
User manual

Finding clients among local businesses with Leadomos:
searches, modes, results, credits, plans and how to reach out
within the law

Edition	1.0, 29 October 2026
Audience	Leadomos users: freelancers, agencies and professionals who sell services to local businesses.
Reference	LDM-UM

About this document

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Reference	LDM-UM
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Audience	Leadomos users: freelancers, agencies and professionals who sell services to local businesses.
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Revision history

Edition	Date	Changes
1.0	29 October 2026	First edition: sign-up, credits, search, modes and options, results, history, AI profile, Instantly, generator, invitations, plans and VAT, withdrawal, account privacy and a legal guide by country.

Conventions

New search	Buttons, tabs, menu options and checkboxes, with the same text as on screen.
"Not enough credits"	Titles, notices and messages exactly as written.
<code>leadomos.com</code>	Data typed as is: web addresses, identifiers and commands.
Important	Box with what has legal consequences or cannot be undone.

Leadomos is a service of DETERMOS (Guillermo Gómez Benavides, Getafe, Madrid, Spain). The screenshots in this manual were taken in a test environment with fictitious businesses, people and data. Prices and limits are those in force on the date of this edition; the ones that apply are those on the pricing page and in the terms and conditions.

Contents

1	What Leadomos is	5
1.1	Who it is for	5
1.2	How it works	5
1.3	Who does what	6
2	Getting started	7
2.1	The demo without an account	7
2.2	Creating your account	7
2.3	Verifying your email	8
2.4	If you forget your password	9
3	Credits	10
3.1	What each thing costs	10
3.2	Estimate, reservation and refund	10
3.3	Limits and expiry	10
3.4	If you run out of credits	11
4	The dashboard	12
4.1	The menu	12
5	Running a search	13
5.1	The basics	13
5.2	Optimize for your service	14
6	The four modes	15
7	Advanced options	16
7.1	Geography & language	16
7.2	Filters	17
7.3	Data to extract	17
7.4	Reviews and images	17
7.5	Deep analysis	17
7.6	Business plan	17
7.7	Direct Google Maps URLs	17
8	Results	19
8.1	A lead's card	20
8.2	When a search comes back empty	21
9	Searches, favorites and CSV	22
9.1	Saved searches	22
9.2	Favorites	22
9.3	Exporting to CSV	22

10	The AI profile	24
11	Integrations: Instantly	26
11.1	Connecting your account	26
11.2	Sending to a campaign	26
12	The free cold email generator	27
13	Inviting others	29
14	Plans, payments and invoices	30
14.1	The plans	30
14.2	Subscribing	30
14.3	Renewal and credits	31
14.4	Changing plan, cancelling and invoices	32
14.5	Withdrawing within 14 days	32
15	Your account and your data	33
15.1	Downloading your data	33
15.2	Deleting your account	33
15.3	Language, cookies and terms	34
15.4	How long we keep your data	34
16	Contacting leads within the law	35
16.1	What applies everywhere	35
16.2	United States	35
16.3	United Kingdom	35
16.4	Spain	35
16.5	Rest of the European Union	36
16.6	If someone asks you not to contact them	36
17	Common problems and support	37
17.1	The search returns nothing	37
17.2	The verification code does not arrive	37
17.3	I was charged more credits than I expected	37
17.4	Some data is wrong	37
17.5	A business or a person does not want to appear	37
17.6	Contact	37

1 What Leadomos is

Leadomos finds local businesses that may need what you sell and gives you what you need to contact them with good judgement: their phone, their email, their socials, the state of their website and, depending on your plan, their reviews and a draft first message.

1.1 Who it is for

For anyone who sells services to local businesses: web design, social media, digital marketing, local SEO, photography and video, branding, e-commerce or copywriting. You type what kind of business you are looking for and where, and Leadomos returns a list of real businesses with their public details.

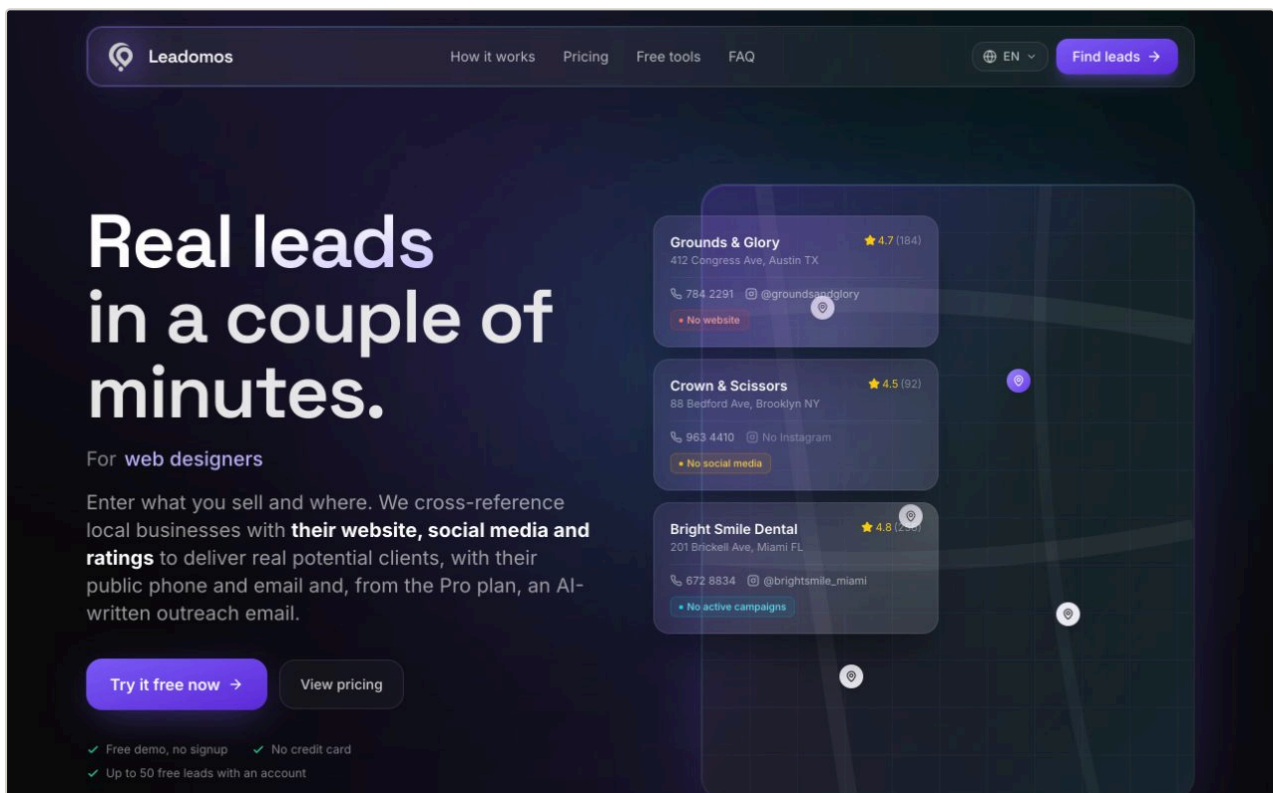


Figure 1.1 The leadomos.com home page.

1.2 How it works

1. You **search** for a category and a city ("hair salons in Austin").
2. Leadomos checks the businesses' **public listings** (like those on Google Maps) at that moment and, if you choose, visits **their website and socials** to find their contact details.
3. You see each business with what you asked for and **pay in credits only for the data actually obtained**.
4. You save the search, export it to CSV or send it to your email tool.

Important. Leadomos does not sell databases: every search is run for you, in real time, with public information. The data may be incomplete or out of date and **we do not verify emails or phone numbers**. You decide who you contact and how, and you are responsible for doing so lawfully (chapter 16).

1.3 Who does what

For the data about the businesses and people in your results, **you are the controller** and Leadomos acts as **processor**, on your behalf (terms and conditions, section 7). Leadomos does not use that data for anything of its own.

Anyone who does not want to appear can ask at leadomos.com/remove: from then on they no longer show up in new searches.

