

Service Terms

Effective date: December 18, 2025

Who we are. Stance+Sound Advisor LLC ("S+S", "we", "us") provides remote advisory and design recommendations for vehicle modifications (including suspension/stance, wheels/tires, exhaust/sound, and audio). We are not a repair facility, installer, manufacturer, or engineering firm.

What these terms cover. These Service Terms govern your purchase and use of S+S services and deliverables ("Services"). If you do not agree, do not use the Services.

1. Eligibility

You must be at least 18 years old and able to form a binding contract to use the Services.

2. How the Service Works

You submit an intake form and supporting materials. If you elect to purchase a package, we prepare a written recommendation deliverable tailored to the information you provide.

- **Intake review:** we review your goals, constraints, and current setup based on your submission.
- **Recommendations deliverable:** we provide parts/systems recommendations, target specifications, and guidance intended to help you plan your build.
- **Install and tuning:** performed by you or third-party installers; S+S does not perform labor or supervise work on-site.

3. Scope and Deliverables

Deliverables are informational and may include: target ride-height/fitment guidance; suggested wheel/tire specifications; recommended suspension/air components; exhaust component recommendations and sound targets; audio system architecture recommendations; and a list of suggested vendors/installers when requested. Unless explicitly stated in writing, Services do **not** include:

- Physical inspection of your vehicle, measurements taken on your vehicle, or test fitting.

- Mechanical, electrical, or fabrication work; programming; tuning; alignment; emissions testing.
- Engineering certification, regulatory approval, or legal compliance determinations.
- Ongoing project management, parts purchasing on your behalf, or warranty administration.

4. Client Responsibilities

- Provide accurate, complete, and current information (vehicle specs, goals, constraints, photos).
- Confirm all measurements, fitment, and compatibility before purchasing or installing parts.
- Use qualified installers for safety-critical work (suspension, brakes, steering, fuel, electrical).
- Ensure your vehicle remains safe and roadworthy and complies with local laws (noise, emissions, lighting, ride height).

5. Third-Party Products and Vendors

We may reference or recommend third-party brands, shops, installers, and products. These are independent third parties and are not under our control.

- No endorsement guarantee: recommendations are based on available information and your stated goals, not on warranties from S+S.
- No responsibility for third parties: we are not responsible for third-party performance, workmanship, delays, pricing, availability, or outcomes.
- No affiliation: unless we explicitly disclose it, we do not receive compensation for recommendations.

6. Turnaround Times

Any timelines provided are estimates. Actual delivery times may vary based on intake completeness, revisions requested, and workload.

7. Clarifications and Revisions

Unless your package explicitly states otherwise, we include one clarification round for minor adjustments within 30 days after delivery of your recommendations. Major scope changes (different platform, new goals, additional systems) require a new engagement.

8. Fees and Payment

If you purchase Services, fees are due as specified at checkout. We do not begin paid deliverable work until payment is received unless we agree otherwise in writing. You are responsible for taxes, duties, or similar charges that may apply to your purchase.

9. Refunds

Because our deliverables are custom and time-based, refunds are limited:

- If you cancel before work begins, we will refund amounts paid (less any non-refundable processing fees if applicable).
- If work has begun, refunds (if any) are at our discretion based on work completed.
- After delivery of the Services, fees are non-refundable.

10. Safety and No Professional Advice

Modifying vehicles can be dangerous and may void warranties. Our recommendations are for informational purposes only and are not professional engineering, legal, or safety advice. You assume all risk for purchasing, installing, using, or operating any recommended parts or configurations.

11. Disclaimer of Warranties

THE SERVICES AND DELIVERABLES ARE PROVIDED "AS IS" AND "AS AVAILABLE." TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

12. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, S+S WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR USE, EVEN IF ADVISED OF THE POSSIBILITY. OUR TOTAL LIABILITY FOR ANY CLAIM ARISING OUT OF OR RELATING TO THE SERVICES WILL NOT EXCEED THE AMOUNT YOU PAID TO S+S FOR THE SERVICES THAT GAVE RISE TO THE CLAIM.

13. Intellectual Property

We retain all rights in our methods, templates, formats, techniques, and underlying know-how. Upon full payment, you receive a non-exclusive, non-transferable

license to use the deliverables for your personal or internal use for the specific vehicle/project described in your intake. You may not resell, publish, or distribute our deliverables or use them to provide competing advisory services without our written permission.

14. Communications

By submitting an intake, you consent to receive transactional communications about your submission and Services (e.g., clarifications, questions, deliverable delivery). You may opt out of marketing communications at any time if offered.

15. Governing Law and Venue

These terms are governed by the laws of the State of Arizona, without regard to conflict-of-law rules. You agree to exclusive jurisdiction and venue in the state or federal courts located in Maricopa County, Arizona for any dispute arising from these terms or the Services.

16. Updates to These Terms

We may update these Service Terms from time to time. The Effective date above indicates the latest revision. Continued use of the Services after an update means you accept the updated terms.

17. Contact

Questions? Contact us at: **[legal@stanceandsound.com]**