Terms of Use

Other Avenue | Effective September 22, 2026

Welcome to Other Avenue. These Terms of Use govern your access to and use of our website at https://other-avenue.com.

By accessing or using our website, you agree to these terms. If you do not agree, please discontinue use of the website.

1. About Other Avenue

Other Avenue is an Ohio-based technology services business specializing in custom software development, systems integration, workflow automation, and technology consulting.

Our services include custom Zendesk applications, integrations involving Zendesk, Jira, Microsoft Excel, Power Automate, APIs, SQL reporting, business analytics, and other business technology solutions.

Information provided on our website is for general informational purposes and does not constitute a binding offer to provide services.

2. Contacting Us and Project Agreements

Submitting an inquiry through our website does not establish a client relationship, guarantee acceptance of a project, or create a contractual obligation for either party.

Paid services, custom software development, integrations, and consulting engagements will be governed by separate written agreements.

These agreements will establish the applicable project scope, deliverables, pricing, payment terms, intellectual property ownership, warranties, support arrangements, and other relevant conditions.

3. Acceptable Website Use

You agree to use our website only for lawful purposes.

You may not attempt to gain unauthorized access to the website or its underlying systems, introduce malicious software, interfere with website operations, misuse the contact form, or engage in activities that could compromise the security or availability of the website.

We reserve the right to restrict access when reasonably necessary to protect our website, business, or other users.

4. Intellectual Property

Other Avenue's website content, branding, graphics, written materials, and original software are protected by applicable intellectual property laws.

You may not reproduce, distribute, sell, or commercially exploit our materials without authorization, except as permitted by applicable law.

Ownership and licensing of software, integrations, or other deliverables developed for clients will be determined by the applicable written client agreement.

5. Third-Party Platforms

Other Avenue develops technology solutions that may integrate with third-party products and services, including Zendesk, Jira, Microsoft Excel, Power Automate, and other business platforms.

All third-party product names, trademarks, and logos belong to their respective owners.

References to these products do not imply an official partnership, affiliation, sponsorship, or endorsement unless expressly stated.

Third-party platforms may change their APIs, features, pricing, availability, or access requirements.

Other Avenue is not responsible for disruptions or restrictions imposed by third-party providers to the extent permitted by applicable law and subject to any separate written client agreement.

6. Website Information and Availability

We aim to provide accurate and useful information about our services. However, website content may be updated, modified, or become outdated.

We do not guarantee that the website will always be available, uninterrupted, error-free, or suitable for every user's requirements.

We may modify, suspend, or discontinue website features without prior notice.

7. Disclaimer of Warranties

Our website and its content are provided on an "as is" and "as available" basis.

To the fullest extent permitted by applicable law, Other Avenue disclaims warranties regarding the accuracy, reliability, availability, and suitability of the website and its informational content.

This disclaimer does not replace or limit any express warranties provided under a separate written client agreement.

8. Limitation of Liability

To the fullest extent permitted by applicable law, Other Avenue will not be liable for indirect, incidental, special, or consequential damages arising from the use of or inability to use this website.

Nothing in these terms excludes or limits liability that cannot legally be excluded or limited.

Any liability arising from paid services or software development projects will be governed by the applicable written client agreement, subject to applicable law.

9. Privacy

Your use of our website is also subject to our Privacy Policy, which explains how personal information is collected and handled.

10. Governing Law

These Terms of Use are governed by the laws of the State of Ohio, United States, without regard to its conflict-of-law principles, except where applicable law requires otherwise.

11. Changes to These Terms

We may update these Terms of Use to reflect changes in our website, services, or business practices.

Updated terms will be posted on this page with a revised effective date. Continued use of the website after updated terms take effect constitutes acceptance of those terms to the extent permitted by applicable law.

12. Severability

If any provision of these terms is found to be invalid or unenforceable, the remaining provisions will remain in effect to the extent permitted by law.

13. Contact Us

If you have questions about these Terms of Use, please contact:

Other Avenue
Email: support@other-avenue.com
Website: https://other-avenue.com