2 Getting started

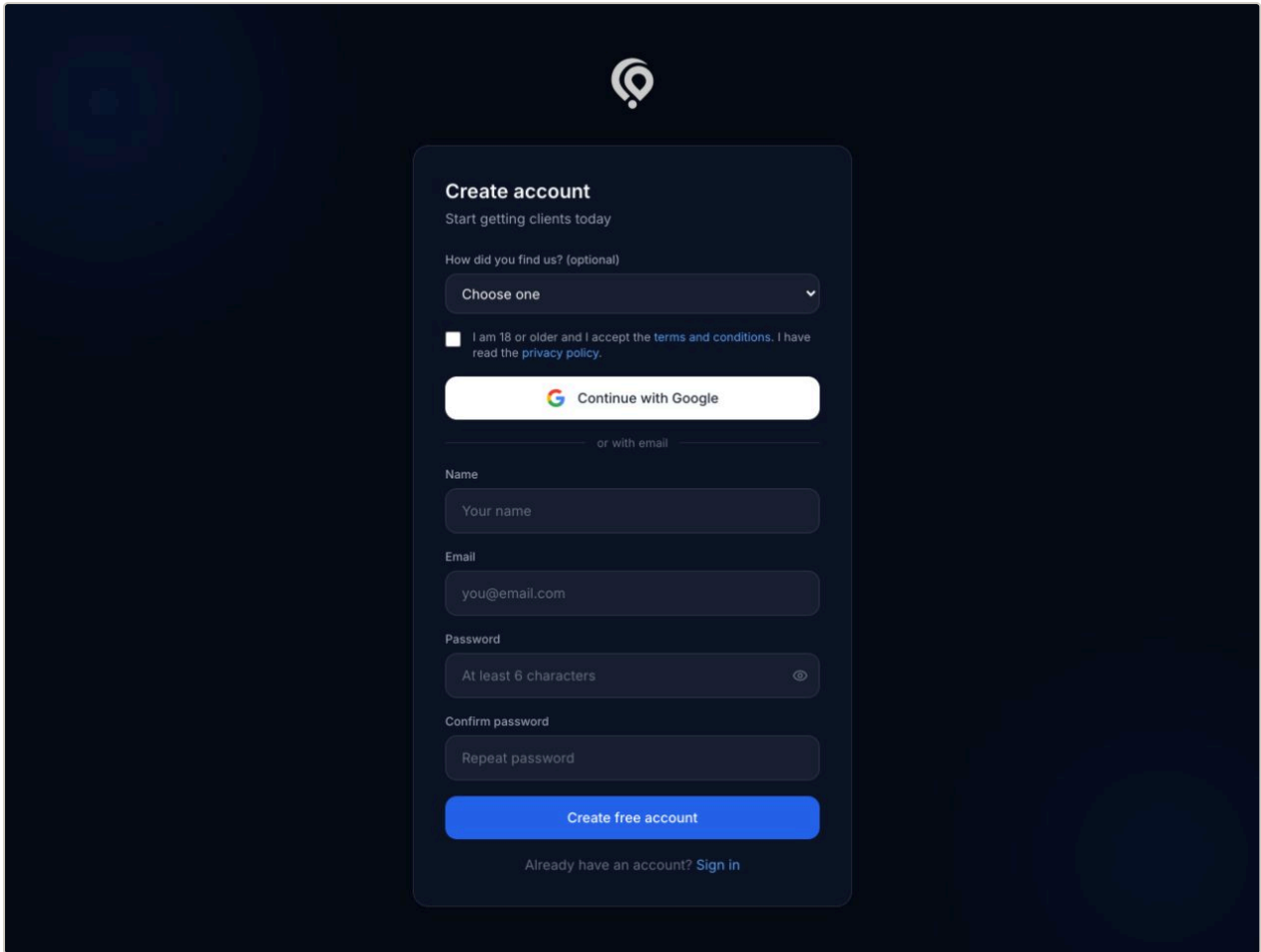
You can try Leadomos without an account with a demo lead. To search for real you need a free account, which comes with 50 credits.

2.1 The demo without an account

On the leadomos.com home page, type a category and a city and press the demo button. You will see a **real business** with its details. The demo can be used **once every 30 days** from each connection.

2.2 Creating your account

1. Go to **Create account** (leadomos.com/en/register).
2. Tick **"I am 18 or older and I accept the terms and conditions"**. Without it the account cannot be created.
3. Choose how to sign in:
 - **Continue with Google**: the account is verified straight away.
 - **With your email**: type your name, email and password, and press **Create free account**.



Create account
Start getting clients today

How did you find us? (optional)

Choose one

☐ I am 18 or older and I accept the terms and conditions. I have read the privacy policy.

 Continue with Google

or with email

Name

Your name

Email

you@email.com

Password

At least 6 characters

Confirm password

Repeat password

Create free account

Already have an account? Sign in

Figure 2.1 Sign-up page, with the terms checkbox.

2.3 Verifying your email

If you signed up with your email, we send you a **6-digit code** valid for 10 minutes. Type it on the verification screen.

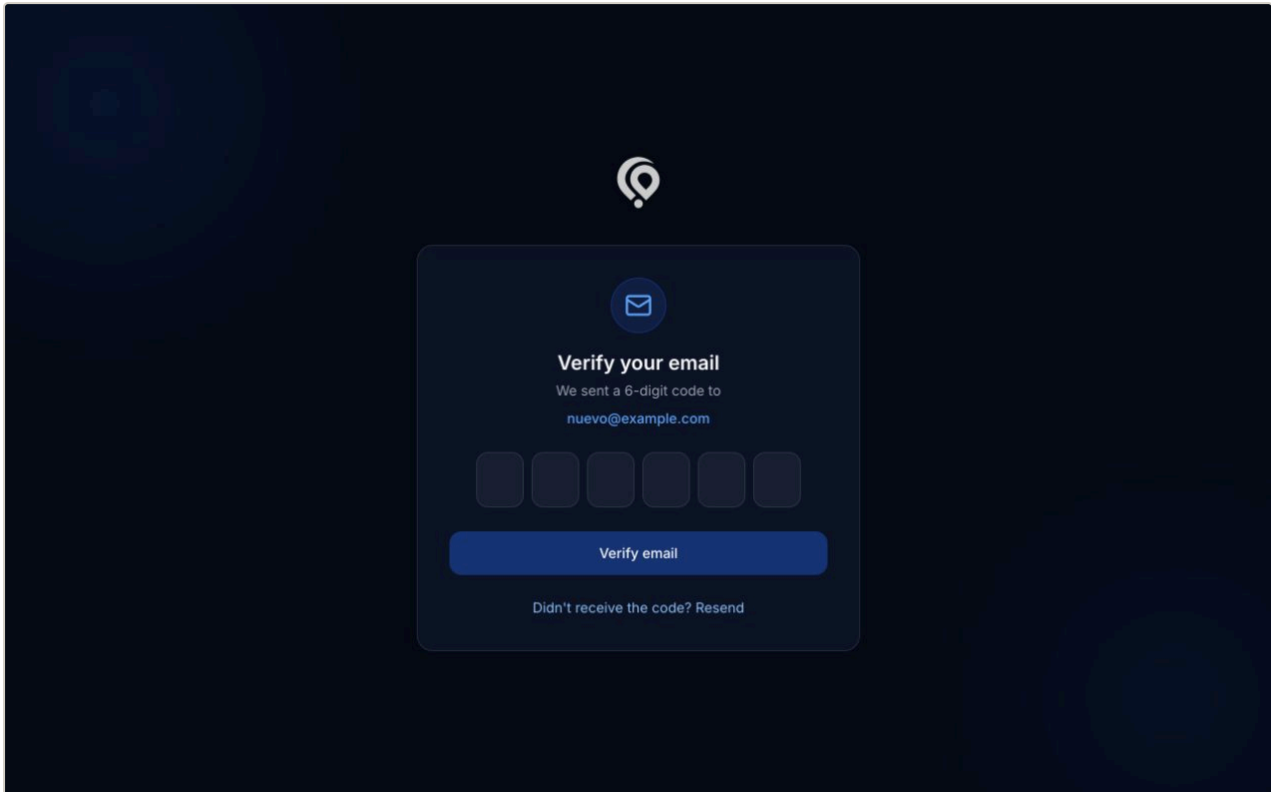


Figure 2.2 Screen to type the verification code.

