

# Terms of Service

Effective date: **November 26, 2025**

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## 1. Agreement

These Terms of Service ("Terms") govern your use of the services provided by VVVDigitals LLC ("VVVDigitals", "we", "us"). By purchasing services, booking or otherwise using our offerings, you ("Client") agree to these Terms. If you do not agree, do not use or purchase our services.

## 2. Services

VVVDigitals provides AI-powered content and branding services, including but not limited to content packs, short-form video scripts, branding kits, and consulting. Specific deliverables, timelines, and prices are described in the applicable order or booking confirmation.

## 3. Payment & Refunds

Payments are processed via third-party payment processors (for example, Stripe). Payment terms are set in the order confirmation. Unless otherwise agreed in writing, full payment is due at booking for single projects; retainers are invoiced per the agreement.

**Refunds:** Refunds are at our discretion and subject to the specific service. For one-off Starter packages, we will consider a partial refund if a requested deliverable is not provided as described and we cannot resolve the issue within a reasonable timeframe. For retainers and subscriptions, see the specific agreement.

## 4. Client Responsibilities

The Client agrees to provide timely feedback, materials, and approvals required to complete the work. Turnaround times (including the "72 hours" delivery promise) begin when the Client submits a complete brief and all required assets. Delays caused by the Client (late approvals, missing assets) may extend delivery timelines.

## 5. Intellectual Property

VVVDigitals retains ownership of templates, prompt stacks, processes, and underlying tools used to create deliverables. Upon full payment, VVVDigitals grants the Client a non-exclusive, non-transferable

license to use final deliverables for their business purposes. The Client represents and warrants they have the rights to any materials provided to VVVDigitals.

## **6. Revisions & Delivery**

Our signature packs are delivered within 72 hours after a complete brief is received and required materials are provided. "72 hours" refers to business hours (Mon–Fri, excluding holidays) unless otherwise stated. Growth-tier includes two rounds of revisions; additional revisions may be subject to additional fees.

## **7. Confidentiality**

Each party shall maintain the confidentiality of confidential information received from the other. This obligation does not apply to information which is public, independently developed, or required to be disclosed by law.

## **8. Warranties & Disclaimers**

VVVDigitals provides services "as is" and makes no warranties regarding specific results, client conversions, or revenue. While we use reasonable skill and care, we do not guarantee specific outcomes.

## **9. Limitation of Liability**

To the maximum extent permitted by law, VVVDigitals' total liability for claims arising from or related to these Terms shall not exceed the amount paid by the Client to VVVDigitals in the 6 months preceding the claim. We are not liable for indirect, incidental, or consequential damages.

## **10. Termination**

Either party may terminate the agreement for material breach if the breach is not cured within 14 days of written notice. On termination, the Client will pay for all work performed and expenses incurred up to the termination date.

## **11. Governing Law**

These Terms shall be governed by the laws of **[State/Country]**. The parties agree that disputes will be resolved in the courts located in that jurisdiction. (Replace *[State/Country]* with the jurisdiction you prefer; consult counsel if unsure.)

## **12. Changes to Terms**

We may update these Terms from time to time. For material changes, we will notify Clients via email where possible. Continued use of our services after posting changes constitutes acceptance of the updated Terms.

### 13. Acceptance & Booking

By booking or paying for our services, the Client acknowledges they have read and accepted these Terms and our Privacy Policy. During checkout or booking, the Client should have a checkbox confirming acceptance of the Terms and Privacy Policy.

### 14. Contact

Questions about these Terms or a booking can be directed to: **admin@vvvdigitals.com**.

Mailing address: VVVDigitals LLC (contact [admin@vvvdigitals.com](mailto:admin@vvvdigitals.com) for the mailing address).

### Legal Note

These Terms are provided for general information and do not constitute legal advice. You should consult an attorney to ensure your terms comply with applicable laws and are tailored to your business needs.

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© 2025 VVVDigitals LLC — Terms of Service. Contact: [admin@vvvdigitals.com](mailto:admin@vvvdigitals.com).

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## Privacy Policy

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### Introduction

VVVDigitals LLC ("we", "us", or "VVVDigitals") provides AI-accelerated content and branding services. This Privacy Policy explains what personal information we collect, how we use it, with whom we share it, and the choices you have. By using our website, services, or booking our offerings, you agree to the terms described in this policy.

If you have questions, contact us at [admin@vvvdigitals.com](mailto:admin@vvvdigitals.com).

# Information We Collect

## Personal information you provide

When you contact us, book services, or subscribe to communications we collect information you provide directly, such as:

- Name and business name
- Email address and phone number
- Payment information (processed by third-party payment processors)
- Brand assets and content briefs you upload or share

## Information we collect automatically

We collect usage data and technical information via cookies and server logs, including IP address, browser type, pages visited, and referring pages.

## Third-party information

We may receive information about you from third-party services you connect (for example Calendly, Stripe, analytics providers) and combine it with other information we hold.

# How We Use Your Information

We use personal information to:

- Provide, operate, and maintain our services;
- Process payments and manage billing;
- Communicate with you about orders, support, and updates;
- Personalize content and improve our website and services;
- Comply with legal obligations and prevent fraud.

## Third-Party Services

We use third-party services for hosting, payments, scheduling, and analytics. These include (but are not limited to):

- **Netlify** — site hosting and CDN;
- **Stripe** — payment processing;
- **Calendly** — booking and calendar integration;
- **Typeform / Airtable / Zapier** — forms, back-end workflows;
- **Google Analytics / analytics providers** — anonymous usage analytics.

Each third party has its own privacy policies; we encourage you to review them where applicable.

# Cookies & Tracking

We use cookies and similar tracking technologies to operate our site and deliver services. Cookies may be essential (required to run the site), performance-related (analytics), or functional (remembering preferences).

You can manage consent to analytics cookies via our cookie banner. We will not load analytics scripts if you decline consent.

## Your Rights

Subject to local law, you may have the right to:

- Access the personal data we hold about you;
- Correct inaccurate or incomplete data;
- Request deletion of your personal data;
- Request portability of your data;
- Withdraw consent where processing is based on consent.

To exercise any of these rights, contact us at [admin@vvvdigitals.com](mailto:admin@vvvdigitals.com). We may ask you to verify your identity before responding.

## Data Retention

We retain personal information as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements. When no longer needed, we securely delete or anonymize your data.

## Data Security

We take reasonable administrative, technical, and physical precautions to protect personal data. While we strive to protect your information, no system is completely secure; we cannot guarantee absolute security.

## International Transfers

We may transfer personal information to countries other than your own for processing and storage. Where required by law, we implement appropriate safeguards (e.g., standard contractual clauses) to protect your data.

## Children

Our services are not directed to children under 13 (or higher minimum age required by local law). We do not knowingly collect personal information from children. If we become aware of such data, we will

delete it.

## Changes to This Policy

We may update this policy from time to time. We will post the updated policy on this page with a revised effective date. Significant changes may be communicated by email where we have contact details.

## Contact

For privacy questions or to exercise your rights, contact: **[admin@vvvdigitals.com](mailto:admin@vvvdigitals.com)**.

Mailing address: VVVDigitals LLC (please contact [admin@vvvdigitals.com](mailto:admin@vvvdigitals.com) for the current mailing address).

## Legal Disclaimer

This Privacy Policy is provided for general informational purposes and does not constitute legal advice. Consult an attorney if you require legal advice or have questions about compliance in your jurisdiction.

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