

TERMS & CONDITIONS

HTL Social Enterprises, LLC

Effective Date: August 14, 2026

Last Updated: August 14, 2026

1. ACCEPTANCE OF TERMS

Welcome to HTL Social Enterprises, LLC (“HTL Social Enterprises,” “HTL,” “we,” “us,” or “our”).

These Terms & Conditions (“Terms”) govern your use of our websites, online stores, products, services, programs, communications, and other digital or commercial services operated by HTL Social Enterprises.

By accessing our website, placing an order, purchasing a product or service, creating an account, or otherwise using our services, you agree to be bound by these Terms.

If you do not agree with these Terms, please do not use our website or services.

2. ABOUT HTL SOCIAL ENTERPRISES

HTL Social Enterprises, LLC is a commercial social-enterprise organization that may provide products and services including, but not limited to:

- Apparel and merchandise;
- Printing and promotional products;
- Food and related products;
- Consulting services;
- Training and educational services;
- Digital products and services;
- E-commerce products;
- Business services;
- Events and promotional activities.

Products and services may change from time to time without notice.

3. WEBSITE USE

You agree to use our website and services only for lawful purposes.

You may not:

- Use the website for fraudulent purposes;
- Attempt to gain unauthorized access to our systems;
- Interfere with website operations;
- Introduce malicious software or code;
- Copy or misuse website content;
- Impersonate HTL Social Enterprises or another person;
- Use our services to violate applicable laws;
- Attempt to access another customer's account;
- Use automated systems to improperly collect information from our website.

We reserve the right to restrict or terminate access to individuals who violate these Terms.

4. ACCOUNTS

Certain services may require you to create an account.

You are responsible for:

- Providing accurate information;
- Maintaining the confidentiality of your login credentials;
- Keeping your account information current;
- Notifying us of unauthorized account activity.

You are responsible for activity occurring through your account unless the activity resulted from circumstances outside your reasonable control.

We reserve the right to suspend or terminate accounts that violate these Terms.

5. PRODUCTS AND SERVICES

We make reasonable efforts to accurately describe our products and services.

However:

- Product images may vary from the actual product;
- Colors may appear differently depending on your device;
- Product specifications may change;
- Availability may change without notice;

- Certain products may be customized;
- Pricing may change without notice.

We reserve the right to correct errors in product descriptions, pricing, availability, or other website information.

6. ORDERS

Submitting an order constitutes a request to purchase a product or service.

An order is not necessarily accepted until HTL Social Enterprises confirms the order and, where applicable, receives payment.

We reserve the right to:

- Refuse an order;
- Limit quantities;
- Cancel an order;
- Correct pricing errors;
- Require additional information;
- Restrict purchases where fraud or unauthorized activity is suspected.

If we cancel an order after payment has been received, we will provide an appropriate refund where applicable.

7. CUSTOM AND PERSONALIZED PRODUCTS

Certain HTL Social Enterprises products may be customized or personalized.

Customers are responsible for reviewing information submitted for customized products, including:

- Names;
- Text;
- Spelling;
- Dates;
- Images;
- Logos;
- Sizes;
- Colors;
- Quantities;
- Other specifications.

Once production begins, customized orders may not be eligible for cancellation, modification, or refund except where required by applicable law or where the product is defective or incorrectly produced by HTL Social Enterprises.

8. PRICING AND PAYMENT

Prices displayed on our website are subject to change.

Applicable taxes, shipping fees, processing fees, or other charges may be added to the purchase price where applicable.

Payments may be processed through third-party payment processors.

By submitting payment information, you represent that you are authorized to use the payment method provided.

HTL Social Enterprises is not responsible for unauthorized use of payment information caused by circumstances outside our reasonable control.

9. SHIPPING AND DELIVERY

Shipping and delivery estimates are provided for convenience and are not guaranteed unless specifically stated otherwise.

Delivery times may be affected by:

- Product availability;
- Custom production;
- Shipping carrier delays;
- Weather;
- Holidays;
- Incorrect addresses;
- Events outside our reasonable control.

Customers are responsible for providing accurate shipping information.

