

ELIZABETH WARD LLC

TERMS OF SERVICE

Effective Date: July 22, 2026

These Terms of Service (the “Terms”) govern your access to and use of the Elizabeth Ward LLC website, currently available at <https://www.elizabethward.net/> (the “Website”), and any services, digital products, resources, or other offerings provided by Elizabeth Ward LLC (“Elizabeth Ward LLC,” “we,” “us,” or “our”).

By accessing the Website, submitting an inquiry, scheduling a consultation, purchasing an offering, or engaging our services, you agree to these Terms. If you do not agree, please do not use the Website or purchase or use our offerings.

1. ABOUT OUR SERVICES

Elizabeth Ward LLC provides business process outsourcing and virtual business support, which may include administrative support, customer service support, project and task management, research, technology assistance, document preparation, process improvement, website updates, and related professional services. We may also offer templates, guides, downloads, or other digital products.

The exact scope, schedule, fees, responsibilities, and deliverables for client services will be stated in a proposal, service agreement, statement of work, invoice, order page, or other written agreement. If a separate written agreement conflicts with these Terms, the separate written agreement will control for that engagement.

2. ELIGIBILITY AND AUTHORITY

You must be at least 18 years old and legally capable of entering into a binding agreement to use or purchase our offerings. If you act for a business or organization, you represent that you have authority to bind that entity to these Terms.

3. CLIENT RESPONSIBILITIES

You agree to provide complete, accurate, and timely information, instructions, access, approvals, and materials reasonably needed for us to perform the agreed services. You are responsible for:

- Reviewing deliverables and providing feedback or approval within agreed timeframes;
- Maintaining lawful rights and permissions for all content, data, account access, and materials you provide;
- Making final business, financial, legal, employment, tax, compliance, and operational decisions; and
- Maintaining appropriate backups, security controls, and authorized-user access for your systems and accounts.

Delays, added work, or changes caused by missing information, late approvals, expanded requests, or third-party issues may affect timelines and fees.

4. PROPOSALS, SCOPE, AND CHANGES

Services are limited to the scope described in the applicable written agreement. Requests outside that scope may require a written change, revised timeline, and additional fees. Estimates and target dates are provided in good faith but may depend on timely client cooperation and third-party availability.

5. FEES, INVOICING, AND PAYMENT

Prices and fees are shown on the Website, checkout page, proposal, invoice, or service agreement and may change prospectively without notice. Payment terms, deposits, retainers, recurring charges, late fees, and accepted payment methods will be stated in the applicable purchasing or engagement documents.

Payments may be processed through Square or another third-party payment processor. By submitting payment information, you authorize the applicable charges and agree to the processor's terms and privacy practices. Elizabeth Ward LLC does not directly control the security, availability, or processing practices of third-party payment platforms.

You agree to provide current, complete, and accurate billing and contact information. We may pause work, withhold delivery, cancel an order, or terminate services when payment is late, declined, disputed without a good-faith basis, or otherwise not made as agreed.

6. CANCELLATIONS, RESCHEDULING, AND REFUNDS

Cancellation, rescheduling, credit, and refund terms are governed by the applicable proposal, service agreement, invoice, checkout page, or posted refund policy. Unless expressly stated otherwise in writing, fees already earned for completed work are nonrefundable.

Digital products are generally delivered immediately and cannot be returned. Except where required by law or expressly stated at checkout, digital-product purchases are final once access or delivery has been provided.

7. DIGITAL PRODUCTS AND LICENSE

When you purchase or download a template, guide, workbook, document, or other digital product, Elizabeth Ward LLC grants you a limited, nonexclusive, nontransferable, revocable license for your personal use or your own internal business use only.

Unless we give prior written permission, you may not copy, reproduce, republish, upload, post, transmit, distribute, sublicense, resell, share, modify for resale, or create competing products from our digital products. Purchase does not transfer ownership or intellectual-property rights.

8. INTELLECTUAL PROPERTY

The Website and its original content, branding, graphics, text, downloads, processes, templates, and other materials are owned by or licensed to Elizabeth Ward LLC and are protected by applicable intellectual-property laws.

Ownership and permitted use of custom client deliverables will be governed by the applicable service agreement. Unless otherwise agreed in writing, we retain ownership of our preexisting materials, business methods, systems, know-how, reusable tools, templates, and general skills used to perform the services.

You retain ownership of materials you provide to us. You grant us a limited license to use those materials solely as reasonably necessary to perform the services.

9. CONFIDENTIALITY AND ACCOUNT ACCESS

Each party agrees to use reasonable care to protect confidential information received through a client engagement and to use it only for purposes related to that engagement. Confidential information does not include information that is publicly available through no breach, already lawfully known, independently developed, or lawfully received from another source.

When account access is needed, clients should use secure permission-sharing methods whenever possible and provide only the minimum access necessary. You remain responsible for account ownership, user permissions, backups, and promptly removing access when it is no longer needed.

Specific confidentiality, nondisclosure, data-handling, or security obligations may be addressed in a separate agreement.

10. NO PROFESSIONAL ADVICE OR GUARANTEED RESULTS

Our offerings provide administrative, operational, project, research, and general business support. Unless expressly agreed in writing and lawfully provided by a qualified professional, our content and services are not legal, tax, accounting, investment, medical, mental-health, insurance, or other licensed professional advice.

We do not guarantee any particular revenue, savings, productivity level, business outcome, customer response, search ranking, or other result. Outcomes depend on many factors outside our control, including your decisions, implementation, market conditions, and third-party platforms.