- If it does not arrive, check your spam folder and press **Resend** (one per minute).
- After 5 failed attempts with the same code, you need a new one.

When your email is verified you get **50 welcome credits**, which expire after 12 months.

Note. If you sign in with Google from the **Sign in** page without having signed up first, Leadomos asks you to accept the terms when you get in. The same happens to every user when the terms change.

2.4 If you forget your password

On **Sign in**, press **Forgot your password?**, type your email and follow the link you receive.

3 Credits

Everything in Leadomos is paid for with credits. Before searching you see the most it can cost, and when it finishes you are only charged for what was obtained.

3.1 What each thing costs

Each lead costs 1 base credit. Each extra piece of data you ask for adds credits **only if it is obtained for that lead**:

What	Credits per lead
Basic lead (name, category, address, phone, website, rating)	1
Contact extraction from their website (emails, phones, socials)	+1
Social profile metrics	+1
Reviews (up to 10 per business)	+1
In-depth reviews (more than 10)	+3
Photos (up to 5 per business)	+1
Extended gallery (more than 5)	+2
AI email and WhatsApp draft	+2
Deep analysis (questions and answers, additional information)	+1
Deep neighbourhood coverage	+1
LinkedIn contacts (Business plan)	+10 per contact

3.2 Estimate, reservation and refund

1. While setting up the search you see the **estimated maximum**.
2. When you launch it, those credits are **reserved**.
3. When it finishes, you are charged **only for what was obtained** and the rest goes back to your balance. If a piece of data was not found for any lead, it is not charged.

In the results, **Cost breakdown** explains what was charged and what was not.

3.3 Limits and expiry

- Outside the Business plan, a search cannot reserve more than **150 credits**. Lower the number of results or the options if the estimate goes over.
- Welcome and invitation credits expire after **12 months**.

- A plan's credits are valid for its period and **do not roll over**: at each renewal your balance becomes the plan's.

3.4 If you run out of credits

Leadomos tells you how many leads your balance can pay for and lets you **search anyway** with fewer results. To get more, choose a plan (chapter [14](#)) or invite someone (chapter [13](#)).

4 The dashboard

When you sign in you see the dashboard: your balance, a shortcut to a new search and the menu on the left.

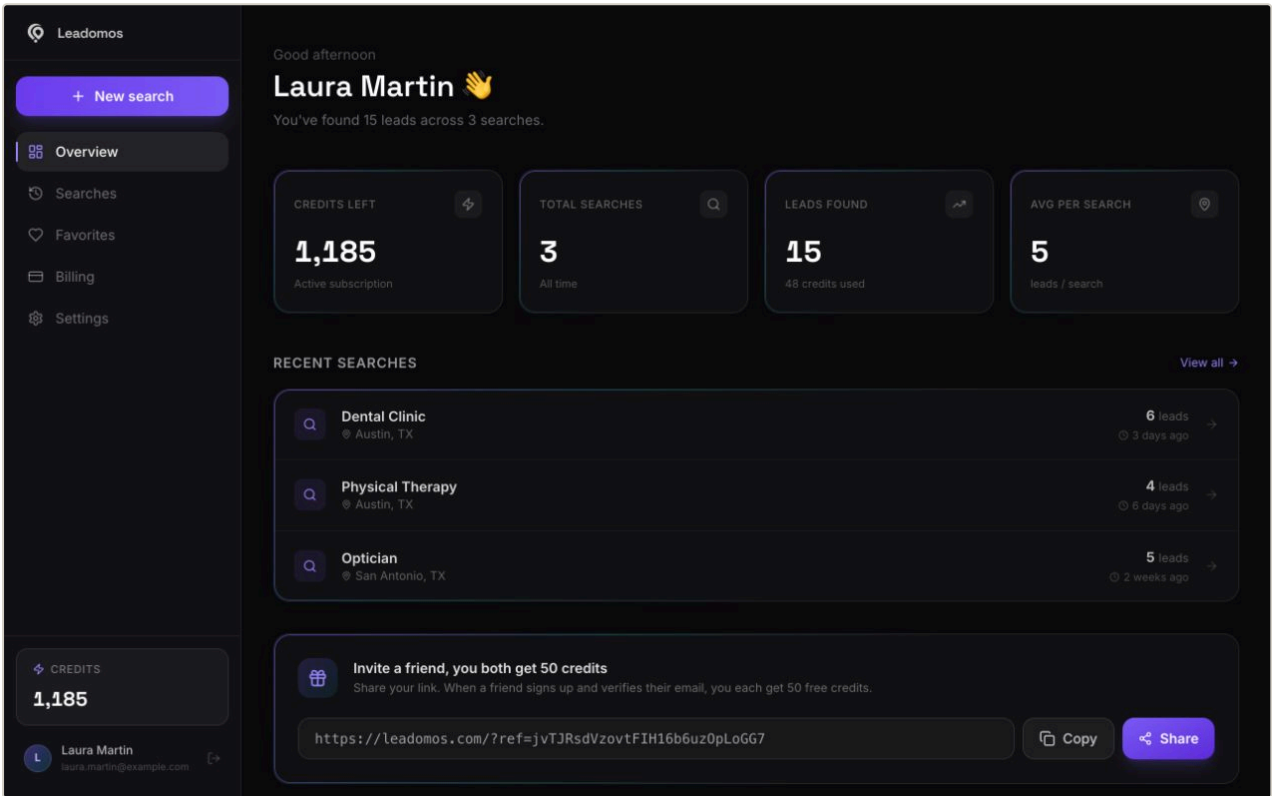


Figure 4.1 The dashboard, with the credit balance and the menu.

4.1 The menu

Option	What for
Overview	Your balance, your plan and a quick way to search
New search	The search page (chapter 5)
Searches	The searches you have saved (chapter 9)
Favorites	The leads you have marked
Billing	Plans, payments, credit history and withdrawal (chapter 14)
Settings	Your AI profile, integrations and your data (chapters 10, 11 and 15)

Your balance is always visible in the menu.

5 Running a search

A search is a category and a location. Everything else is optional and can be tuned with a service, a mode or the advanced options.

