

French Lavender Home LLC

Digital Program Policies

Effective Date: Upon purchase or first access

1. Purpose and Scope

These Digital Program Policies (“Policies”) govern the purchase of, access to, and participation in digital courses and programs (the “Program”) offered by French Lavender Home LLC (“FLH,” “we,” “us,” or “our”). These Policies apply to each purchaser, enrollee, viewer, and user of the Program (“Participant” or “you”).

The Program provides digital, skill-based instruction for personal entertainment and educational purposes. No physical products are included, shipped, or provided.

2. Eligibility and Account Responsibility

Participants must have legal capacity to enter into a binding agreement. If a Participant is under the age of majority, purchase and participation must be authorized and supervised by a parent or legal guardian.

Participants are responsible for providing accurate purchase and contact information, maintaining the confidentiality of login credentials, and promptly notifying FLH of suspected unauthorized access. Program access is licensed to the purchasing Participant and may not be transferred or shared.

3. Payment and Refund Policy

Payment is due at the time of purchase. Because the Program consists of digital content made available upon purchase, all sales are final and refunds are not available, except where required by applicable law.

FLH may, in its discretion, review a refund or access-remedy request arising from a verified technical issue that prevents access. A Participant requesting assistance must contact FLH promptly and provide reasonably requested information so the issue can be investigated. An access remedy or refund is not guaranteed.

4. Program Access and Technology

Program access is intended to be unlimited while the Program and its hosting platform remain available. FLH may suspend or discontinue access, without prior written notice, if the Program is no longer offered, the hosting platform ceases operation, the website or Program is transferred to another service provider, or a Participant violates these Policies.

FLH will use reasonable efforts to maintain access but does not guarantee uninterrupted, error-free, or perpetual availability. Participants are responsible for compatible devices, software, internet service, and any related costs. Maintenance, outages, third-party platform changes, and circumstances beyond FLH's reasonable control may temporarily affect access.

5. Intellectual Property and Limited License

All Program materials—including videos, photographs, graphics, designs, written content, downloadable files, PDFs, course organization, and other digital media—are owned by or licensed to FLH and are protected by copyright and other intellectual-property laws.

Subject to payment and compliance with these Policies, FLH grants the Participant a limited, personal, revocable, nonexclusive, nontransferable license to access and use the Program solely for the Participant's own noncommercial learning and enjoyment. No ownership rights are transferred.

Participants may not copy, reproduce, record, republish, upload, transmit, distribute, forward, share, sell, sublicense, publicly display, create derivative instructional materials from, or otherwise exploit Program materials, except with FLH's prior written permission or as expressly permitted by law. Login credentials and downloadable materials may not be shared.

6. Privacy and Communications

FLH will not sell Participants' personal information to third parties. FLH will collect, use, retain, and disclose personal information only as reasonably necessary to process purchases, provide and support the Program, communicate with Participants, comply with legal obligations, protect rights and security, or as otherwise disclosed at the time of collection.

Information may be processed by service providers that support payment processing, email, website hosting, course delivery, or customer service. Each Participant is

responsible for avoiding the submission of sensitive or unnecessary personal information through Program chats or communications.

7. Participant Conduct

Participants must communicate respectfully and use the Program only for lawful purposes. Harassment, threats, abusive or disruptive behavior, impersonation, unauthorized commercial solicitation, infringement of another person's rights, attempts to bypass access controls, and interference with the Program or its platform are prohibited.

FLH may remove content, restrict participation, or suspend or terminate access when FLH reasonably believes a Participant has violated these Policies or created a risk to the Program, FLH, the platform, or other Participants. Termination for a policy violation does not entitle the Participant to a refund, except where required by law.

8. Results, Materials, and Safety

Results will vary based on factors including the Participant's materials, tools, experience, skill level, effort, and adherence to the instruction. FLH does not guarantee any particular creative, educational, commercial, or other outcome.

Participants are responsible for selecting and using materials and tools appropriately, following manufacturer instructions, maintaining a suitable workspace, and using reasonable care. Program information is general instruction and is not a substitute for professional advice where specialized expertise is required.

9. Disclaimers and Limitation of Liability

To the fullest extent permitted by applicable law, the Program and all related materials are provided "as is" and "as available," without warranties of any kind, whether express, implied, or statutory, including implied warranties of merchantability, fitness for a particular purpose, title, and noninfringement.

To the fullest extent permitted by applicable law, FLH and its owners, employees, contractors, and service providers will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, or for loss of data, revenue, profits, business opportunity, or goodwill arising from or related to the Program.

To the fullest extent permitted by applicable law, the total aggregate liability of FLH and its owners, employees, contractors, and service providers for all claims arising from or related

to the Program will not exceed the amount the Participant paid for the Program. Nothing in these Policies excludes or limits liability that cannot lawfully be excluded or limited.

10. Governing Law and Dispute Resolution

These Policies are governed by the laws of the State of Nevada, without regard to conflict-of-laws principles.

Before initiating a formal claim, the Participant and FLH will attempt in good faith to resolve the dispute informally by written notice describing the issue and requested resolution. If the dispute is not resolved within 30 days after receipt of the notice, either party may pursue binding individual arbitration in Nevada before a mutually agreed arbitrator, subject to applicable law and the arbitrator's governing rules.

Either party may bring an eligible individual claim in small claims court or seek temporary or injunctive relief to protect intellectual-property rights, confidential information, or system security. If any part of this section is unenforceable, the remainder will be enforced to the fullest extent permitted by law.

11. Changes to the Program or Policies

FLH may update the Program or these Policies from time to time. Material changes will apply prospectively and will be communicated through the Program, website, or contact information associated with the Participant's purchase when reasonably practicable. Continued use after the effective date of an update constitutes acceptance of the revised Policies, except where additional consent is required by law.

12. General Provisions

Entire Agreement. These Policies, together with any checkout terms or notices expressly incorporated into them, constitute the entire agreement regarding the Program and supersede prior or contemporaneous communications on the same subject.

Severability. If a provision is held invalid or unenforceable, it will be modified to the minimum extent necessary to make it enforceable, and the remaining provisions will continue in effect.

No Waiver. A failure or delay in enforcing a provision is not a waiver of the right to enforce it later.

Assignment. A Participant may not assign or transfer rights under these Policies without FLH's prior written consent. FLH may assign these Policies in connection with a reorganization, sale, transfer of the Program, or change of service provider.

Headings. Headings are for convenience only and do not affect interpretation.

13. Acceptance

By purchasing, accessing, or using the Program, the Participant acknowledges having read, understood, and agreed to these Policies. If the Participant does not agree, the Participant must not purchase, access, or use the Program.

14. Contact

Questions, technical-support requests, and notices may be submitted through the Program's chat feature or by email at hello@frenchlavenderhome.com.

September 21, 2026