

## Terms & Conditions

Effective Date: November 7, 2025

Last Updated: November 7, 2025

These Terms and Conditions ("Terms," "Agreement") constitute a legally binding agreement between you ("User," "you," or "your") and Alesia K. Alexander, LLC registration number, 03-588-9147 registered under the laws of the United States of America, with registered address at PO BOX 24251 Richmond, VA 23224 "Tapestries Grief " "Juicy Grief" "Company," "we," "us," or "our") governing your access to and use of our website at <https://www.tapestriesgrief.com/juicy-grief.com> ("Website") and our mobile applications ("App") (collectively, the "Services").

BY ACCESSING OR USING OUR SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE BOUND BY THESE TERMS AND ALL APPLICABLE LAWS AND REGULATIONS. IF YOU DO NOT AGREE TO THESE TERMS, YOU MUST NOT ACCESS OR USE OUR SERVICES.

### 1. Acceptance of Terms

#### 1.1 Agreement to Terms

By creating an account, accessing, browsing, or using our Services in any manner, you acknowledge that you have read these Terms, understand them, and agree to be legally bound by them.

#### 1.2 Privacy Policy

Your privacy is important to us. Our Privacy Policy, which is incorporated by reference into these Terms, explains how we collect, use, and protect your information when you use our Services.

#### 1.3 Additional Terms

Certain features of our Services may be subject to additional terms and conditions, which will be presented to you at the time of use and are incorporated by reference into these Terms.

### 2. Eligibility and Account Registration

#### 2.1 Age Requirements

You must be at least 16 years old to use our Services. If you are between 16 and 18 years old, you represent that you have your parent's or guardian's permission to use our Services and that they have reviewed and agreed to these Terms.

#### 2.2 Account Registration

To access certain features of our Services, you must create an account by providing accurate, current, and complete information. You agree to:

Provide truthful and accurate registration information

Maintain and update your account information promptly

Keep your login credentials secure and confidential

Notify us immediately of any unauthorized use of your account

Accept responsibility for all activities that occur under your account

## 2.3 Account Termination

We reserve the right to suspend or terminate your account at any time, with or without notice, for violations of these Terms or for any other reason at our sole discretion.

## 3. Description of Services

### 3.1 Supportive Wellness Services

Juicy Grief provides digital wellness services including but not limited to:

Online grief support coaching sessions

Supportive and feminine wellness educational content

Personalized wellness recommendations

Community features and user interaction tools

Progress tracking and analytics

### 3.2 Service Availability

We strive to maintain consistent service availability but do not guarantee uninterrupted access. Services may be temporarily unavailable due to maintenance, updates, or technical difficulties.

### 3.3 Service Modifications

We reserve the right to modify, suspend, or discontinue any aspect of our Services at any time, with or without notice, and without liability to you or any third party.

## 4. Health and Safety Disclaimers

### 4.1 Not Medical Advice

**IMPORTANT:** Our Services provide general coaching, supportive, peer support, and wellness information for educational and informational purposes only. **WE DO NOT PROVIDE MEDICAL, THERAPEUTIC, OR MENTAL HEALTH ADVICE, DIAGNOSIS, OR TREATMENT.**

### 4.2 Consultation with Healthcare Professionals

You acknowledge and agree that:

You must consult qualified healthcare professionals before beginning any mental health or supportive wellness program

You should seek professional medical advice for any health concerns or conditions

You must inform your healthcare provider about your participation in movement and wellness activities

Individual results may vary, and we make no guarantees about health outcomes

#### 4.3 Assumption of Risk

BY USING OUR SERVICES, YOU VOLUNTARILY ASSUME ALL RISKS ASSOCIATED WITH PHYSICAL ACTIVITY, INCLUDING BUT NOT LIMITED TO:

Physical injury, strain, or disability

Aggravation of pre-existing conditions

Mental health or emotional impacts

Property damage

Any other harm that may result from physical activity

#### 4.4 Physical and Mental Health Considerations

You represent and warrant that:

You are in good physical and mental health or have medical clearance to participate

You will not participate beyond your physical or mental limitations

You will stop any activity that causes pain, discomfort, or distress

You understand that physical and mental wellness explorations and activity may trigger emotional responses or memories

### 5. Limitation of Liability and Indemnification

#### 5.1 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, Juicy Grief, ITS OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, AGENTS, AND AFFILIATES SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY, DISABILITY, DEATH, PROPERTY DAMAGE, MENTAL HEALTH CONDITIONS, PSYCHOLOGICAL DISTRESS, EMOTIONAL HARM, EXACERBATION OF PRE-EXISTING MENTAL HEALTH CONDITIONS,

LOST PROFITS, LOST DATA, OR BUSINESS INTERRUPTION ARISING FROM OR RELATED TO YOUR USE OF OUR SERVICES OR PARTICIPATION IN ANY MOVEMENT, EXERCISE, OR WELLNESS ACTIVITIES.