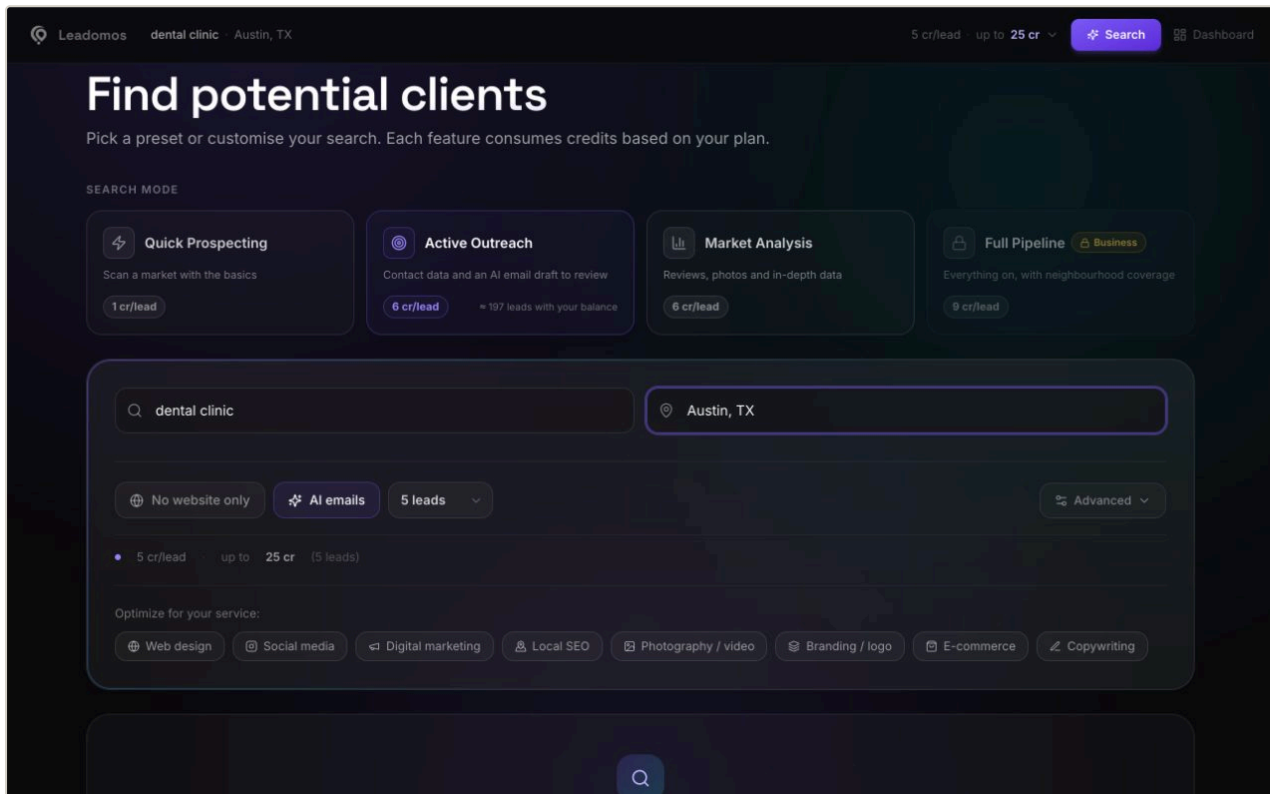


Figure 5.1 The search page: category, city, number of results, service and mode.

5.1 The basics

1. In the first field, the **category**: "coffee shop", "dental clinic", "auto repair". It works best in a simple singular or plural and in the country's language.
2. In the second, the **location**: a city, or a neighbourhood with its city ("Brooklyn, New York"). One city per search works best.
3. Choose **how many results** you want (up to 100).
4. If you sell websites, tick **No website only** to see only businesses without a website.
5. Check the **Estimated breakdown** and press **Search**.

A search usually takes **a minute or two**: between 20 seconds and two and a half minutes, depending on the city and the options. With AI emails on, a little longer.

5.2 Optimize for your service

Below the search box, **Optimize for your service** sets the options for what you sell. You can change any of them afterwards.

Service	What it sets
Web design	Only businesses without a website , rated 3 stars or more, contacts and socials
Social media	Businesses with a website , their socials (Facebook, Instagram, TikTok) and some reviews
Digital marketing	All businesses, contacts, socials, a few reviews and the full listing
Local SEO	Businesses with a website , the full listing, customer questions and services
Photography / video	Businesses with a website rated 3.5 stars or more, Instagram, TikTok, YouTube and photos
Branding / logo	Businesses without a website , contacts and socials
E-commerce	Businesses without a website rated 3.5 stars or more, socials, photos and reviews
Copywriting	Businesses with a website , the full listing, Instagram, X and reviews

Services turn on the AI email if your plan includes it (from Pro). Reviews and photos apply up to your plan's limit.

6 The four modes

A mode is a complete setup in one click. Pick the one that fits what you will do with the leads.

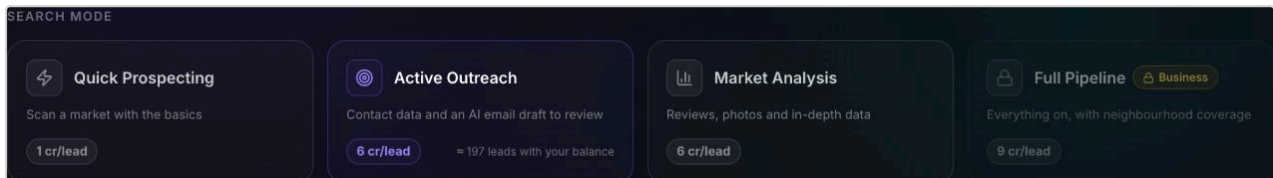


Figure 6.1 The four search modes.

Mode	What it includes	Credits per lead (max.)	From plan
Quick Prospecting	Basic listing data, without website contacts or extras. To scan a market	1	Free
Active Outreach	Website contacts, socials (Facebook, Instagram, TikTok), one photo and an AI email draft	6	Pro
Market Analysis	Contacts, socials, 10 reviews, 5 photos, customer questions and the business's services	6	Pro
Full Pipeline	All of the above, plus YouTube and X, deep neighbourhood coverage and additional information	9	Business

If a mode belongs to a higher plan than yours, it shows that plan and cannot be selected.

Tip. Start with **Quick Prospecting** to see whether the market has volume, then run **Active Outreach** only on the area you care about. You will spend fewer credits.

If you change any option by hand, the mode becomes **Custom configuration active**.

7 Advanced options

Advanced opens every option. Each one shows what it adds per lead; the ones your plan does not include show the plan that unlocks them.

Figure 7.1 Advanced search options.

7.1 Geography & language

- **Country:** if the city exists in several countries, set it here. With **Auto**, it is worked out from the location.
- **Data language:** the language the listings are requested in (categories, reviews). It starts in the website's language.
- **Search matching:** **Permissive** (more results), **Includes terms only** or **Exact match**. If a search comes back empty with strict matching, try permissive.
- **Map zoom:** how close the crawl zooms in. More zoom, more detail in dense areas.

7.2 Filters

- **Website:** All places, **WITHOUT website only** or **WITH website only**.
- **Minimum rating:** leaves out businesses with fewer stars.
- **Exclude closed:** skips permanently closed businesses.
- **Categories to include:** words that must appear in the category ("vegan", "halal").

7.3 Data to extract

Option	What it adds	Cost
Contact extraction	Emails, phones and socials published on the business's website	+1
Social platforms to extract	Which networks to look for: Facebook, Instagram, TikTok, YouTube, X	(included)
Social profile metrics	Followers, bio and whether the network verified the profile	+1
Full detail page	Opening hours, popular times, questions and answers, services	—
Include web results	Posts and external mentions	—

7.4 Reviews and images

- **Reviews per business:** from the Pro plan (up to 10) and Growth (up to 50). You can sort them (**Most recent**, **Most relevant**, **Highest rated**, **Lowest rated**) and **Filter reviews by keyword** ("slow", "expensive"): very handy to find the problem you solve.
- **Images per business:** from Pro (up to 5) and Growth (up to 20).

7.5 Deep analysis

Customers' **Questions & answers** on the listing and **Additional info** (service options, accessibility, amenities, payments). +1 per lead.

7.6 Business plan

- **LinkedIn decision-makers:** up to 5 people per business, with name, role, profile and email, filterable by **Departments**. +10 credits per contact found.
- **Deep neighbourhood coverage:** more results in dense areas. +1 per lead.
- No 150-credit cap per search.

7.7 Direct Google Maps URLs

Paste specific business URLs if you already know which ones you want to analyse: Leadomos fetches only those.

Note. Each plan's limits are also enforced on our server: if you ask for more than your plan includes, the search runs at your plan's maximum and only that is charged.

8 Results

Each business appears as a card with everything you asked for. At the top you see how many leads there are, how many your filters skipped and the **Cost breakdown**.

The screenshot shows the Leadomos search results interface. At the top, the search criteria are 'dental clinic' in 'Austin, TX' with a cost of '5 cr/lead' and a budget of 'up to 25 cr'. A 'Search' button and a 'Dashboard' link are visible. Below the search bar, there are filters: 'No website only', 'AI emails', and '5 leads'. A progress bar indicates 'Done · 5 leads found', '5 leads · 0 skipped', '22 cr charged', and '3 cr saved'. A '5 leads found' summary is shown with '22 credits charged · 3 saved' and buttons for 'Send to campaign' and 'Download CSV'. A 'Cost breakdown' section shows: 'Base data: 5/5 leads 5 cr', 'Contact: 3/5 leads 3 cr', 'Social media: 4/5 leads 4 cr', and 'AI email: 5/5 emails 10 cr'. Below this, the first result is 'Lone Star Dental', a dental clinic in South Congress, Austin, TX 78704, with a 4.8 rating (213 reviews). It includes contact information (+1 512-555-0111, WhatsApp, email, Instagram, Facebook, Website, Maps) and an 'AI ANALYSIS' section stating: 'Lone Star Dental is a dental clinic in South Congress with 213 reviews (4.8 average). It has its own website and takes bookings by phone.' There are also links to 'Show extra data' and 'Show generated email'.

