing websites, QR codes, portals, forms, payment links, digital identity, content, and digital interactions

KEEPING CRITICAL SYSTEMS OPERATIONAL

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1. Acceptance of Terms and Covered Digital Services

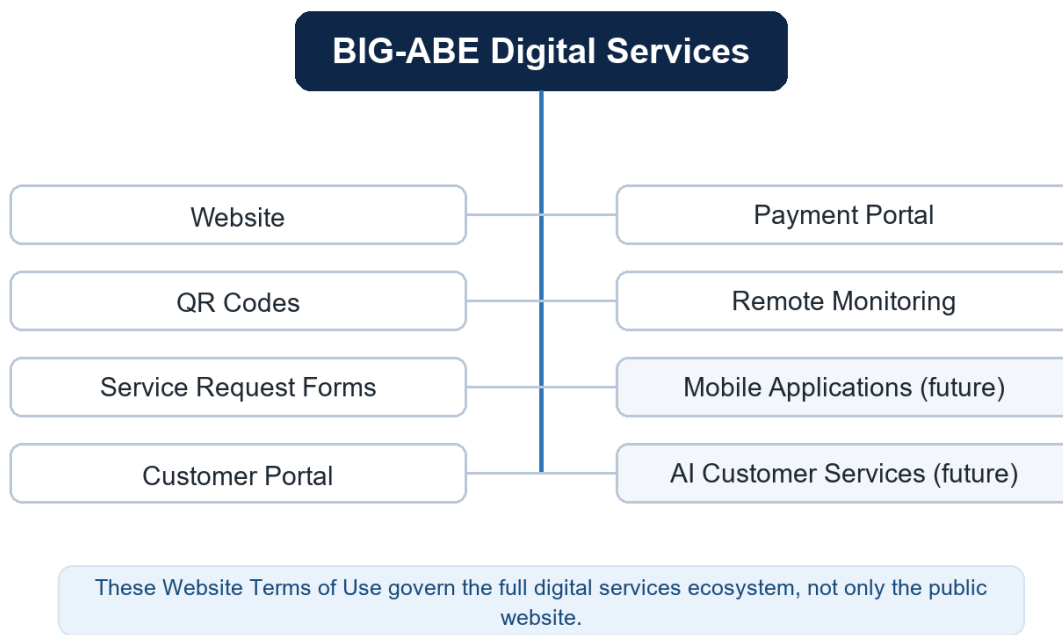
These Website Terms of Use govern access to and use of <https://www.big-abe.com>, successor BIG-ABE websites, public forms, public customer information pages, online scheduling tools, QR code destinations, payment pages, customer portals, future mobile applications, remote monitoring interfaces, customer dashboards, and related online content or digital services provided by or on behalf of BIG-ABE.

These Website Terms of Use apply to BIG-ABE's public digital services. By using a BIG-ABE digital service, a visitor or customer agrees to these terms to the extent permitted by applicable law.

Additional written agreements, estimates, service terms, payment terms, portal terms, privacy notices, SMS terms, or vendor terms may also apply depending on the digital destination, transaction, customer account, or service relationship involved.

Digital Services Hierarchy

The following hierarchy shows that these terms govern the full BIG-ABE digital services ecosystem, not only the public website.



2. Website Content

Website and digital-service content is provided for general information, customer education, service-request support, scheduling support, account communication, payment support, and business communication.

Website content does not replace a written estimate, service agreement, safety instruction, warranty determination, manufacturer instruction, technician judgment, customer authorization, or professional advice specific to a particular site, system, facility, or equipment condition.

BIG-ABE may update, remove, reorganize, or supplement website and digital-service content as its services, systems, business operations, vendor relationships, customer channels, or legal requirements change.

3. Digital Entry Points and QR Code Access

BIG-ABE may provide QR codes, short links, embedded links, buttons, customer-portal links, payment links, scheduling links, or other digital entry points on service vehicles, uniforms, business cards, invoices, equipment labels, printed materials, advertisements, trade show materials, email messages, website pages, or other business materials.