## 5.2 No Maximum Liability Cap

Our liability for any damages shall not be subject to any monetary cap or limitation, except as expressly provided elsewhere in these Terms.

## 5.3 Indemnification

You agree to indemnify, defend, and hold harmless Juicy Grief and its officers, directors, employees, contractors, agents, and affiliates from and against any and all claims, damages, losses, costs, and expenses (including reasonable attorneys' fees) arising from or related to:

Your use of our Services

Your violation of these Terms

Your violation of any third-party rights

Any content you submit or transmit through our Services

## 6. Subscription and Payment Terms

### 6.1 Subscription Plans

We offer various subscription plans with different features and pricing. Current pricing and plan details are available on our Website and App.

### 6.2 Payment Terms

All fees are charged in advance and are non-refundable except as expressly stated

You authorize us to charge your chosen payment method for all applicable fees

You are responsible for providing accurate and current payment information

Subscription fees will automatically renew unless cancelled before the renewal date

### 6.3 Price Changes

We reserve the right to change our pricing at any time. Price changes will be communicated to you at least 30 days in advance and will take effect at your next billing cycle.

### 6.4 Refund Policy

**NO REFUNDS:** All fees are final and non-refundable under any circumstances once the free trial period has ended. This includes but is not limited to:

Unused portions of subscriptions

Dissatisfaction with Services

Technical difficulties or service interruptions

Changes in personal circumstances

You may cancel your subscription at any time to prevent future charges, but no refunds will be provided for fees already paid.

## 6.5 Cancellation

You may cancel your subscription at any time through your account settings or by contacting customer support. Cancellation will take effect at the end of your current billing period.

## 7. Intellectual Property Rights

### 7.1 Our Content

All content on our Services, including but not limited to text, graphics, logos, images, videos, audio recordings, software, and other materials ("Content"), is owned by or licensed to Juicy Grief and is protected by intellectual property laws.

### 7.2 Limited License

We grant you a limited, non-exclusive, non-transferable, revocable license to access and use our Services and Content solely for your personal, non-commercial use in accordance with these Terms.

### 7.3 Restrictions

You may not:

Copy, modify, distribute, sell, or lease any part of our Services or Content

Reverse engineer, decompile, or attempt to extract source code

Remove or alter any proprietary notices or labels

Use our Content for commercial purposes without written permission

Create derivative works based on our Content

### 7.4 User-Generated Content

You retain ownership of content you submit to our Services ("User Content"). By submitting User Content, you grant us a worldwide, royalty-free, perpetual, irrevocable license to use, reproduce, modify, publish, and distribute such content in connection with our Services.

## 8. Prohibited Uses and User Conduct

### 8.1 Prohibited Activities

You agree not to:

Use our Services for any illegal or unauthorized purpose

Violate any applicable laws, regulations, or third-party rights

Impersonate any person or entity or misrepresent your affiliation

Transmit viruses, malware, or other harmful code

Attempt to gain unauthorized access to our systems or other users' accounts

Interfere with or disrupt our Services or servers

Collect or harvest information about other users without consent

Use automated systems to access our Services without permission

### 8.2 Content Guidelines

When submitting User Content, you must not:

Post content that is illegal, harmful, threatening, abusive, or offensive

Share content that infringes on intellectual property rights

Upload content containing personal information of others without consent

Submit false, misleading, or deceptive information

Post spam, advertisements, or promotional content without authorization

### 8.3 Community Standards

We strive to maintain a positive, supportive community. Users must:

Treat other users with respect and kindness

Provide constructive feedback and support

Respect diverse backgrounds, abilities, and perspectives

Report inappropriate behavior or content to our support team

## 9. Third-Party Services and Links

### 9.1 Third-Party Integrations

Our Services may integrate with or provide access to third-party services, websites, or applications. We are not responsible for the availability, content, or practices of third-party services.

### 9.2 Third-Party Links

Our Services may contain links to third-party websites or resources. These links are provided for convenience only and do not constitute endorsement. You access third-party sites at your own risk.