Figure 8.1 Results of a search.

8.1 A lead's card

Lone Star Dental ★ 4.8 (213) ❤️

Dental clinic · South Congress · 2104 S Congress Ave, Austin, TX 78704

5 ★ · 4 ★ · 3 ★ · 2 ★ · 1 ★

+1 512-555-0111 WhatsApp hello@lonestardental.example Instagram Facebook Website Maps

AI ANALYSIS
Lone Star Dental is a dental clinic in South Congress with 213 reviews (4.8 average). It has its own website and takes bookings by phone.

^ Hide extra data ^ Hide generated email

OPENING HOURS
Monday: 8 AM–5 PM Tuesday: 8 AM–5 PM Saturday: Closed

SOCIAL AUDIENCE
Instagram 1.2k

REVIEWS (2)

★★★★★ 2 weeks ago
Friendly staff, and they explain everything before starting.

★★★★☆ a month ago
On time. A bit pricey, but worth it.

Subject: An idea for Lone Star Dental's bookings Copy

Hi Lone Star Dental team,

I came across your Google Maps listing: 213 reviews and a 4.8 average, congratulations. I noticed appointments can only be booked by phone.

I help Austin clinics add online booking to their we...

Read full email

Figure 8.2 A lead's card, with contacts, socials, analysis and email draft.

- **Listing data:** name, category, address, phone, website, rating and number of reviews. **Maps** opens the listing on Google Maps.
- **Website status:** no website, social only, working website or broken site.
- **Website contacts:** published emails and phones, and their socials.
- **Social audience:** followers and bio of each profile.
- **Reviews, Review themes** and the **owner's response**, if you asked for them.
- **Opening hours, Services & info** and **Questions & answers**, with the full detail page.
- **Decision-makers** (Business plan): LinkedIn contacts.
- **AI analysis:** a description of the business and why it might need you.
- **Email draft** (subject and body) and **WhatsApp message**, if you turned on the AI email. **Copy** copies them; the WhatsApp button opens the conversation with the message written in.

Important. The draft is written by an AI from what the business looks like online: **always review it** before using it. And before sending anything, read chapter 16: in many countries, including Spain and much of the EU, marketing email and WhatsApp need the recipient's prior consent.

Save to favorites keeps the lead in **Favorites**.

8.2 When a search comes back empty

If no business comes back, Leadomos explains the most likely reason and suggests how to fix it, at no cost:

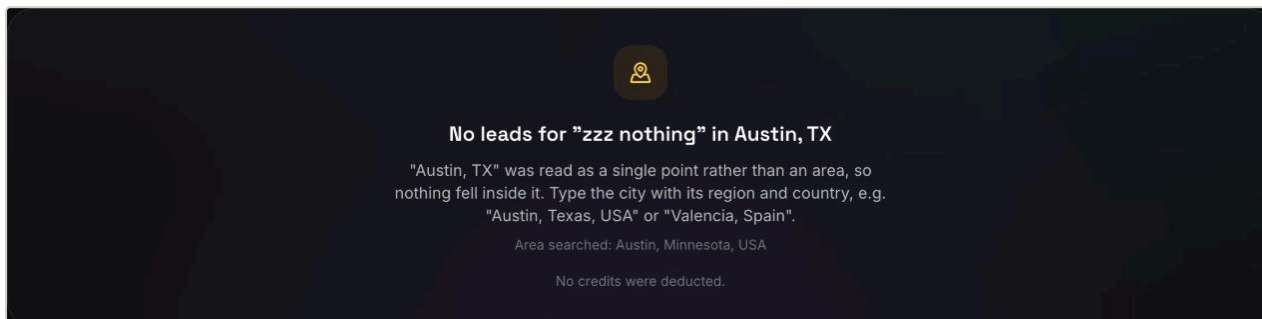


Figure 8.3 Explanation of an empty search.

- **Your filters discarded them** (for example, "No website only" in an area where everyone has a website): relax them.
- **Matching is too strict**: switch to **Permissive**.
- **The location was not found** or the area was very small: type the city with its region and country.
- **There are no businesses** of that category in that area: try a bigger city or a nearby category.

A search with no results costs no credits.

9 Searches, favorites and CSV

Searches are saved automatically when they finish, so you can go back to them without paying again.

9.1 Saved searches

Searches lists them, with category, location, number of leads and credits. Opening one shows its leads as they were on the day you ran it.

SEARCH	LEADS	CREDITS	DATE
Dental Clinic Austin, TX	5	22	9 seconds ago
Dental Clinic Austin, TX	6	24	3 days ago
Physical Therapy Austin, TX	4	4	6 days ago
Optician San Antonio, TX	5	20	2 weeks ago

Figure 9.1 List of saved searches.

To delete a search, press its delete button in the **Searches** list. It is deleted completely and cannot be recovered.

9.2 Favorites

Favorites holds the leads you marked with **Save to favorites**, from any search.

9.3 Exporting to CSV

Export CSV downloads the search's leads as a file that opens in Excel, Numbers or Google Sheets, with accents intact. The columns follow the website's language and include all the data obtained: contacts, socials with their metrics, rating, website status, reviews and the email draft.