HTL Social Enterprises is not responsible for delays caused by incorrect or incomplete customer information.

10. RETURNS, REFUNDS, AND EXCHANGES

Returns, refunds, and exchanges are subject to the applicable HTL Social Enterprises return policy associated with the specific product or service.

Unless otherwise stated, customized, personalized, clearance, digital, or specially produced products may have different return requirements.

Products returned must generally be in the condition specified by the applicable return policy.

Nothing in these Terms limits any rights that cannot legally be waived under applicable law.

11. DIGITAL PRODUCTS AND SERVICES

Certain products or services may be delivered electronically.

Digital products may include:

- Courses;
- Training materials;
- Documents;
- Templates;
- Downloads;
- Digital artwork;
- Educational materials;
- Other electronically delivered products.

Digital products are generally considered delivered when access or download capability is provided.

Unless otherwise stated, digital products may not be redistributed, resold, copied, or publicly shared without written authorization.

12. INTELLECTUAL PROPERTY

The HTL Social Enterprises name, logos, trademarks, designs, graphics, text, photographs, videos, product designs, website content, and other materials are owned by or licensed to HTL Social Enterprises unless otherwise indicated.

You may not reproduce, modify, distribute, sell, publish, display, or commercially exploit our intellectual property without written permission.

Purchasing a product does not automatically transfer ownership of HTL Social Enterprises' trademarks, artwork, designs, or other intellectual property.

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13. CUSTOMER-SUBMITTED CONTENT

Customers may voluntarily submit content, including:

- Reviews;
- Testimonials;
- Photographs;
- Comments;
- Product feedback;
- Designs;
- Suggestions;
- Social-media content.

You represent that you have the right to submit content you provide to us.

You should not submit content that:

- Violates another person's rights;
- Contains unlawful material;
- Contains confidential information belonging to another person;
- Infringes copyrights, trademarks, or other intellectual property;
- Contains malicious software.

Where applicable, by voluntarily submitting content for publication or promotional use, you grant HTL Social Enterprises permission to use the content for legitimate business and marketing purposes, subject to any separate agreement or applicable law.

14. THIRD-PARTY SERVICES

Our website and services may use or link to third-party platforms, including:

- Payment processors;
- E-commerce platforms;
- Shipping providers;
- Social-media platforms;
- Website analytics services;
- Email and text-messaging providers;
- Cloud-storage services;
- Other technology providers.

HTL Social Enterprises is not responsible for the policies, practices, availability, or content of third-party services.

Your use of third-party services may be subject to the third party's own terms and privacy policies.

15. TEXT MESSAGES

By providing a telephone number and providing any required consent, you may receive text messages from HTL Social Enterprises relating to:

- Orders;
- Appointments;
- Services;
- Events;
- Promotions;
- Business updates;
- Customer support.

Message and data rates may apply.

You may opt out of promotional text messages by following the instructions provided in the message, including replying **STOP** where applicable.

Opting out of promotional messages does not necessarily prevent transactional, administrative, or service-related communications.

16. PRIVACY

Your use of our website and services is also subject to our **Privacy Policy**, which explains how HTL Social Enterprises collects, uses, protects, and discloses information.

Our Privacy Policy is incorporated into these Terms by reference.

17. PROMOTIONS AND DISCOUNTS

HTL Social Enterprises may periodically offer promotions, discounts, coupon codes, contests, or special offers.

Unless otherwise stated:

- Promotions may have expiration dates;
- Promotions may not be combined;
- Promotions may have quantity or eligibility restrictions;
- Promotional codes may not be transferred or resold;
- We reserve the right to discontinue or modify promotions.

Specific promotional terms will govern when they conflict with these general Terms.

18. ERRORS AND INACCURACIES

We strive to maintain accurate website information.

However, our website may occasionally contain:

- Typographical errors;
- Pricing errors;
- Product availability errors;
- Description errors;
- Technical errors;
- Outdated information.

We reserve the right to correct errors and update information without prior notice.

19. DISCLAIMER OF WARRANTIES

To the extent permitted by applicable law, our website and services are provided on an “as available” and “as is” basis.