### 9.3 Social Media

If you connect your social media accounts to our Services, you authorize us to access certain information from those accounts in accordance with their terms of service and privacy policies.

## 10. Data Protection and Privacy

### 10.1 Data Processing

Your use of our Services involves the processing of personal data as described in our Privacy Policy, which is incorporated by reference into these Terms.

### 10.2 GDPR Compliance

We comply with the General Data Protection Regulation (GDPR) and other applicable data protection laws. You have specific rights regarding your personal data as outlined in our Privacy Policy.

### 10.3 International Transfers

Your data may be processed and stored outside your country of residence. We ensure appropriate safeguards are in place for international data transfers.

## 11. Termination

### 11.1 Termination by You

You may terminate your account and stop using our Services at any time by following the cancellation procedures in your account settings or contacting customer support.

### 11.2 Termination by Us

We may terminate or suspend your access to our Services immediately, without prior notice, for any reason, including but not limited to:

Breach of these Terms

Fraudulent or illegal activity

Extended periods of inactivity

Risk to other users or our Services

### 11.3 Effect of Termination

Upon termination:

Your right to access and use our Services will cease immediately

We may delete your account and associated data in accordance with our Privacy Policy

Provisions of these Terms that by their nature should survive will remain in effect

## 12. Disclaimers

### 12.1 Service Disclaimers

OUR SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

### 12.2 Accuracy Disclaimer

We do not warrant that:

Our Services will meet your specific requirements

Our Services will be uninterrupted, timely, secure, or error-free

The information obtained through our Services will be accurate or reliable

Defects in our Services will be corrected

### 12.3 Health and Wellness Disclaimer

We make no representations or warranties about the suitability of our Services for your individual health or wellness needs. Results may vary, and we do not guarantee any specific health outcomes.

## 13. Force Majeure

We shall not be liable for any failure or delay in performance under these Terms which is due to circumstances beyond our reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, labor disputes, or government actions.

## 14. Governing Law and Dispute Resolution

### 14.1 Governing Law

These Terms are governed by and construed in accordance with the laws of the United States of America, without regard to conflict of law principles.



## 14.2 Jurisdiction

Any legal action or proceeding arising under these Terms shall be brought exclusively in the courts of the United States of America. You hereby consent to the personal jurisdiction and venue of such courts.

## 14.3 European Union Rights

For users in the European Union, nothing in this section affects your rights under applicable consumer protection laws or your right to bring proceedings in the courts of your country of residence.

## 14.4 Alternative Dispute Resolution

Before initiating formal legal proceedings, we encourage you to contact us directly to resolve any disputes. We are committed to working with you to reach a fair resolution.

## 15. Modifications to Terms

### 15.1 Right to Modify

We reserve the right to modify these Terms at any time. When we make material changes, we will:

Post the updated Terms on our Website and App

Update the "Last Updated" date

Notify you via email or in-app notification

Obtain your consent if required by applicable law

### 15.2 Acceptance of Changes

Your continued use of our Services after the effective date of modified Terms constitutes your acceptance of the changes. If you do not agree to the modified Terms, you must stop using our Services.

## 16. General Provisions

### 16.1 Entire Agreement

These Terms, together with our Privacy Policy and any additional terms referenced herein, constitute the entire agreement between you and Juicy Grief regarding your use of our Services.

### 16.2 Severability

If any provision of these Terms is found to be unenforceable or invalid, the remaining provisions will remain in full force and effect.

### 16.3 Waiver

Our failure to enforce any provision of these Terms shall not constitute a waiver of that provision or any other provision.

#### 16.4 Assignment

You may not assign or transfer your rights under these Terms without our prior written consent. We may assign our rights and obligations under these Terms without restriction.

#### 16.5 Language

These Terms are written in English. Any translations are provided for convenience only, and the English version shall prevail in case of conflicts.

#### 17. Contact Information

For questions about these Terms or our Services, please contact us:

Juicy Grief

Address: PO BOX 24251, Richmond, VA 23224

Customer Support: Available through our App

We are committed to addressing your concerns promptly and transparently.

ACKNOWLEDGMENT: BY USING OUR SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS, UNDERSTAND THEM, AND AGREE TO BE BOUND BY THEM. YOU ALSO ACKNOWLEDGE THE INHERENT RISKS ASSOCIATED WITH COACHING, UTILIZING SUPPORTIVE CONTENT AND AGREE TO PARTICIPATE AT YOUR OWN RISK.

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