

TERMS OF SERVICE

The use of this application and/or site or any other site owned or maintained by **FREQUENSE, INC.**, a corporation organized and existing under the laws of Texas ("Frequense"), is governed by the policies, terms and conditions set forth below. Please read them carefully. Your use of this site signifies your acceptance of the terms and conditions set forth below. Your order placed on this site signifies your acceptance of the terms and conditions set forth below.

Privacy & Security Disclosure

Frequense's privacy policy may be viewed at www.frequense.com. Frequense reserves the right to modify its privacy policy at its reasonable discretion from time to time.

Payment Methods

We accept U.S.-issued credit and debit cards:

- Visa
- MasterCard
- American Express

When placing an order online, you will need:

- The address the card's statement is sent to (billing address).
- The card number and expiration date.
- The 3- or 4-digit code found only on the card (CVV2 code).

Credit card orders can be placed online over our TLS 1.3 encrypted connection. The same credit card may be used only three (3) times in one processing day.

You are entering into a legally binding agreement with Frequense, Inc., located at 900 Wilmeth Road, Suite 500, McKinney, TX 75069. The official website for Frequense, Inc., and its affiliates is www.frequense.com. Frequense has the registered address of:

Frequense, Inc.
900 Wilmeth Road
Suite 500
McKinney, TX 75069
support@frequense.com

Shipping Policy

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays. If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay

in shipment of your order, we will contact you via email or telephone.

Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout. Delivery delays can occasionally occur.

Damages

Frequense is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

Refund Policy

You may request a refund of any amounts charged by contacting customer service at support@frequense.com. If, for any reason, you are not completely satisfied with any Frequense products purchased directly from Frequense via our website, you may request a refund within 30 days from the date of purchase for a full refund or exchange. Refunds and exchanges will be made to the credit card with which the product was purchased. You will need the following to make your request for refund:

- Proof of Purchase
- Unused portion of the product or empty product containers

Your refund includes only the cost of the product. It does not include the costs of shipping.

Return Policy

Before any product is returned to Frequense, the Affiliate or customer must contact customer support to obtain a *Return Merchandise Authorization* ("RMA") number. Any package received without this information on the outside of the box may be refused and may result in a refund not issuing.

Auto-Ship Cancellation

Please email support to cancel or modify your Auto-Ship at any time at support@frequense.com, without penalty. You can also modify or cancel your order at any time at www.frequense.com. By selecting the "Auto-Ship" option on the website, you are giving Frequense authorization to enroll you in the automatic shipping program. Frequense will ship your products directly to you. You are also authorizing Frequense to charge your credit card for the products you have ordered on a monthly basis. You may cancel at any time without obligation and without penalty by emailing

support@frequense.com or canceling the order on the frequense.com portal. All Auto-Ship cancellations must be performed or delivered to Frequense within 3 business days of the next shipment to guarantee cancellation of that shipment.

Third-Party Interactions

During use of the Frequense Website, you may enter into correspondence with, purchase goods and/or services from, or participate in promotions of advertisers or sponsors showing their goods and/or services through the Website. Any such activity, and any terms, conditions, warranties, or representations associated with such activity, is solely between you and the applicable third party. Frequense shall have no liability, obligation, or responsibility for any such correspondence, purchase, or promotion between you and any such third party. Frequense does not endorse any sites on the Internet that are linked through its Website. Frequense provides these links to you only as a matter of convenience, and in no event shall Frequense be responsible for any content, products, or other materials on or available from such sites. Frequense provides products to you pursuant to the terms and conditions of this Agreement. You recognize, however, that certain third-party providers of ancillary software, hardware, or services may require your agreement to additional or different license or other terms prior to your use of or access to such software, hardware, or services.

Order Disclaimer

Your electronic order confirmation, or any form of confirmation, does not signify our acceptance of your order. Frequense reserves the right to accept or deny shipment to anyone for any reason. Frequense reserves the right to require additional information before processing any order. If an order appears fraudulent in any way, Frequense reserves the right to cancel the order and notify the cardholder and the proper authorities.

FTC Disclosures

As a participant in the Frequense program, all Affiliates will be required to acknowledge the FTC disclosure for participation in the program.

Product Disclaimers / Disclaimers of Warranty

FREQUENSE MAKES NO REPRESENTATION, WARRANTY, OR GUARANTY AS TO THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, TRUTH, AVAILABILITY, ACCURACY, OR COMPLETENESS OF ANY INFORMATION ON THIS SITE. FREQUENSE DOES NOT REPRESENT OR WARRANT THAT (A) THE USE OF THE SITE WILL BE SECURE, TIMELY, UNINTERRUPTED OR ERROR-FREE OR OPERATE IN COMBINATION WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEM OR DATA, (B) THE SITE OR FREQUENSE'S PRODUCTS WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS, (C) ANY STORED DATA WILL BE ACCURATE OR RELIABLE, (D) THE QUALITY OF ANY PRODUCTS, SERVICES,

INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICE WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS, (E) ERRORS OR DEFECTS WILL BE CORRECTED, OR (F) THE SERVICE OR THE SERVER(S) THAT MAKE THE SERVICE AVAILABLE ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. THE SERVICE AND ALL CONTENT IS PROVIDED TO YOU STRICTLY ON AN "AS IS" BASIS. ALL CONDITIONS, REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, ARE HEREBY DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW BY FREQUENSE.

