BackBillPro

End User License Agreement (EULA)
Version 2.0 | Production | October 15, 2026

Please read this End User License Agreement ("Agreement") carefully before purchasing, activating, or using BackBillPro. By accepting the Agreement during checkout or by activating or using BackBillPro, the Licensee agrees to be bound by it. If the Licensee does not agree, the Licensee must not activate or use the software.

1. License Grant

BackBillPro grants the law firm or business entity identified during purchase or activation (the "Licensee") a limited, non-exclusive, non-transferable license for use by the individual attorney identified in the BackBillPro Registry as the licensed attorney (the "Licensed Attorney"), subject to this Agreement. A SINGLE_ATTORNEY license licenses one Licensed Attorney. It does not license every attorney in the Licensee's firm. Employees, authorized personnel, and an Authorized BackBillPro Tech may operate BackBillPro on behalf of the Licensed Attorney when authorized by the Licensee, but such operation does not create an additional attorney license. No ownership rights are transferred.

2. Ownership

BackBillPro, including its software, source code, assessment methodology, documentation, manuals, scoring methodology, reports, logos, trademarks, marketing materials, proprietary workflows, and software architecture, remains the exclusive intellectual property of BackBillPro. Purchasing a license does not transfer ownership of any intellectual property.

3. Authorized Use

The Licensee may use BackBillPro solely for legitimate historical billing recovery for the Licensed Attorney. Authorized operation may be performed by the Licensed Attorney, employees or authorized personnel of the Licensee, or an Authorized BackBillPro Tech working on the Licensed Attorney's behalf. Use for another attorney requires an appropriate license for that attorney.

4. License Term

Unless otherwise specified in the applicable purchase terms, a BackBillPro SINGLE_ATTORNEY license provides twelve (12) months of authorized access beginning on the date of successful activation, not the purchase date. The standard annual license price is $297 USD, subject to any disclosed promotional or separately agreed pricing. The activation date and corresponding annual renewal date are recorded in the BackBillPro Registry. Renewal is not automatic. Continued authorized use after the license term requires renewal. BackBillPro administers renewal notices and license expiration manually; an expired, unrenewed license may be deactivated by changing its Registry status, with enforcement occurring upon subsequent license validation.

5. Activation

BackBillPro may require activation and periodic validation through the BackBillPro Registry and License Server. Activation or validation may verify license status, Licensed Attorney, licensed email, license edition, authorized installations, software version, environment, and license term. Failure to activate or validate may limit software functionality. Payment processing and license administration are separate functions; purchasing through any particular checkout provider does not independently authorize use.

6. Permitted Use

Subject to this Agreement, the Licensee may use BackBillPro for historical billing recovery, prepare proposed billing descriptions and estimated time for attorney review, produce PracticePanther-ready output, archive completed recovery projects, and maintain internal backup copies as reasonably necessary. Estimated time is a historical reconstruction aid for attorney review. It is not a contemporaneous measurement or representation of time spent.

7. Prohibited Use

The Licensee may not copy or distribute BackBillPro except as expressly permitted; sell, sublicense, or transfer a license; reverse engineer proprietary components; remove copyright or proprietary notices; circumvent licensing controls; share license credentials with unauthorized parties; or modify official documentation and represent the modified material as official BackBillPro documentation.

8. Optional Assessment and Authorized Tech Services

A BackBillPro Assessment may be used to evaluate project suitability, implementation readiness, scope, or risk, particularly for large or unusual recovery projects. An Assessment is not required for a Licensed Attorney to use BackBillPro unless BackBillPro expressly identifies a particular project as outside the documented standard workflow or requiring additional assessment. Authorized BackBillPro Tech services are optional professional services and are separate from the BackBillPro software license and Standard Product Support. A Licensed Attorney may use BackBillPro without hiring an Authorized BackBillPro Tech.

9. Attorney Responsibility

BackBillPro assists attorneys by organizing historical information and preparing proposed recovery information for review. BackBillPro does not create legal work, determine what should be billed, issue invoices, provide legal advice, replace professional judgment, or make final billing decisions. The attorney remains solely responsible for reviewing recovered information, determining whether work is billable, correcting proposed descriptions or estimated time, client communications, fee decisions, and compliance with applicable professional obligations. Recovered value is not an invoice, and recovery does not create an obligation to bill every recovered entry.

10. Data Ownership

All client information remains the property of the licensed law firm. BackBillPro claims no ownership of client email, client files, billing records, matter information, generated billing descriptions, assessment reports, archive files, or project documentation. The Licensee remains responsible for maintaining appropriate confidentiality and security.