QR codes and digital entry points may direct users to service requests, scheduling tools, customer portals, payment pages, educational content, emergency information, equipment information, forms, or other BIG-ABE-controlled or approved destinations.

Scanning a QR code, opening a link, visiting a destination page, or viewing emergency information does not by itself create a service request, authorize work, establish pricing, create a contract, approve a warranty claim, or provide SMS consent. Additional terms, confirmations, authorizations, or customer actions may apply after the user reaches the destination.

Official BIG-ABE digital properties may include <https://www.big-abe.com> and digital services operated by approved BIG-ABE providers. Customers should verify they are interacting with big-abe.com or an approved BIG-ABE provider before submitting payment information, login credentials, personal information, equipment information, service-location details, or other sensitive information.

4. Service Requests, Online Forms, and Scheduling

BIG-ABE digital services may allow customers or visitors to request service, request estimates, request callbacks, request emergency support, submit warranty-related information, schedule appointments, upload materials, or provide information that helps BIG-ABE evaluate a request.

Submitting a website form, portal form, scheduling request, QR-destination form, callback request, estimate request, emergency-support request, or similar digital submission does not guarantee appointment availability, emergency response, warranty approval, parts availability, pricing, service completion, or acceptance of the request by BIG-ABE.

Digital submissions do not authorize work, establish final pricing, create a contract, modify an existing agreement, or approve a change order unless and until BIG-ABE accepts the request through an authorized channel or written agreement. Customers should provide accurate contact, service-location, equipment, access, account, and safety information so BIG-ABE can evaluate and respond to the request.

5. Customer Portal, Accounts, and Credentials

BIG-ABE may offer customer portals, account dashboards, remote monitoring interfaces, customer records, scheduling views, service-history views, payment views, approval workflows, or other account-based digital services.

Customers are responsible for maintaining the confidentiality of usernames, passwords, multifactor authentication methods, account credentials, and authorized-user access. Customers should promptly notify BIG-ABE if they believe an account, credential, portal session, or digital authorization has been compromised or used without authorization.

BIG-ABE may restrict, suspend, or disable access to an account, portal, dashboard, digital service, or credential if BIG-ABE reasonably believes the access may be unauthorized, insecure, fraudulent, operationally disruptive, inconsistent with these terms, or otherwise harmful to BIG-ABE, customers, vendors, or systems.

6. Payment Links and Third-Party Processing

BIG-ABE may provide secure payment links, payment pages, invoices, portal payment workflows, QR-linked payment destinations, or other digital payment options for customer convenience.

Payments may be processed by third-party payment processors, financial institutions, card networks, portal providers, or other service providers. Those providers may apply their own terms, privacy notices, security practices, authentication requirements, processing timelines, fees, chargeback rules, or error-resolution procedures.

Customers should verify that payment pages are associated with <https://www.big-abe.com> or an approved BIG-ABE provider before entering payment credentials, account information, or financial information. A payment confirmation may be retained as an electronic business record.

7. AI-Assisted and Automated Interactions

BIG-ABE may provide AI-assisted, automated, or technology-supported customer interactions, internal administrative tools, routing tools, scheduling support, troubleshooting prompts, knowledge-base functions, or customer-service support features.

AI-assisted and automated tools are intended to support communication, administration, routing, and information gathering. They do not replace technician judgment, customer authorization, written estimates, written agreements, safety requirements, warranty determinations, legal notices, or final BIG-ABE business decisions.

Customers should review important information for accuracy and contact BIG-ABE through an appropriate channel if a digital or AI-assisted interaction appears incomplete, inaccurate, inconsistent with a written agreement, or unsuitable for a specific site, system, facility, or emergency condition.

8. Accessibility and Alternative Channels

BIG-ABE strives to make its public digital services accessible and usable for customers and visitors. Accessibility may depend on website design, browser settings, assistive technologies, third-party tools, hosted platforms, documents, media, forms, and payment or portal providers.

Customers who have difficulty accessing a digital service, document, form, portal, payment page, or website feature may contact BIG-ABE through the applicable contact channel listed in these terms. BIG-ABE may provide information or assistance through an alternative communication channel where reasonably available.

