

Service Terms

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SN Utils · <https://snutils.com/legal/service-terms> · Archived July 7, 2026

In Plain English

- **What this covers:** These terms govern your use of the SN Utils browser extension, services, and any purchases you make.
- **For everyone:** These terms apply whether you are an individual developer or a business purchasing licenses for your team.
- **Refunds & cancellations:** Our [Refund Policy](#) explains your options, including applicable consumer rights.
- **Your data:** We respect your privacy. See our [Privacy & Data Processing Agreement](#) for details on how we handle your data.

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1. Acceptance of These Terms

By (1) indicating acceptance online, such as by clicking a box or selecting "I Accept", (2) creating an account, (3) purchasing a subscription, or (4) accessing or using the SN Utils service, you agree to these Terms of Service, which shall constitute a legally binding agreement between you and SN Utils B.V. ("Company", "we", "us", "our"). If you are accepting these Terms on behalf of a legal entity (such as your employer), you represent that you have the authority to bind such entity to these Terms, in which case any use of the term "you" in this document shall refer to such entity. If you do not have such authority, or if you do not agree with these Terms, you must not accept this agreement and not use the Service.

These Terms work together with our:

- [Privacy & Data Processing Agreement](#) — how we handle your data
- [Cookie Policy](#) — how we use cookies on our website
- [Fair Use Policy](#) — what each plan includes and how the model works

2. Modifications to These Terms

We may modify these Terms at any time. We will notify you of material changes by posting the updated Terms on our website and updating the "Last Updated" date, and where practicable by email. Your continued use of the Service after changes take effect constitutes acceptance of the updated Terms. If you do not agree to the changes, you must stop using the Service.

3. License Grant and Restrictions

3.1 License Grant

Subject to your compliance with these Terms and payment of any applicable fees, we grant you a limited, non-exclusive, non-transferable, revocable license to install and use the SN Utils service ("Service") on devices you own or control, and to use it in connection with ServiceNow instances you are authorised to access.

3.2 Access and Use Restrictions

You may not, in connection with the Service:

- Where account registration is required to access certain features, provide false or incomplete registration information, or fail to keep it current
- Share your login credentials, user account, license key, or other licensed access to the Service. Licensed access is personal to the assigned user and may not be shared, reused by multiple individuals, or used concurrently by more than the licensed number of users

- Attempt to gain unauthorised access to our systems or to other users' accounts, or use automated means to access the Service without our permission
- Modify, tamper with, reverse engineer, decompile, or disassemble any part of the Service, or tamper with internal settings, configuration, feature flags, or licensing state to unlock paid, licensed, or otherwise restricted features
- Remove or alter any proprietary notices, labels, or marks
- Sublicense, rent, lease, lend, resell, redistribute, or otherwise transfer your license or access to the Service to any third party
- Circumvent any technical measures used to control, protect, or provide access to the Service
- Use the Service to develop competing products or services
- Use the Service for any unlawful purpose or in a manner that violates applicable laws or regulations

You are responsible for all activities that occur under your account and must notify us immediately of any unauthorised use. We reserve the right to suspend or terminate accounts that violate these Terms or engage in fraudulent activity.

4. Our Commitments to You

4.1 Functionalities. We will make the Service available and maintain its core functionality as described in our documentation. Where we intend to discontinue or materially reduce a feature, we will provide you reasonable advance notice and, where the change materially affects the value of your subscription, we will offer you a pro-rata refund for any unused prepaid period. Please note that we are not liable for functionality changes caused by third-party platforms outside our control, as described in [Section 8](#).

4.2 Updates. We will continuously improve and develop our Service over time, and for this purpose we will provide updates and security patches. You agree that we may automatically update the Service on your device without additional notice.

4.3 Support. We will provide you with support should you encounter issues in your use of the Service. To receive support, please email support@snuutils.com. Support response times are consistent with the service level applicable to your plan, as described in these Terms.

4.4 Marketplace. If your paid plan includes marketplace access, we will provide you access to Marketplace Content — scripts, commands, snippets, and content packs that may be created by SN Utils or by third-party users through our marketplace. See [Section 6](#) for the terms governing Marketplace Content.

4.5 Data Processing and Security. To the limited extent we process some of your personal data, we will comply with our commitments in our [Privacy & Data Processing Agreement](#), and we will maintain appropriate security measures. The Service runs entirely on your local device, within your browser, using your existing ServiceNow session and permissions — it is designed for maximum security of your data by default. For additional information, please visit our [Security page](#).

5. Subscription Plans

5.1 Community Plan

The Community Plan is provided free of charge and includes the core SN Utils experience as described on the pricing and feature comparison pages.

Community and paid plans are primarily distinguished by the capabilities they include. Advanced capabilities made available as part of Pro, Enterprise, or other paid plans require an active subscription to the applicable plan.