11. THIRD-PARTY SERVICES AND LINKS

Our work or Website may refer to or interact with third-party platforms, software, websites, vendors, or services. Third parties operate under their own terms and privacy practices. We do not control and are not responsible for their availability, security, accuracy, performance, pricing, policy changes, or actions.

You are responsible for reviewing and accepting third-party terms and for paying any third-party charges unless otherwise agreed in writing.

12. WEBSITE CONTENT AND AVAILABILITY

We make reasonable efforts to keep Website information accurate and current, but we do not guarantee that all descriptions, prices, availability, or other content will always be complete, current, or error-free. We may correct errors, update content, change or discontinue offerings, or limit availability at any time.

The Website and its content are provided on an “as is” and “as available” basis to the fullest extent permitted by law. We do not guarantee uninterrupted, secure, or error-free access.

13. ACCEPTABLE USE

You may not use the Website or our offerings to:

- Violate any law, regulation, court order, contract, or third-party right;
- Infringe intellectual-property, privacy, confidentiality, or publicity rights;
- Submit false, misleading, unlawful, abusive, discriminatory, defamatory, or harmful material;
- Upload malware or interfere with the security or operation of the Website or related systems;
- Collect information about others without lawful authority;
- Scrape, reproduce, resell, or exploit Website content or offerings without written permission; or
- Misrepresent your identity, authority, affiliation, or the source of submitted content.

We may restrict or terminate access for suspected or actual misuse.

14. USER SUBMISSIONS AND FEEDBACK

You remain responsible for information, files, comments, reviews, and other content you submit. You represent that you have the right to provide such content and that it does not violate the rights of others.

If you voluntarily provide general feedback or suggestions about our business or offerings, you grant us permission to use that feedback without compensation or obligation. We will not publicly use your confidential client information or identify you in a testimonial without authorization.

15. PRIVACY

Our collection and use of personal information are governed by our Privacy Policy. Third-party providers, including payment processors, may separately collect and process information under their own policies.

16. DISCLAIMERS

TO THE FULLEST EXTENT PERMITTED BY LAW, ELIZABETH WARD LLC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. NOTHING IN THESE TERMS EXCLUDES A WARRANTY OR RIGHT THAT CANNOT LAWFULLY BE EXCLUDED.

17. LIMITATION OF LIABILITY

TO THE FULLEST EXTENT PERMITTED BY LAW, ELIZABETH WARD LLC AND ITS OWNERS, OFFICERS, EMPLOYEES, CONTRACTORS, AND AGENTS WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES; LOST PROFITS, REVENUE, SAVINGS, OPPORTUNITIES, GOODWILL, OR DATA; OR BUSINESS INTERRUPTION ARISING FROM OR RELATED TO THE WEBSITE OR OUR OFFERINGS, EVEN IF ADVISED THAT SUCH DAMAGES MAY OCCUR.

TO THE FULLEST EXTENT PERMITTED BY LAW, OUR TOTAL LIABILITY FOR A CLAIM ARISING FROM A PURCHASE OR CLIENT ENGAGEMENT WILL NOT EXCEED THE AMOUNT YOU PAID TO ELIZABETH WARD LLC FOR THE SPECIFIC OFFERING GIVING RISE TO THE CLAIM DURING THE SIX MONTHS BEFORE THE EVENT THAT CAUSED THE CLAIM.

These limitations do not apply where prohibited by law or to liability that cannot lawfully be limited.

18. INDEMNIFICATION

To the fullest extent permitted by law, you agree to defend, indemnify, and hold harmless Elizabeth Ward LLC and its owners, officers, employees, contractors, and agents from third-party claims, damages, liabilities, costs, and reasonable attorneys' fees arising from your unlawful conduct, your breach of these Terms, materials or instructions you provide, or your violation of another party's rights.

19. SUSPENSION AND TERMINATION

We may suspend or terminate access to the Website or an offering when you materially violate these Terms, misuse our systems or materials, threaten security, or fail to pay amounts due. Termination of client services will also be governed by the applicable service agreement.

Provisions that by their nature should survive termination—including payment obligations, intellectual property, confidentiality, disclaimers, limitations of liability, indemnification, and dispute provisions—will survive.

20. GOVERNING LAW AND VENUE

These Terms are governed by the laws of the Commonwealth of Virginia, without regard to conflict-of-law principles. Unless the parties agree otherwise in writing or applicable law requires otherwise, any legal proceeding relating to these Terms will be brought in a court of competent jurisdiction located in the Virginia county or independent city where Elizabeth Ward LLC maintains its principal place of business, and each party consents to that jurisdiction and venue.

21. SEVERABILITY; WAIVER; ASSIGNMENT

If any provision of these Terms is found unenforceable, it will be modified only to the minimum extent necessary or severed, and the remaining provisions will remain effective. A failure to enforce any provision is not a waiver. You may not assign your rights or obligations under these Terms without our written consent. We may assign these Terms in connection with a merger, reorganization, sale of assets, or transfer of the business.

22. ENTIRE AGREEMENT

These Terms, together with the Privacy Policy and any applicable proposal, service agreement, statement of work, invoice, checkout terms, or other incorporated policy, constitute the agreement governing the applicable Website use, purchase, or engagement and supersede prior discussions concerning that subject.

23. CHANGES TO THESE TERMS

We may update these Terms by posting a revised version on the Website and changing the effective date. Changes apply prospectively unless otherwise stated or required by law. Your continued use of the Website or purchase of offerings after revised Terms take effect constitutes acceptance of the updated Terms.

24. CONTACT US

Questions about these Terms may be submitted through the contact page at:

<https://www.elizabethward.net/>

Elizabeth Ward LLC

Virginia, United States