The BIG-ABE Accessibility Statement may provide additional information about accessibility commitments, feedback routing, and alternative access options.

9. Acceptable Use and Digital Security

Visitors and customers may not misuse BIG-ABE digital services, interfere with security, submit unlawful or harmful content, attempt unauthorized access, scrape content at unreasonable volume, impersonate others, or use forms or communication channels to transmit spam, malware, harassment, fraudulent requests, or misleading information.

Users may not upload malware, probe systems, perform unauthorized security testing, attempt credential harvesting, launch denial-of-service activity, interfere with website or portal operation, bypass access controls, misuse forms, automate abusive submissions, or use BIG-ABE digital services in a way that harms BIG-ABE, customers, vendors, users, networks, or systems.

To protect customers, systems, and operations, BIG-ABE may monitor website and digital-service integrity, investigate suspected misuse, preserve security logs, block malicious activity, restrict access, remove content, suspend accounts, refer matters to service providers or law enforcement, or take other steps BIG-ABE considers appropriate to protect digital services and business operations.

10. Intellectual Property

Website text, graphics, service descriptions, branding, logos, trade names, photographs, layouts, forms, workflows, documents, digital interfaces, knowledge materials, and other content are owned by or licensed to BIG-ABE unless otherwise stated.

Visitors may use website and digital-service content for ordinary informational purposes but may not copy, publish, reproduce, modify, distribute, scrape, exploit commercially, use for competitive purposes, remove notices from, or create derivative works from BIG-ABE content without permission.

BIG-ABE content may not be used to train, fine-tune, evaluate, populate, or operate artificial intelligence models, machine-learning systems, datasets, automated agents, or similar systems without BIG-ABE's prior permission, except where such restriction is prohibited by applicable law.

11. User Content and Submitted Materials

Customers and visitors may submit information, documents, photographs, videos, service descriptions, equipment information, facility information, account information, notes, or other materials through forms, portals, scheduling tools, payment workflows, email, chat, QR destinations, or other digital services.

Customers retain ownership of materials they submit, subject to any rights held by BIG-ABE, vendors, manufacturers, property owners, account holders, or other parties. By submitting materials, the submitter gives BIG-ABE permission to use, retain, reproduce, route, disclose, and process those materials as reasonably necessary for service, support, scheduling, estimates, warranty administration, safety review, payment processing, account administration, legal compliance, business records, and related communications.

Customers should not submit information they are not authorized to provide, unlawful materials, malware, confidential information unrelated to the requested service, or materials that violate another person's rights.

12. Links and Third-Party Services

BIG-ABE digital services may link to, embed, redirect to, or interact with third-party services such as maps, reviews, payment processors, scheduling tools, communications providers, analytics tools, cookie tools, customer portals, remote monitoring providers, cloud providers, social platforms, or educational resources.

Links are provided for convenience, customer support, operational workflow, or informational purposes. BIG-ABE does not necessarily endorse third-party content, and third-party services are governed by their own terms, privacy practices, accessibility practices, security practices, availability, and support processes.

A third-party service may collect, process, store, transmit, or display information independently from BIG-ABE. Customers should review the applicable third-party terms and notices when using those services.

13. Privacy, Cookies, SMS, and Digital Communications

Information collected through BIG-ABE digital services is addressed in the BIG-ABE Privacy Policy and, where applicable, the California Privacy Notice. Browser technologies and similar tools are addressed in the BIG-ABE Cookie Policy. Text messaging is governed by the BIG-ABE SMS Terms & Conditions, and SMS consent is not required to purchase services.

Some digital functionality may depend on cookies, pixels, scripts, device identifiers, authentication tokens, session technologies, analytics tools, or similar technologies. Blocking or disabling these technologies may affect scheduling, portals, forms, authentication, payment workflows, account features, preferences, or other digital-service functionality.

Website chat, email, forms, portals, QR code destinations, payment pages, online scheduling, SMS, and other digital communications may be coordinated as part of a single customer-service, account, support, or compliance workflow. Using different digital channels does not create separate legal relationships or override applicable written terms.