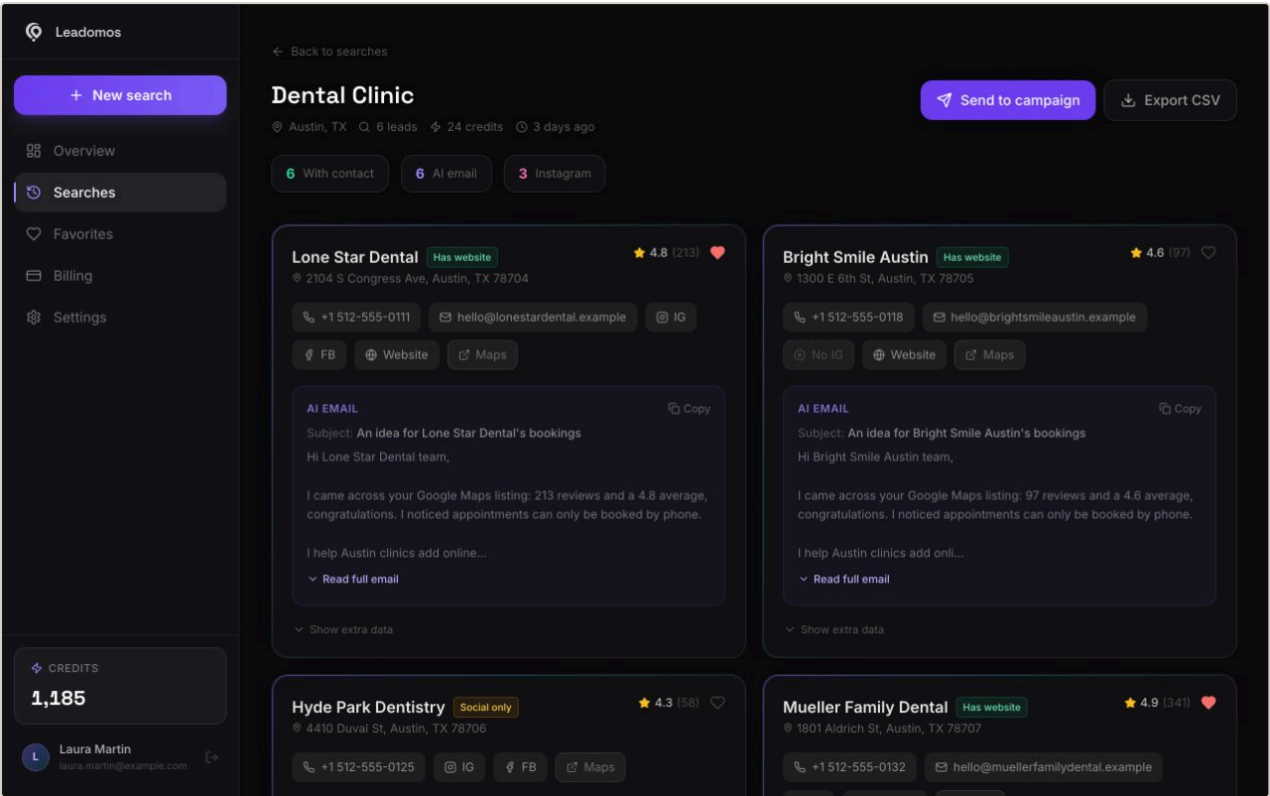
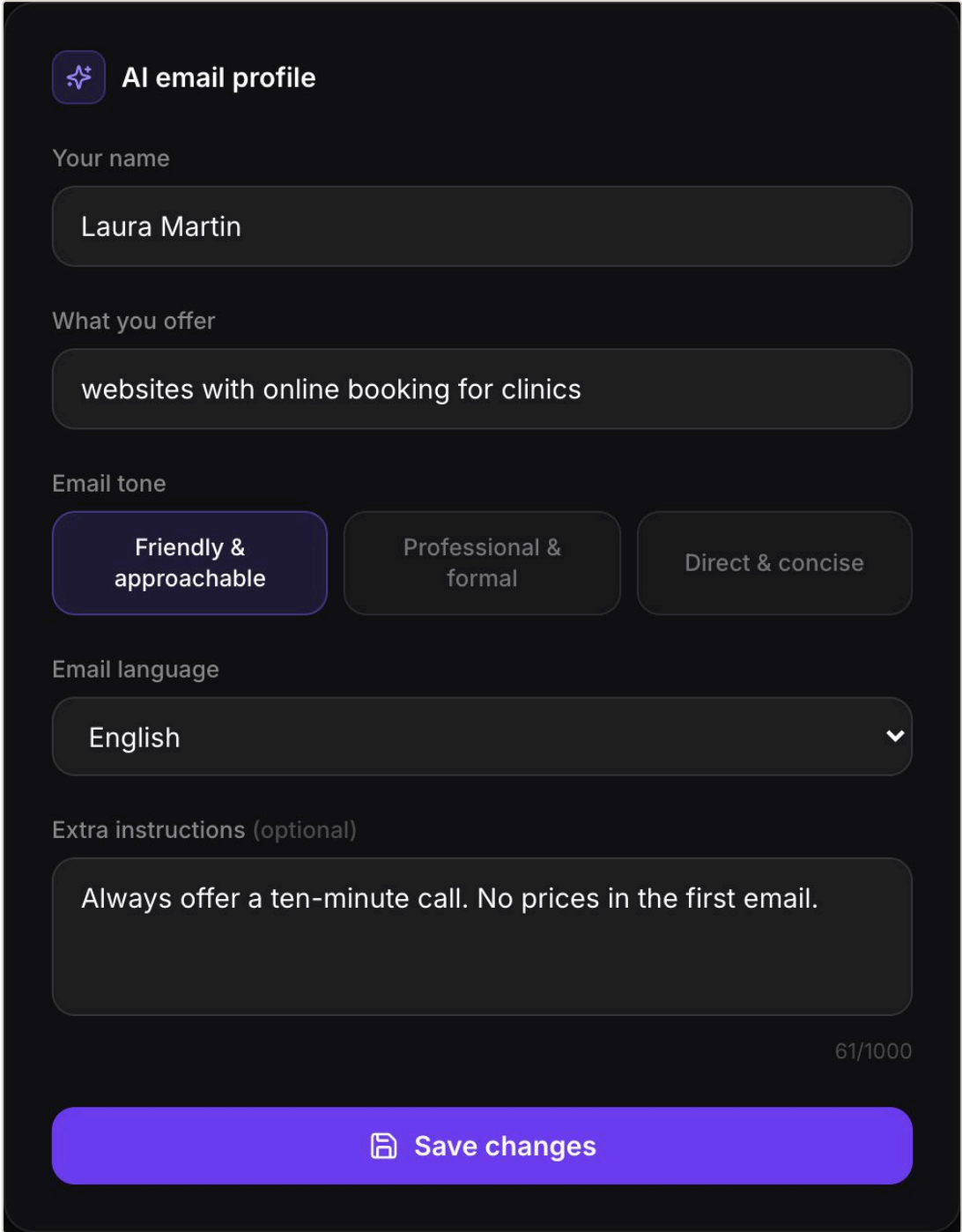


Figure 9.2 Export and send-to-campaign buttons.

Note. When you export, the data moves to your computer and to the tools you import it into. Treat it with the same care: keep it only while you need it and honour anyone who asks not to be contacted.

10 The AI profile

So that email drafts sound like you and not like a template, tell Leadomos who you are and what you offer. It is in **Settings**.



The screenshot shows the 'AI email profile' settings interface. It has a dark theme with a purple accent color. The form includes several sections: 'Your name' with a text input containing 'Laura Martin'; 'What you offer' with a text input containing 'websites with online booking for clinics'; 'Email tone' with three buttons: 'Friendly & approachable' (selected), 'Professional & formal', and 'Direct & concise'; 'Email language' with a dropdown menu showing 'English'; and 'Extra instructions (optional)' with a text area containing 'Always offer a ten-minute call. No prices in the first email.' At the bottom right of the text area is a character count '61/1000'. A large purple button with a save icon and the text 'Save changes' is at the bottom.

AI email profile

Your name

Laura Martin

What you offer

websites with online booking for clinics

Email tone

Friendly & approachable Professional & formal Direct & concise

Email language

English

Extra instructions (optional)

Always offer a ten-minute call. No prices in the first email.

61/1000

 Save changes

Figure 10.1 AI profile in Settings.

Field	What to put
Your name	How you sign
What you offer	Your service in one sentence: "Websites for restaurants in one week"
Email tone	Friendly, professional or direct
Email language	The language the AI will write in
Extra instructions (optional)	What you always want it to do or avoid: "mention I'm local", "don't talk about prices"

Press **Save changes**. It is used in every search with AI email.

Tip. The more specific **What you offer** is, the better the draft fits each business.

11 Integrations: Instantly

If you run your email campaigns in Instantly, you can send it a search's leads without going through a CSV.

11.1 Connecting your account

1. In **Settings**, go to **Integrations**.
2. Paste your **Instantly API key** and press **Connect**.

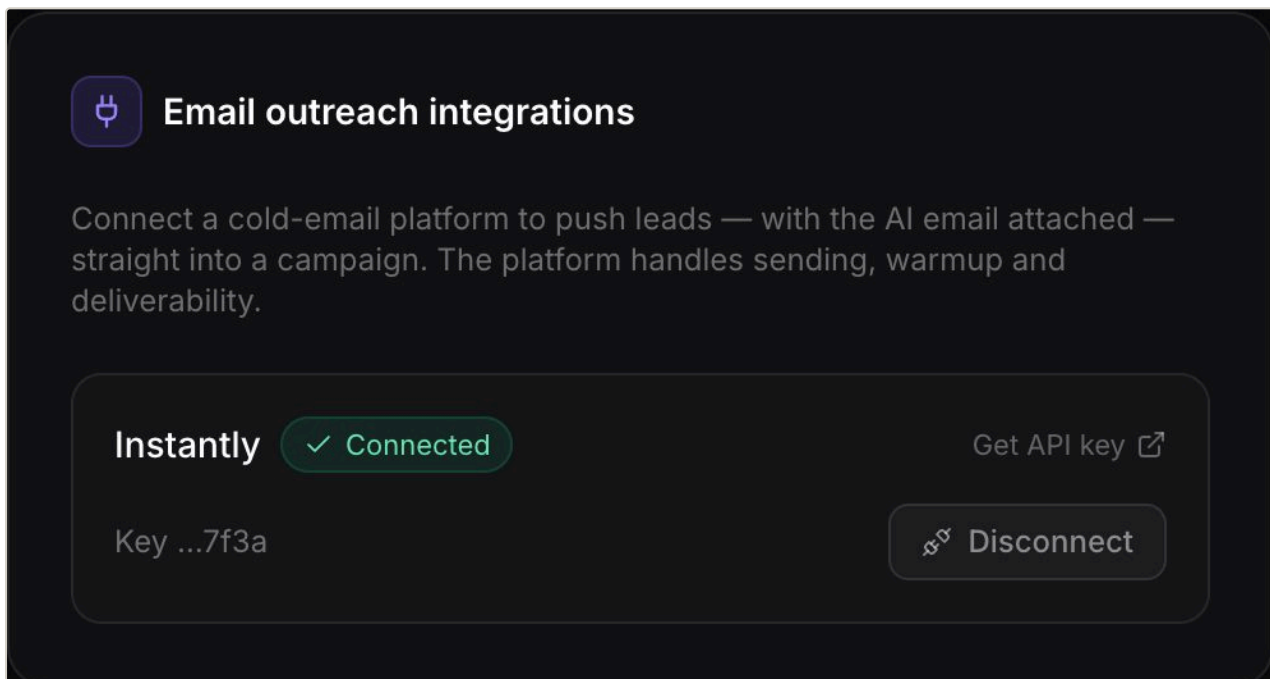


Figure 11.1 Integrations in Settings.