Limitation of Liability

IN NO EVENT SHALL EITHER PARTY'S AGGREGATE LIABILITY EXCEED THE AMOUNTS ACTUALLY PAID BY AND/OR DUE FROM YOU IN THE 3-MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH CLAIM. IN NO EVENT SHALL EITHER PARTY BE LIABLE TO ANYONE FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES OF ANY TYPE OR KIND (INCLUDING LOSS OF DATA, REVENUE, PROFITS, USE, OR OTHER ECONOMIC ADVANTAGE) ARISING OUT OF, OR IN ANY WAY CONNECTED WITH THIS SITE, INCLUDING BUT NOT LIMITED TO THE USE OR INABILITY TO USE THE SITE, OR FOR ANY CONTENT OBTAINED FROM OR THROUGH THE SITE, ANY INTERRUPTION, INACCURACY, ERROR OR OMISSION, REGARDLESS OF CAUSE IN ANY INFORMATION CONTAINED HEREIN, EVEN IF THE PARTY FROM WHICH DAMAGES ARE BEING SOUGHT HAVE BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Certain states and/or jurisdictions do not allow the exclusion of implied warranties or limitation of liability for incidental, consequential, or certain other types of damages, so the exclusions set forth above may not apply to you.

Notice

Frequense may give notice by means of a general notice on the www.frequense.com website, electronic mail to your e-mail address on record in Frequense's account information, or by written communication sent by first-class mail or pre-paid post to your address on record in Frequense's account information. Such notice shall be deemed to have been given upon the expiration of 48 hours after mailing or posting (if sent by first-class mail or pre-paid post) or 24 hours after sending (if sent by e-mail). You may give notice to Frequense (such notice shall be deemed given when received by Frequense) at any time by letter delivered by nationally recognized overnight delivery service or first-class postage prepaid mail to Frequense at the following address: 900 Wilmeth Road, Suite 500, McKinney, Texas 75069, in either case, addressed to the attention of Legal Department.

Modification to Terms

Frequense reserves the right to modify the terms and conditions of this Agreement or its policies relating to its products and services at any time, effective upon posting of an updated version of this Agreement on the www.frequense.com website. You are responsible for regularly reviewing this Agreement. Continued use of the Service after any such changes shall constitute your consent to such changes.

General

This Agreement shall be governed by Texas law and controlling United States federal law, without regard to the choice or conflicts of law provisions of any jurisdiction, and any disputes, actions, claims, or causes of action arising out of or in connection with this Agreement or the Service shall be subject to the exclusive jurisdiction of the state and federal courts located in Texas. If any provision of this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the invalid or unenforceable provision(s), with all other provisions remaining in full force and effect. No joint venture, partnership, employment, or agency relationship exists between you and Frequense as a result of this agreement or use of this Website. The failure of Frequense to enforce any right or provision in this Agreement shall not constitute a waiver of such right or provision unless acknowledged and agreed to by Frequense in writing. This Agreement, together with any applicable Form and policies, comprises the entire agreement between you and Frequense and supersedes all prior or contemporaneous negotiations, discussions, or agreements, whether written or oral, between the parties regarding the subject matter contained herein.

Definitions

As used in this Agreement and in any Order Forms now or hereafter associated herewith: "Agreement" means these online terms of use, any Order Forms, whether written or submitted online via the www.frequense.com Web Site, and any materials available on the Frequense Website specifically incorporated by reference herein, as such materials, including the terms of this Agreement, may be updated by Frequense from time to time in its sole discretion; "Effective Date" means the earlier of either the date this Agreement is accepted by selecting the "I Accept" option presented on the screen after this Agreement is displayed, the Effective date on the subscription form or the date you begin purchasing products from this site; "Order Form(s)" means the form evidencing your purchase from this site and any subsequent order forms submitted online or in written form, each such Order Form to be incorporated into and to become a part of this Agreement (in the event of any conflict between the terms of this Agreement and the terms of any such Order Form, the terms of this Agreement shall prevail); "Frequense" means collectively Frequense, Inc., organized and existing under the laws of the State of Texas doing business as "frequense.com" and having an office at, 900 Wilmeth Road Suite 500, McKinney, Texas, 75069, together with its officers, directors, shareholders, employees, agents and affiliated companies.

Questions or Additional Information

If you have questions regarding this information or wish to obtain additional information, please send an email to support@frequense.com.