11. Updates

During the active license period, BackBillPro may provide software updates, documentation updates, bug fixes, corrections, and minor feature or usability improvements. Availability may vary by license edition and release status.

12. Standard Product Support

Standard Product Support helps licensed BackBillPro users with product access, documented product functions, licensing issues, and problems that prevent BackBillPro from operating as documented. Support may include license activation or access issues, documented functions not operating as expected, standard workflow questions, identifying the appropriate recovery point after an interruption, reporting suspected defects, and access to corrected product versions or updates during the active license term. Standard Product Support does not include performing the user's billing recovery, processing AI batches for the user, reviewing or approving billing entries, determining whether recovered work should be billed, PracticePanther configuration or training, third-party problems unrelated to BackBillPro output, Gmail or Google Workspace administration, general computer support, office workflow consulting, accounting services, legal advice, staff training, unrelated data cleanup, custom modifications, or large-backlog project management. Standard Product Support is provided by email during normal business days. BackBillPro does not provide emergency, after-hours, weekend, or holiday support. Authorized BackBillPro Tech services may be separately engaged for implementation or recovery assistance. Users should not send passwords, client email content, or other confidential client information in a support request unless specifically instructed through an approved support process.

13. Intellectual Property

All copyrights, trademarks, trade secrets, documentation, software architecture, assessment methodology, and proprietary workflows remain the exclusive property of BackBillPro. Nothing in this Agreement transfers ownership of any intellectual property.

14. Confidentiality and Service Environment

The Licensee is responsible for protecting confidential client information processed using BackBillPro and for complying with applicable legal, ethical, and firm security requirements. BackBillPro is designed so that the primary Recovery Workbook, working recovery records, and BackBillPro archives remain within the Licensee's Google environment. In providing BackBillPro functionality, limited information necessary to perform requested operations, licensing, validation, or support may be transmitted to or processed by services used to provide BackBillPro. The handling of such information is further described in the BackBillPro Privacy Policy.

15. Disclaimer

BackBillPro is provided as a professional software tool to assist attorneys in identifying, reconstructing, and organizing historical billing information. BackBillPro does not guarantee recovered revenue, project success, attorney profitability, billing outcomes, client payment or collection, or compliance with any specific rule of professional conduct. Results depend upon available historical information, attorney participation and review, third-party services, and the circumstances of each project.

16. Limitation of Liability

To the fullest extent permitted by applicable law, BackBillPro shall not be liable for indirect, incidental, consequential, special, or punitive damages arising from the use or inability to use the software. The Licensee and Licensed Attorney remain responsible for all billing decisions and professional obligations.

17. Functionality Guarantee, Cancellation, and Refunds

BackBillPro provides a thirty (30) day functionality guarantee beginning on the date of successful activation. If, during that period, BackBillPro cannot perform its documented standard historical billing recovery workflow in the Licensed Attorney's supported environment, the Licensee may request a full refund of the BackBillPro license fee. This guarantee does not apply merely because the Licensee or Licensed Attorney is dissatisfied with the number or value of recovered records, elects not to bill recovered work, does not complete attorney review, experiences nonpayment by a client, expects services outside Standard Product Support, or uses an unsupported environment or workflow. The Licensee may decline renewal or discontinue use at any time. Licenses do not renew automatically; a new paid term requires an affirmative renewal. Except for the functionality guarantee above or as otherwise required by law, cancellation or discontinuation does not create a routine right to a prorated refund for the current license term. BackBillPro does not guarantee revenue, invoicing, payment, or collection.

18. Termination

BackBillPro may terminate or suspend a license for a material violation of this Agreement, circumvention of licensing controls, unauthorized distribution, or unlawful use. Upon termination, the Licensee must discontinue use of BackBillPro and destroy unauthorized copies. Termination does not alter ownership of the Licensee's own client information or records.

19. Changes to This Agreement

BackBillPro may update this Agreement for future releases, renewals, or new license purchases. Updated agreements may accompany new software versions or license renewals.

20. Entire Agreement

This Agreement, together with any applicable purchase terms and the BackBillPro Privacy Policy, constitutes the agreement between BackBillPro and the Licensee regarding the licensed use of BackBillPro. If a separate written agreement signed by BackBillPro expressly conflicts with this Agreement, the signed agreement controls to the extent of that conflict.

Acceptance

By accepting these terms at checkout or activating or using BackBillPro, the Licensee acknowledges agreement to this End User License Agreement. BackBillPro may retain a record of the version accepted and the applicable transaction or activation.

BackBillPro - Historical Billing Recovery System
You already did the work. Get credit for it.

Support: support@backbillpro.com | backbillpro.com