The key is stored **encrypted** and nobody, not even you from the browser, can read it back. You can remove it whenever you like.

11.2 Sending to a campaign

In a search, press **Send to campaign**, pick the Instantly campaign and confirm. Only leads **with an email** are sent, with their company, website, phone and, if there are any, the AI drafts (the body goes into Instantly's `{{personalization}}` variable).

Important. Once you send leads to Instantly, Instantly processes that data on your behalf, under your contract with them. Make sure your campaign complies with the law of each recipient's country (chapter 16).

12 The free cold email generator

At leadomos.com/en/tools/cold-email-generator there is an outreach email generator you can use without an account.

The screenshot shows the Leadomos free cold email generator interface. It features a dark theme with white text. At the top, there are two input fields: "What do you offer?" with the value "Website redesigns for restaurants" and "Who do you want to reach?" with the value "Local restaurants with no website". Below these are three more input fields: "Your name (optional)" with the value "Alex", "Tone" with a dropdown menu showing "Friendly", and "Language" with a dropdown menu showing "English". A large white button with a star icon and the text "Generate cold emails" is positioned below these fields. Below the button, there are two email variants. Variant 1 is titled "A website so people find you on Google" and Variant 2 is titled "Your menu, on every customer's phone?". Each variant includes a "Copy" button. At the bottom, there is a section titled "Got the email. Now get people to send it to." which explains that Leadomos finds local businesses that match the target and provides a button labeled "Find leads to email →".

What do you offer? Who do you want to reach?

Website redesigns for restaurants Local restaurants with no website

Your name (optional) Tone Language

Alex Friendly English

✦ Generate cold emails

VARIANT 1 Copy

A website so people find you on Google

Hi,

I found your restaurant on Google Maps: great reviews, but no website of your own. Many diners check the menu and hours before they go.

I build simple restaurant websites with the menu and bookings. Can I show you an example in ten minutes?

Best,
Laura

VARIANT 2 Copy

Your menu, on every customer's phone?

Hi,

I'm Laura and I design websites for neighbourhood restaurants. A site with your menu, photos and a booking button would bring in the customers who now go to the places that show up online.

Shall we talk this week?

Laura

Got the email. Now get people to send it to.

Leadomos finds local businesses that match your target — with their phone, email and social profiles — in a couple of minutes. Start with up to 50 free leads.

Find leads to email →

Figure 12.1 Free cold email generator.

1. Type **what you offer** and **who you want to reach**.
2. Choose the email's **tone** and **language**, and your name if you want it signed.
3. Press **Generate cold emails**: you get **two different versions**, each with subject and body, ready to copy.

It can be used **8 times a day** from each connection. The emails are generic for that type of business; for a draft tailored to each business, use the search's AI email (from the Pro plan).

13 Inviting others

If someone signs up with your invitation link, **you both get 50 credits**.

1. On the dashboard, copy your **invitation link** or share it.
2. Your guest signs up with that link and verifies their email.
3. The credits reach both accounts automatically.

Conditions:

- You earn credits for up to **3 invitations**. After that, your guest still gets theirs.
- The invitation has to be used on a **new** account (less than 24 hours old) with a verified email.
- Inviting yourself or creating several accounts to collect credits is not allowed: it breaks the terms (section 8) and can get the account closed.
- These credits expire after 12 months.

14 Plans, payments and invoices

Leadomos has a free plan (the 50 welcome credits) and four paid plans with credits every month. Prices in euros include VAT; prices in dollars carry no VAT.

14.1 The plans

Plan	Credits per month	Monthly	Annual, per month	What it adds
Starter	350	\$15 · €18.15	\$12 · €14.52	Contacts, socials and CSV
Pro	800	\$29 · €35.09	\$23 · €27.83	AI email, up to 10 reviews and 5 photos
Growth	2,000	\$59 · €71.39	\$47 · €56.87	Up to 50 reviews and 20 photos
Business	5,000	\$99 · €119.79	\$79 · €95.59	LinkedIn, full-city coverage and no cap per search

In euros, the price includes Spanish VAT (21%): for example, Starter is €15 + VAT. If you are a business in another EU country and enter your VAT number at checkout, you are invoiced without VAT (reverse charge). The website shows dollars or euros depending on where you are.

14.2 Subscribing

1. In **Billing**, choose monthly or annual and press **Subscribe** on the plan.
2. You pay on **Stripe**'s page by card, Link, Apple Pay or Google Pay. There you see the net amount, the VAT and the total, and you can add your tax ID and billing details.
3. When you come back, the plan and its credits are already active, and you get a **confirmation email** with what you bought, the renewal and how to withdraw.

The screenshot displays the Leadomos Billing interface. On the left is a sidebar with navigation links: Overview, Searches, Favorites, Billing (selected), and Settings. The main content area is titled 'Billing' and includes a sub-header 'Manage your credits and subscription.'.

Current Balance: 1,185 credits. A note indicates 'Pro — credits renew monthly'. An expiration warning states 'EXPIRES SOON Nov 17, 2026'. Below this, it shows '1,500 credits purchased in total' and a link to 'Manage subscription'.

Subscription Toggle: Monthly (selected) and Annual -20%.

Plans:

- Starter** (For freelancers getting started): \$15/mo, 350 credits/mo. Features include 350 credits/month, contact extraction, social media links, and CSV export. Status: Temporarily unavailable.
- Pro** (For active prospectors): \$29/mo, 800 credits/mo. Features include 800 credits/month, everything in Starter, AI-personalised emails, reviews (up to 10), and gallery (up to 5 photos). Status: **ACTIVE**. Link: Manage plan →.
- Growth** (For growing agencies): \$59/mo, 2,000 credits/mo. Features include 2,000 credits/month, everything in Pro, deep reviews (up to 50), and extended gallery (up to 20). Status: Temporarily unavailable.
- Business** (For high-volume agencies): \$99/mo, 5,000 credits/mo. Features include 5,000 credits/month, everything in Growth, full-city coverage, LinkedIn contacts for each business (up to 5), and no per-search credit cap. Status: Temporarily unavailable.

Credits Summary: A box shows 'CREDITS 1,185' and the user profile 'Laura Martin'.

Transaction history:

Date	Description	Amount	Balance
Oct 26, 2026	Search: 6 leads - "dental clinic" in Austin, TX	-281	1,185 bal.
Oct 23, 2026	Search: 4 leads - "physical therapy" in Austin, TX	-24	1,466 bal.
Oct 18, 2026	Plan Pro (monthly) <i>Withdraw from contract - until Nov 1</i>	+1,500	1,550 bal.
Oct 17, 2026	Search: 5 leads - "optician" in San Antonio, TX	-60	1,490 bal.
Sep 19, 2026	Welcome credits	+50	50 bal.

Figure 14.1 Billing: plans, balance and credit history.

14.3 Renewal and credits

- The subscription **renews automatically** every month or every year until you cancel it.
- Each period your balance becomes the plan's: credits **do not roll over**.
- On the **annual plan** you pay once a year, but credits are topped up **every month**.