HTL Social Enterprises does not guarantee that:

- The website will always be available;
- The website will be error-free;
- Information will always be current;
- Products will always be available;
- Electronic communications will always be delivered;
- The website will be free from viruses or other harmful components.

Nothing in these Terms excludes warranties or rights that cannot legally be excluded.

20. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, HTL Social Enterprises and its owners, officers, employees, contractors, affiliates, and service providers will not be responsible for indirect, incidental, consequential, special, or punitive damages arising from your use of our website, products, or services.

Our liability for a claim relating to a specific purchase or service will, to the extent permitted by law, generally be limited to the amount paid for the applicable product or service.

This limitation does not apply where prohibited by applicable law.

21. INDEMNIFICATION

To the extent permitted by law, you agree to defend, indemnify, and hold harmless HTL Social Enterprises and its owners, officers, employees, contractors, affiliates, and service providers from claims, damages, liabilities, costs, and expenses arising from:

- Your violation of these Terms;
- Your misuse of our website;
- Your violation of another person's rights;
- Your unlawful conduct;
- Content you submit to us;
- Your unauthorized use of our services.

22. TERMINATION

HTL Social Enterprises may suspend or terminate your access to our website, account, products, or services if:

- You violate these Terms;
- You engage in fraudulent activity;
- You misuse our systems;
- You engage in abusive conduct;
- We are required to do so by law;
- Continued access creates a security or business risk.

Termination does not eliminate obligations that by their nature should continue after termination.

23. FORCE MAJEURE

HTL Social Enterprises will not be responsible for delays or failure to perform caused by circumstances outside our reasonable control.

These circumstances may include:

- Natural disasters;
- Severe weather;
- Fire;
- Flood;
- Power outages;
- Internet disruptions;
- Labor disputes;
- Transportation disruptions;
- Government actions;
- Public emergencies;
- Cybersecurity incidents;
- Supplier disruptions;
- Other unforeseen events.

24. GOVERNING LAW

These Terms shall be governed by applicable laws of the **State of Georgia**, without regard to conflict-of-law principles, unless applicable law requires otherwise.

Any legal proceedings arising from these Terms shall be brought in a court of appropriate jurisdiction as permitted by applicable law.

25. DISPUTE RESOLUTION

Before initiating formal legal proceedings, we encourage customers to contact HTL Social Enterprises and provide an opportunity to review and resolve the issue.

Customers may contact:

HTL Social Enterprises, LLC

Email: HTLEnt@HTLSocialEnterprises.com

Telephone: 470-772-0000

Nothing in this section prevents a party from exercising rights or remedies that cannot legally be waived.

26. CHANGES TO THESE TERMS

HTL Social Enterprises may modify these Terms from time to time.

Updated Terms will be posted on our website with a revised “Last Updated” date.

Your continued use of our website or services after updated Terms are posted constitutes acceptance of the revised Terms to the extent permitted by applicable law.

27. SEVERABILITY

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, the remaining provisions will continue in effect to the extent permitted by law.

28. ENTIRE AGREEMENT

These Terms, together with any applicable policies, agreements, purchase terms, promotional terms, and our Privacy Policy, constitute the agreement governing your use of HTL Social Enterprises' website and services, unless a separate written agreement applies.

29. CONTACT INFORMATION

HTL Social Enterprises, LLC

Privacy & General Business Inquiries:

HTLEnt@HTLSocialEnterprises.com

Telephone:

470-772-0000

Mailing Address:

1115 Ralph David Abernathy Blvd SW

Atlanta, GA 30310

ACKNOWLEDGMENT

By accessing the HTL Social Enterprises website, creating an account, placing an order, purchasing products or services, or otherwise using our services, you acknowledge that you have read and agree to these Terms & Conditions.

Effective Date: August 14, 2026

Last Updated: August 14, 2026

DOCUMENT CONTROL

Document Title: Terms & Conditions

Organization: HTL Social Enterprises, LLC

Version: 1.0

Effective Date: August 14, 2026

Review Frequency: At least annually and whenever material changes occur in applicable law, technology, products, services, or business practices.

Approved By: _____

Title: _____

Date: _____