Because the Community Plan is provided at no cost, it is offered without any commitment as to service continuity, and users accept the following limitations:

- **No backups:** Data associated with use of the Community Plan is not backed up by SN Utils B.V.
- **Features may change:** Community Plan features, functionality, limits, and availability may be changed, restricted, suspended, or removed at any time without notice.
- **No additional warranties:** The Service is provided to Community Plan users strictly "as is", with no representations or warranties beyond what is required by applicable law.
- **Support "as available":** We are dedicated and committed to your success and will use reasonable efforts to address your requests for support, however you acknowledge that Community Plan users will receive support on an "as available" basis and without any service level commitment.

For a plain-language explanation of what each plan includes, see our [Fair Use Policy](#).

5.2 Pro Trial

We offer a free 14-day Pro Trial that allows you to evaluate selected Pro features before purchasing. The trial is activated by providing your email address and confirming a one-time code sent to that address. No account, password, or payment information is required to start a trial.

- **Duration:** The trial lasts 14 days from the date of confirmation. It cannot be paused, extended, or restarted.
- **One trial per email:** Each email address may activate one trial. We do not technically enforce this beyond the email level, but circumventing this limitation through multiple addresses or aliases is not permitted.
- **Included features:** The trial includes a curated subset of in-browser Pro features such as Sidekick tools, GraphQL Code Search, RLQUERY Helper, table-specific list fields, and demo snippets. It does not include cloud sync, AI features, team sharing, or the ability to create custom shortcuts, commands, snippets, or switches.
- **Expiration:** When the trial expires, all trial features revert to Community behaviour. No data is deleted. You may upgrade to a paid plan at any time during or after the trial.
- **Terms:** Trial users are subject to the same terms as Community Plan users, including the disclaimers and limitations in Sections 9 and 10 of these Terms.

Because the trial is provided at no cost, it is not subject to the refund or cancellation provisions in [Section 5.5](#) or our [Refund Policy](#).

5.3 Pro Plan

The Pro Plan can be purchased via our website and is subject to the payment of fees via our payment provider.

Paid Plan subscriptions run for the term selected at purchase (monthly or annual), unless terminated in accordance with these Terms, and renew automatically at the end of each term. Either party may prevent the agreement from renewing by notifying the other in accordance with the following:

- **Monthly subscriptions:** Notice of non-renewal must be given before the start of the next billing cycle. We recommend providing notice at least 3 days before the renewal date to allow for processing time.
- **Annual subscriptions:** Notice of non-renewal must be given at least 30 days before the renewal date.

Notice of non-renewal should be provided through your account settings or by contacting support@snutils.com. Where you provide timely notice, your subscription will not renew and access will continue until the end of the current paid period. No refund is issued for the remainder of the current paid period, except in accordance with our [Refund Policy](#) or as provided in [Section 12](#).

We may change Paid Plan pricing with reasonable advance notice. Price changes apply to subsequent renewal periods only, not to any period already paid for.

5.4 Enterprise Plan

The Enterprise Plan is available via the ServiceNow Store and is subject to the terms therein specified. Please note that these Terms **do not apply to an Enterprise Plan subscription**, other than to the extent specified on the ServiceNow Store itself.

5.5 Refunds & Cancellation

Refund eligibility depends on your subscription type, purchase channel, region, and applicable consumer protection law. You may cancel your subscription at any time; upon cancellation you retain access until the end of your current billing period.

For full details, including eligibility, consumer rights, and how to request a refund, see our [Refund Policy](#).

5.6 Payment Processing

Depending on your region and the nature of your transaction, your payment may be processed by Stripe, acting as merchant of record. In those cases, your invoice, receipt, or bank/card statement may display Stripe, Link, or Lemon Squeezy LLC instead of SN Utils. This is expected. SN Utils B.V. remains the provider of the Service, and your rights under these Terms are not affected by which entity processes your payment.

6. Marketplace Content

Where your paid plan includes marketplace access, the Service provides access to Marketplace Content — scripts, commands, snippets, and content packs that may be created by SN Utils or by third-party users through our marketplace. To the extent you access Marketplace Content, you acknowledge and agree that:

(a) No Warranty. Marketplace Content is provided "as is" without any warranty. While we may perform basic checks, we do not guarantee the accuracy, safety, compatibility, security, or fitness for any purpose of Marketplace Content. It is not verified, endorsed, or supported by SN Utils B.V.

(b) Your Responsibility. You are solely responsible for reviewing, evaluating, and testing any Marketplace Content before use, including testing in a non-production environment before deployment in production, and for ensuring it complies with your organisation's policies and security requirements.

(c) Risk Acknowledgment. Marketplace Content may execute code within your ServiceNow instance. You acknowledge that improperly written or malicious scripts could cause data loss, corruption, performance degradation, or security vulnerabilities. You assume all associated risk.

(d) No Liability. We shall not be liable for any damages, data loss, security incidents, system downtime, or other consequences arising from your use of Marketplace Content.

7. Intellectual Property

All content and software comprising the Service — including text, graphics, logos, icons, and code — is the property of SN Utils B.V. or its licensors and is protected by applicable intellectual property laws. These Terms do not transfer any ownership rights in the Service to you. "SN Utils" and associated logos are trademarks of SN Utils B.V. You may not use these marks without our prior written consent.