14.4 Changing plan, cancelling and invoices

Manage subscription opens Stripe's portal, where you can:

- **upgrade**: the pro-rated part is charged straight away and you get the extra credits at once;
- **downgrade**: it applies at the end of the paid period;
- **cancel**: the cancellation takes effect at the end of the paid period and you are not charged again;
- change your card and download your **invoices**.

You can only have one subscription at a time: to change plan, use the portal.

14.5 Withdrawing within 14 days

If you subscribe as a consumer, you can withdraw within **14 calendar days** of subscribing, without giving a reason.

1. In **Billing**, next to the payment, press **Withdraw from contract**.
2. Confirm. The subscription ends at that moment and the plan credits you have not used are removed.
3. You get a **receipt by email**, with the date and time.
4. We refund what you paid minus the part for the credits you already used, within 14 days at the latest and by the same payment method.

You can also withdraw by writing to contactleadomos@gmail.com; the model form is in the terms (section 12).

15 Your account and your data

At the bottom of **Settings** you will find **Your data and your account**.

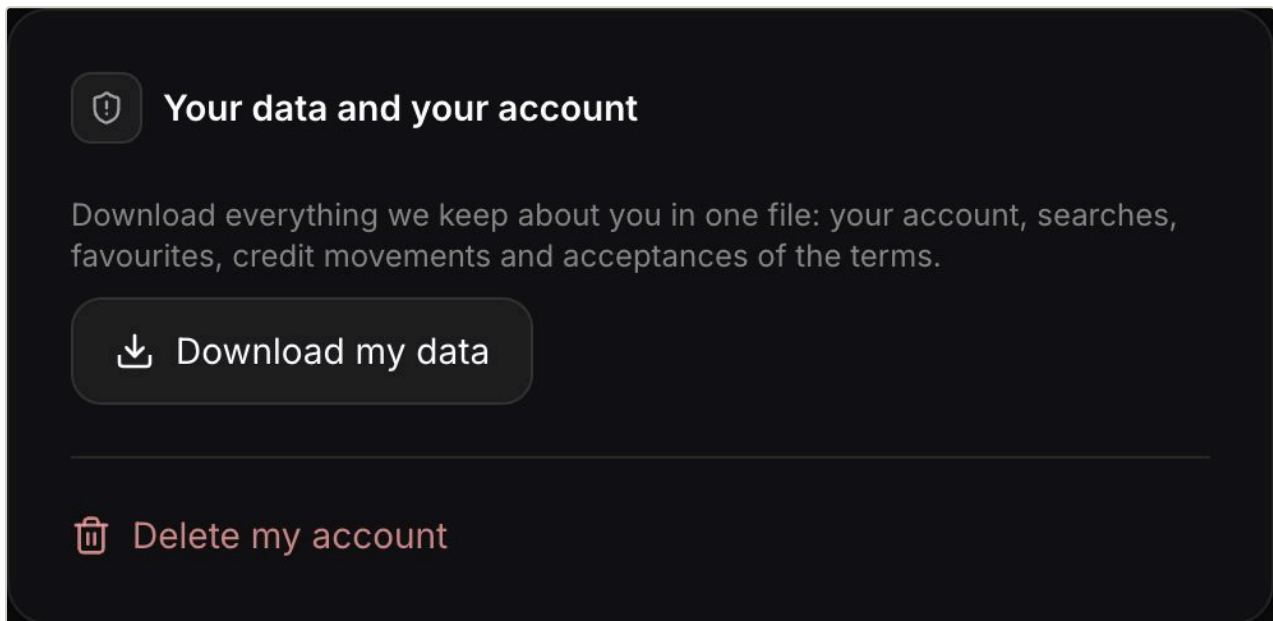


Figure 15.1 Download your data and delete your account, in Settings.

15.1 Downloading your data

Download my data downloads a file (JSON) with everything we keep about you: your account, your searches, favorites, credit history and each time you accepted the terms. Integration keys are not included, for security.

15.2 Deleting your account

1. Press **Delete my account** and read what gets deleted.
2. Type **DELETE** to confirm.
3. Sign in again: with your password or, if you use Google, in Google's window.
4. Press **Delete my account for good**.

Your searches, favorites, AI profile and integrations are deleted, and your subscription is cancelled if you have one. Any credits left are lost. You get a confirmation email.

Important. It cannot be undone. By law we keep the payment and credit history **without your email** for 6 years, and Stripe keeps your invoices. If you want to keep anything, download it first.

15.3 Language, cookies and terms

- **Language:** the website's language switcher changes between English and Spanish.
- **Cookies:** we only use the necessary ones and, if you accept them, Google Analytics. You can change your choice in **Cookie settings**, at the bottom of the website.
- **Terms:** when they change, Leadomos asks you to accept them again when you sign in. We keep which version you accepted and when.

15.4 How long we keep your data

Data	Period
Account and searches	While the account is active
Unused free accounts	Deleted after 24 months, with notice 30 days before
Payments and credit history	6 years, without your email once the account is deleted
Technical logs	30 days
Backups	14 days

The full detail is in the privacy policy.

16 Contacting leads within the law

Finding a business is legal; how you contact it depends on the country and the channel. This guide sums up the essentials, but it is not legal advice: the responsibility for the contact is yours (terms, section 6).

16.1 What applies everywhere

- **Identify yourself** in every message: who you are and how to reach you.
- **Say where you got their details** in the first contact: "I saw your public Google Maps listing" (in the EU, GDPR art. 14).
- **Offer a simple way to stop receiving messages** and always respect it.
- **Contact businesses, not private individuals**, and do not use the data for anything other than offering your service.
- Keep the data only while you need it and delete it for anyone who asks.

16.2 United States

The CAN-SPAM Act allows commercial email without prior consent if: the subject line is not misleading, you identify yourself, you include a **postal address** and a way to opt out that you honour within 10 business days. Calls and texts have their own rules (TCPA): do not send marketing texts without consent.

16.3 United Kingdom

You can send marketing email to companies ("corporate subscribers") without prior consent, identifying yourself and with a way to opt out (PECR). Not to sole traders, partnerships or individuals.

16.4 Spain

Channel	What the law says
Marketing email	Not allowed without prior consent , also to businesses, unless they are already your customer (LSSI, art. 21)
Marketing WhatsApp and SMS	Same as email: they need prior consent. WhatsApp also forbids unsolicited messages and may block your number
Phone	You can call a business's phone. For individuals, check the Robinson List first (LOPDGDD, art. 23)
In person	No special restrictions

Important. In Spain, the usual and lawful route is to **call or visit**, introduce yourself and, if the business is interested, ask for permission to email your proposal. Leadomos's drafts help you prepare that conversation and the follow-up email.

16.5 Rest of the European Union

As a general rule, unsolicited marketing email needs prior consent, with nuances in each country (in some, it is allowed between businesses under conditions). Check the recipient's country before sending in volume.

16.6 If someone asks you not to contact them

Stop contacting them, remove them from your lists and, if they ask, from your searches. If they write to us, we add them to Leadomos's exclusion list and pass their request on to you.

17 Common problems and support

17.1 The search returns nothing

Read the explanation shown instead of the results (chapter 8): it is usually a filter that is too strict or a location that cannot be found. Nothing is charged.

17.2 The verification code does not arrive

- Look in **spam** or **Promotions**.
- Wait a minute and press **Resend**.
- Check that you typed your email correctly. If not, create the account again with the right email.
- If it still does not arrive, write to us.

17.3 I was charged more credits than I expected

Open the search's **Cost breakdown**: it shows what was charged for each kind of data. What was not obtained is not charged. If something does not add up, write to us with the date of the search.

17.4 Some data is wrong

The data is what each business publishes and may be out of date; we do not verify emails or phone numbers. If a business is closed or a detail is clearly wrong, let us know.

17.5 A business or a person does not want to appear

They can ask at leadomos.com/remove. It applies at once.

17.6 Contact

- **Email:** contactleadomos@gmail.com
- **Phone and WhatsApp:** +34 644 38 84 30
- **Chat:** the Alexia assistant, in the corner of the website

We answer in English and Spanish. Complaints are answered within one month at the latest.