Registration Terms & Conditions

Version 2.0 · Effective November 4, 2026 · Replaces the version effective 01/15/2025
Tax Matrix Technologies, LLC, doing business as Hands Off Sales Tax

1. Agreement

These terms apply when you purchase sales tax registration services from Tax Matrix Technologies, LLC, doing business as Hands Off Sales Tax ("HOST," "we," "us"), through our client portal or otherwise. By ordering a registration, you agree to these terms on behalf of your business. If you have a signed engagement letter with HOST that conflicts with these terms, the engagement letter controls.

2. Eligibility

You must be at least 18 years old and authorized to act for the business you are registering.

3. What the service includes

We prepare and submit sales tax permit and registration applications to the state and local tax agencies you select, using the information you provide, and send you the resulting account details.

- Tax agencies decide whether and when to approve a registration. We cannot guarantee approval or processing times. An agency may delay or reject a registration if your EIN or business details don't match IRS or state records. HOST can help you resolve it, but approval depends on the agency.
- Registration does not include filing returns. Once you are registered, returns are due on the schedule the agency assigns, and you are responsible for filing them unless you engage HOST for sales tax filings.
- Registration does not include advice on whether you are required to register in a state. That analysis is available as a separate service.

4. Your responsibilities

You agree to:

- Provide us complete and accurate information, and review it before we submit
- Respond promptly when we or an agency ask for more information
- Sign any authorization an agency requires for us to act for you
- Tell us promptly about changes, such as a new address, owner or business structure

We are not responsible for delays, rejections or penalties caused by incomplete or inaccurate information.

5. Fees and payment

Our fees are due in advance unless we agree otherwise in writing. State and local registration fees are charged separately and passed through at cost. For payment questions, contact team@handsoffsalestax.com.

6. Cancellations and refunds

All payments for registration services are final. We do not refund registration fees, including if you cancel. If a tax agency refunds a fee it charged for your registration, we will pass that refund on to you.

7. Confidentiality

We use the information you provide only to deliver our services and handle it as described in our Privacy Policy. We will give you a secure way to send sensitive details, such as bank account numbers.

8. Not legal or accounting advice

HOST is not a law firm or a certified public accounting firm. Our registration service is an administrative service and does not include legal, tax or accounting advice.

9. Limitation of liability

To the fullest extent permitted by law:

- HOST is not liable for any indirect, incidental, special or consequential damages, including lost profits.
- HOST's total liability for any claim related to a registration is limited to the fees you paid HOST for that registration.

10. Ending the service

You may ask us to stop work on a registration at any time, but fees already paid are not refunded (section 6). We may stop work if fees are unpaid, if information you provide is false, or if continuing would require us to act unlawfully. Fees for work already completed remain due.

11. Changes to these terms

We may update these terms by posting a new version on this page with a new version number and effective date. A registration is governed by the version in effect when you ordered it. Earlier versions stay available on request.

12. Governing law

These terms are governed by the laws of the Commonwealth of Pennsylvania, without regard to its conflict of law rules. Any dispute will be brought in the state or federal courts located in Pennsylvania.

13. Contact us

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