Source Code Availability. The Service's source code may be accessible through browser extension files or public repositories maintained by SN Utils B.V. This accessibility is provided solely for purposes of transparency and security review. It does not constitute an open-source license and does not grant you any right to use, copy, modify, distribute, sublicense, or create derivative works from the source code. You may not use the source code to circumvent licensing or authentication mechanisms, or for competitive analysis or development of competing products.

8. Third-Party Services and Platform Dependencies

8.1 ServiceNow. The Service is designed to operate with ServiceNow, a platform operated by ServiceNow, Inc. ServiceNow may at any time modify, restrict, or discontinue APIs, features, or functionality that the Service relies on, without notice to us. SN Utils B.V. has no control over ServiceNow's platform or business decisions. We cannot guarantee that the Service will continue to function as expected with current or future versions of ServiceNow, and we will not be liable for any degradation or loss of functionality caused by ServiceNow platform changes.

8.2 Browser Extension Stores. The Service is distributed through third-party browser extension stores (Chrome Web Store, Microsoft Edge Add-ons, Firefox Add-ons, and others). These stores may at any time modify their policies, suspend, remove, or delist the Service, or restrict its availability in certain regions, entirely at their own discretion. SN Utils B.V. has no control over these decisions.

8.3 No Refunds for Third-Party Changes. Changes to ServiceNow's platform or actions by extension stores that affect the functionality or availability of the Service do not constitute grounds for any refund, credit, or compensation. By using the Service, you accept these risks inherent to third-party platform integrations and distribution channels. We will make commercially reasonable efforts to maintain compatibility and compliance, but make no guarantees as to timing or outcome.

8.4 Other Third Parties. The Service may integrate with or link to other third-party services, including Stripe for payment processing (see [Section 5.5](#)). These services have their own terms and privacy policies, and we are not responsible for their practices or content.

9. Disclaimer of Warranties

The Service is provided "as is" and "as available" without warranties of any kind, either express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, and non-infringement. We do not warrant that the Service will be uninterrupted, error-free, secure, or free of harmful components. You assume all risks associated with your use of the Service.

10. Limitation of Liability

To the maximum extent permitted by applicable law, we shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including loss of profits, data, goodwill, or other intangible losses, arising out of or relating to these Terms or the Service.

Our total liability to you for all claims arising out of or relating to these Terms or the Service shall not exceed the amounts paid by you to us in the twelve (12) months preceding the claim. For Community Plan users, our total liability shall not exceed €100.

11. Indemnification

You agree to indemnify, defend, and hold harmless SN Utils B.V. and its officers, directors, employees, and agents from and against any claims, damages, losses, liabilities, and expenses (including reasonable attorneys' fees) arising out of or relating to: your use of the Service; your violation of these Terms; your violation of any third-party rights; or any content you submit or transmit through the Service.

12. Term and Termination

12.1 Termination

A subscription runs until its expiration, subject to the plan you have subscribed to, and renews in accordance with these Terms, unless a party elects not to renew, in which case it terminates.

Either party may also terminate a subscription at any point (regardless of whether it is a Community or Paid Plan) in the event of a material breach of these Terms by the other party,

provided that the terminating party gives written notice to the other party specifying the breach in reasonable detail and that the breaching party fails to remedy the breach within 14 days of receiving that notice (or such shorter period as is reasonable where the breach is not capable of remedy).

Where we terminate for your breach, no refund shall be due for any prepaid and unused portion of the subscription term. Where you terminate for our material breach that we have failed to remedy, we will issue a pro-rata refund for the unused portion of any prepaid term.

12.2 Effect of Termination

Upon termination of a Paid Plan for any reason:

- Your license to use the Service ceases immediately (or at the end of the paid period, in the case of non-renewal)
- You must cease all use of the Service
- We will grant you a 30-day period to allow you to retrieve your data from our systems
- Provisions that by their nature should survive termination — including Sections 7, 9, 10, 11, and 14 — remain in effect

13. General Provisions

13.1 Governing Law and Jurisdiction. These Terms shall be governed by and construed in accordance with the laws of the Netherlands, without regard to its conflict of law provisions. Any disputes arising out of or relating to these Terms or the Service shall be resolved exclusively in the courts of Amsterdam, the Netherlands.

13.2 Entire Agreement. These Terms, together with our Privacy & Data Processing Agreement, Cookie Policy, Fair Use Policy, and Refund Policy, constitute the entire agreement between you and SN Utils B.V. regarding the Service.

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

13.4 Waiver. Our failure to enforce any right or provision of these Terms shall not constitute a waiver of that right or provision.

13.5 Assignment. You may not assign or transfer these Terms or any rights under them without our prior written consent. We may assign our rights and obligations without restriction.

13.6 Force Majeure. Neither party shall be liable for any delay or failure to perform (except for payment obligations) caused by events beyond reasonable control, including changes to third-party platforms, natural disasters, government actions, or internet service disruptions.

14. Contact

For questions about these Terms or to report violations:

SN Utils B.V.

Email: legal@snutils.com

By using our services, you acknowledge that you have read and understood these Service Terms.

[Privacy & Data Processing Agreement](#) → [Fair Use Policy](#) → [Security](#) →