



## **L7CORE, LLC – TERMS OF SERVICE**

Effective Date: August 14, 2025

Registered in: Delaware, USA

These Terms of Service (“Terms”) govern your access to and use of services provided by L7CORE, LLC (“L7CORE,” “we,” “our”). By using our services, you agree to these Terms.

### **1. Services**

L7CORE provides:

- Data center infrastructure
- Cybersecurity solutions
- Custom software development
- Stream monitoring and automation systems
- IT infrastructure services and related solutions

Services may be updated or modified at any time.

### **2. Accounts**

You are responsible for:

- Providing accurate registration information
- Maintaining the confidentiality of your credentials
- All activity under your account

L7CORE is not responsible for unauthorized access caused by user negligence.

### **3. Billing and Payments**

#### **3.1 Automatic Payment Authorization**

By using our services, you expressly authorize that invoices issued by L7CORE, LLC may be automatically charged to your stored payment method, even before the invoice due date, as allowed by our billing system. This ensures uninterrupted service.

#### **3.2 Failed Payments**

If a payment attempt fails, L7CORE may, at its sole discretion:

- Retry automatically;
- Suspend services;
- Cancel services after 2 days of non-payment.



Cancellation of services does not relieve the customer from the obligation to pay any penalties or amounts due under the contract, including the 30% early termination fee on pending invoices.

#### 4. Cancellations and Refunds

You may cancel services at any time; however, for long-term contracts, including contracts of 48 months or other extended terms, the agreement terms, including pre-established payment schedules, commitments, or negotiated conditions, remain in effect.

If the customer cancels services before the end of the agreed term, a 30% penalty on remaining pending invoices will apply. This penalty covers losses, administrative costs, and investments made by L7CORE in anticipation of full contract performance.

Refunds are not guaranteed and are evaluated on a case-by-case basis, considering long-term contract terms and services already provided. Any refund, if granted, will be applied in accordance with contractual terms and may be subject to deductions for services rendered, investments made, or other obligations under the contract.

The customer remains responsible for additional collection costs or attorney fees incurred by L7CORE to collect due invoices or penalties.

#### 5. Intellectual Property

All software, content, trademarks, and materials are the exclusive property of L7CORE or its licensors.

The customer may not reproduce, modify, distribute, or create derivative works of L7CORE's intellectual property. Any unauthorized use constitutes a material breach of these Terms and may result in immediate termination and civil liability.

#### 6. Limitation of Liability

To the maximum extent permitted by applicable law, L7CORE shall not be liable for any direct, indirect, incidental, special, or consequential damages, including, without limitation:

- loss of profits;
- loss of data or information;
- loss of business opportunities;
- service interruptions;
- unauthorized access or security breaches;
- any damages caused by third-party services, vendors, or integrated partners;
- any consequences of legal or regulatory restrictions applicable outside the U.S.

Total liability of L7CORE, whether in contract, tort, or otherwise, shall not exceed five percent (5%) of the amount paid by the customer in the most recent invoice.

This limitation applies to L7CORE's directors, employees, agents, partners, and affiliates.

#### 7. Disclaimer of Warranties



Services are provided “as is” and “as available”, without any express or implied warranties of results, performance, security, or continuity.

L7CORE does not guarantee data, information, or service recovery in the event of failure, cyberattack, or loss of access.

#### 8. Customer Indemnification

The customer agrees to indemnify, defend, and hold harmless L7CORE, its directors, employees, and partners from any losses, damages, costs, or expenses arising from:

- misuse of services;
- violation of these Terms;
- violation of applicable laws by the customer.

#### 9. Security Deposit

L7CORE may, at its sole discretion, require the customer to pay a security deposit during the provision of services.

The deposit may be used at L7CORE’s sole discretion to cover any defaults, damages, fees, repair costs, losses, investments, or any other costs related to the service.

Any unused balance may or may not be returned to the customer, only at the end of the contract term, or if the contract is renewed, the deposit remains in effect until the contract is fully terminated, as determined by L7CORE.

L7CORE may retain all or part of the deposit without prior authorization from the customer, and the use, application, or return of the funds is decided exclusively by L7CORE.

#### 10. Suspension and Emergency Modifications of Services

L7CORE may, at its sole discretion, suspend all or part of the services immediately in case of non-payment, risk of fraud, violation of these Terms, system security threats, or any legal or regulatory risk.

L7CORE may also temporarily modify services without prior notice when necessary for maintenance, security, error correction, or compliance with legal obligations.

#### 11. Force Majeure

L7CORE shall not be liable for delays or failures in service due to force majeure events, including, but not limited to:

- power outages;
- natural disasters;
- cyberattacks;
- pandemics;
- events beyond L7CORE’s reasonable control.

#### 12. Audit and Compliance



L7CORE may periodically audit the customer's use of services, including data, access, and configurations, to ensure compliance with these Terms.

The customer agrees to cooperate with investigations into suspicious activity, fraud, or legal violations, acknowledging that L7CORE shall not be liable for any suspension or action taken during such investigations.

### 13. Governing Law and Dispute Resolution

These Terms are governed by the laws of the State of Delaware, USA.

#### Arbitration Clause:

Any disputes, claims, or controversies arising out of or relating to these Terms or services provided by L7CORE shall be resolved exclusively by binding arbitration administered by the American Arbitration Association (AAA) under its Commercial Arbitration Rules.

Arbitration shall be conducted in Delaware, USA, in English.

The customer agrees that all disputes will be resolved individually and expressly waives any class arbitration or consolidated actions.

No disputes may be brought in courts outside the United States, and the arbitrator(s)' decision may be entered in any competent Delaware court.

### 14. Notices

Any communication sent to the customer via registered email or the account control panel shall be considered delivered and valid for all legal purposes.

### 15. Non-Waiver

Failure to exercise any right or remedy by L7CORE does not constitute a waiver of such right or remedy, and L7CORE may exercise it at any time.

### 16. Severability

If any provision of these Terms is deemed invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

### 17. Prohibition of Assignment

The customer may not assign or transfer its rights or obligations under these Terms without prior written consent from L7CORE.

### 18. Backup and Data Control

The customer is responsible for maintaining backups of all data and information. L7CORE shall not be liable for any loss of data or backup failures.