

Terms of Use Agreement

Effective Date: Ongoing.

Welcome to Sovereign-Ives LLC. These Terms of Use govern your access to and use of our website and services. By using our site, you agree to comply with and be bound by these Terms. Please read them carefully.

1. Introduction

Sovereign-Ives LLC ("Company", "we", "us", "our") provides e-commerce services through our website ("Site"). By accessing or using our Site, you agree to these Terms of Use ("Terms"). If you do not agree to these Terms, you may not use our Site.

2. Use of Our Site

Eligibility

You must be at least 18 years old to use our Site. By using our Site, you represent and warrant that you are 18 years of age or older.

User Accounts

You may need to create an account to access certain features of our Site. You are responsible for maintaining the confidentiality of your account information and for all activities that occur under your account.

Prohibited Conduct

You agree not to:

- Use the Site for any unlawful purpose.
- Engage in any conduct that could damage, disable, or impair the Site.
- Interfere with any other party's use of the Site.
- Use any robot, spider, or other automated means to access the Site.

3. Products and Orders

Product Descriptions

We strive to provide accurate descriptions of our products. However, we do not warrant that product descriptions are accurate, complete, reliable, current, or error-free.

Pricing

Prices for our products are subject to change without notice. We reserve the right to modify or discontinue products without notice.

Order Acceptance

We reserve the right to refuse or cancel any order for any reason, including but not limited to product availability, errors in the description or price of the product, or errors in your order.

4. Shipping Policy

Shipment Processing Time

- **Order Processing:** Orders are processed within 1–2 business days. Orders are not processed or shipped from Friday, 12 pm EST through Sunday, or on holidays.
- **High Volume:** During periods of high order volume, shipments may be delayed. We will notify you via email or phone if there is a significant delay.

Shipping Rates and Delivery Estimates

Shipping charges are calculated at checkout based on the destination and selected delivery service.

Order Amount	Standard Shipping (10 business days)	Express Delivery (3-5 business days)
\$0–\$149.99	\$10.00	\$19.99
\$150.00+	*Free	\$19.99

*Free standard shipping on orders of \$150 or more.

- **Shipment Confirmation:** You will receive a Shipment Confirmation email with your tracking number once your order has shipped. The tracking number will be active within 24 hours.

Shipment to P.O. Boxes or APO/FPO Addresses

We ship to addresses within the US, US Territories, and APO/FPO/DPO addresses.

International Shipping Policy

- **Countries We Ship To:** We now ship to Canada, the UK, Australia, and Germany. Shipping rates and delivery times vary by destination.

Region	Standard Shipping	Express Delivery
Canada, UK, Australia	\$25.00	\$49.99
Other Countries	\$30.00	Not Available

- **Customs, Duties, and Taxes:** The customer is responsible for any customs, duties, and taxes applied to their order. All fees imposed during or after shipping are the customer's responsibility.

Shipping Times

- **General:** Shipping times vary by method. By selecting a shipping method, you agree to the corresponding shipping time.
- **Delays:** Unforeseen factors (e.g., weather, shipping congestion, holidays) may cause delays. We recommend planning your purchase in advance during major holidays.

Disputes and After-Sales Service

- **Communication First:** We do not accept disputes without prior communication. Contact us first via email or online chat for any issues.
- **Lost or Damaged Orders:** Report any lost or damaged orders immediately. We will assist with after-sales service and claims.

Responsibilities and Liabilities

- **Contactless Delivery:** Due to COVID-19, couriers (DHL, FedEx, UPS) may implement contactless delivery. Ensure you are available to receive your package.
- **Incorrect Addresses:** If the consignee information is incorrect, the customer bears all losses and liabilities.
- **Customs Duties:** Packages may incur customs duties. If unpaid duties result in package return or destruction, the customer bears all losses and liabilities.
- **P.O. Boxes:** Avoid using P.O. Box addresses as it may result in non-delivery. Customers bear all losses and liabilities for such cases.

Returns, Damages, and Cancellations

- **Damages:** Report damaged items within 48 hours of receipt. Hold onto damaged items and packaging for carrier inspection.
- **Missing Packages:** Report missing packages within 3 days of the expected delivery date. Claims take up to 8 business days for resolution.
- **Undeliverable Packages:** Refunds are issued minus shipping charges if packages are returned as undeliverable.

Payment and General Terms

- **Payment Methods:** Payments by credit card or PayPal. Bank wire refunds are issued by company check.
- **Order Fulfilment:** We strive to fulfil over 99% of orders but assume no responsibility for unavailable items. Refunds will be issued for any unavailable items.

For further assistance or inquiries, contact our customer service at help@sovereign-ives.com or via WhatsApp at (845) 208-4731.

Operating Hours: 9am to 5pm Mon - Fri

5. Intellectual Property

All content on our Site, including text, graphics, logos, images, and software, is the property of Sovereign-Ives LLC or its content suppliers and protected by copyright, trademark, and other intellectual property laws.

6. Limitation of Liability

To the fullest extent permitted by law, Sovereign-Ives LLC shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly, or any loss of data, use, goodwill, or other intangible losses, resulting from (i) your use or inability to use the Site; (ii) any unauthorised access to or use of our servers and/or any personal information stored therein; and (iii) any bugs, viruses, trojan horses, or the like that may be transmitted to or through our Site by any third party.

7. Governing Law

These Terms and any separate agreements whereby we provide you services shall be governed by and construed in accordance with the laws of the State of Wyoming, without regard to its conflict of law principles.

8. Changes to Terms

We reserve the right, at our sole discretion, to update, change, or replace any part of these Terms by posting updates and changes to our Site. It is your responsibility to check our Site periodically for changes. Your continued use of or access to our Site following the posting of any changes to these Terms constitutes acceptance of those changes.

9. Contact Information

Questions about the Terms of Use should be sent to us at help@sovereign-ives.com or via WhatsApp at (845) 208-4731.

Operating Hours: 9am to 5pm Mon - Fri