14. Electronic Records and Digital Evidence

BIG-ABE may retain website submissions, portal approvals, customer authorizations, electronic signatures, payment confirmations, scheduling records, form submissions, consent records, account activity, security logs, communication logs, metadata, and related electronic records as business records.

Electronic records may be used for service administration, customer support, account management, payment processing, warranty administration, safety review, compliance, dispute resolution, auditing, security, operational improvement, and legal recordkeeping.

Customers should review digital approvals, payment confirmations, service requests, account updates, and written communications for accuracy and promptly notify BIG-ABE if a record appears incorrect or unauthorized.

15. Availability, Disclaimers, and Changes

BIG-ABE may update website content, digital services, digital entry points, these terms, and related notices as services, systems, customer channels, vendors, security requirements, technology, business needs, or legal requirements change.

Digital-service availability, accuracy, timing, security, and functionality may depend on cloud services, DNS, hosting providers, payment processors, communications providers, portal providers, analytics providers, browsers, devices, customer networks, maintenance, cybersecurity events, vendor outages, network conditions, force majeure events, and other factors outside BIG-ABE's direct control.

BIG-ABE does not guarantee that every digital service will be uninterrupted, error-free, continuously monitored, compatible with every device or browser, or available for every request. Customers should use the appropriate contact channel for urgent, emergency, safety-sensitive, or account-specific matters.

16. Related Publications

The following public documents may also apply to a particular customer interaction, service relationship, or digital workflow:

- Privacy Policy
- Terms of Service
- SMS Terms & Conditions
- Cookie Policy
- Accessibility Statement
- California Privacy Notice (where applicable)

17. Contact

Questions about these Website Terms of Use, website legal notices, website forms, QR code destinations, portals, payment links, digital records, or compliance matters may be directed to compliance@big-abe.com.

Commercial, industrial, facilities, property-management, and business-account service questions may be directed to commercialcustomers@big-abe.com.

Residential customer service questions may be directed to residentialcustomers@big-abe.com.

Emergency HVAC/R scheduling may be directed to emergencyhvacr@big-abe.com.

Privacy rights requests and privacy questions may be directed to privacy@big-abe.com.

Website: https://www.big-abe.com/assets/legal/Website_Terms_of_Use_BIG-ABE.pdf

Mailing address: 2942 N 24th St Ste 115 #944131, Phoenix, AZ 85016.

Appendix A. Definitions

Website means <https://www.big-abe.com>, successor BIG-ABE websites, public website pages, public customer information pages, and related online content provided by or on behalf of BIG-ABE.

Digital Service means a public or customer-facing online tool, page, form, portal, payment page, QR destination, scheduling workflow, remote monitoring interface, customer dashboard, future mobile application, AI-assisted interaction, or similar digital capability provided by or on behalf of BIG-ABE.

Customer Portal means an online account, dashboard, or authenticated digital environment used for customer information, service requests, communications, approvals, records, payment workflows, scheduling, account management, or related functions.

QR Code means a machine-readable code provided on vehicles, uniforms, business cards, invoices, equipment labels, printed materials, advertisements, trade show materials, digital messages, or similar materials that routes a user to a digital destination.

Form Submission means information submitted through a website, portal, scheduling tool, service-request form, callback request, estimate request, emergency-support request, warranty form, payment workflow, or similar digital form.

Electronic Record means an electronic submission, approval, signature, message, payment confirmation, portal activity, consent record, metadata, log, or system record retained by or on behalf of BIG-ABE in the ordinary course of business.

User Content means information, documents, photographs, videos, service descriptions, equipment information, facility information, notes, or other materials submitted by a customer, visitor, account user, or other submitter through a BIG-ABE digital service or communication channel.

Payment Link means a link, QR destination, portal page, invoice link, hosted payment page, or other digital pathway used to initiate or support payment to BIG-ABE or an approved provider.

Account means a customer, employee, vendor, administrator, or authorized-user profile, login, credential, session, or access method used to access a BIG-ABE digital service.