

TERMS AND CONDITIONS

1. TERMS/ AGREEMENT

Use Agreement (the "Agreement") is a contract between you (the "Client") and 11th Hour Crafts & Flowers (the "11th Hour CAF"). 11th Hour CAF operates the website found at the address www.optimistic-k.com (the "Website"). This Agreement governs your use of the Website. Be certain that you carefully read and fully understand this Agreement. By using the Website, you agree to comply with and be bound by these Terms. If you do not agree to the Terms, you are not authorized to use the Site. 11th Hour CAF reserves the right to modify the Terms at any time by posting a notice on the home page of the Website. Your use of the Website after the notice is posted indicates you agree to the changes.

2. UPDATING AND ADJUSTING THE WEBSITE

11th Hour CAF reserves the right to update and make changes to the website and programs displayed on the website. 11th Hour CAF reserves the right to make long-term and short-term adjustments to the website. 11th Hour CAF is permitted to change or remove the content on the website without notice. By using this website you acknowledge this agreement.

3. POLICY CONCERNING CHILDREN

As stated in our privacy policy you must be at least 18 years old to use the Platform, if you are under the age of 13 or between ages of 13 and 18, you must have your parent or guardian's permission to use the platform. 11th Hour CAF is committed to complying with the Children's Online Privacy Protection Act of 1998 (COPPA). 11th Hour CAF does not knowingly collect or store any personal information from or about children under the age of 13, and we will delete such information if we become aware that it has been submitted through our Platform. Parents or guardians who believe that 11th Hour CAF might have any personal information from or about a child under the age of 13 may submit a request to 11thhourflowers@gmail.com for us to remove such information. YOUR PRIVACY RIGHTS AND OPTIONS You have rights and options when it pertains to how your personal data is used, stored, shared, collected, and distributed.

4. UNDERSTANDING YOUR RIGHTS

You have the right to demand a duplicate of the personal data we've collected about you within the past 12 months. You have the right to request a deletion of the personal data we've collected about you. If you'd like to view or request a deletion of your personal data, please contact us. Your request will not impact your quality of service, an upcharge in prices, or result in a denial of service for activating your privacy rights. CONTACT INFORMATION: Email: 11thhourflowers@gmail.com Phone: 817-863-1460 If you decide to request a deletion of your personal data, you have options: - Call or email us and request that we delete specific information - Unsubscribe to your mailing list by clicking the unsubscribe button in our email - Opt out by changing your notification in your account settings (Delete all information you added or close out account completely)

5. LEVEL 27 SHIPPING POLICY

11th Hour Crafts & Flowers will process orders within 10 to 14 business days (this doesn't include weekends or holidays). We will send you a confirmation email when we receive your order and a

second email when your order has shipped. We will send a notification from us including your tracking number. This number will allow you to monitor the package progress. We ask that you allow 48 hours for the tracking information to become active. TRACKING ORDER If your package hasn't arrived within 14 days of receiving your order confirmation email, please reach out to us at www.optimistic-k.com with your name, order date, and order number. We will do all that we can to resolve this issue for you.

6. REFUND & RETURN POLICY

11th Hour Crafts & Flowers has a strict no refund Return and Refund policy. We do not refund any purchases made on our website (www.optimistic-k.com). Please make sure you read all of the descriptions and what's included before making a purchase. All sales are final, and the Company does not offer any money-back guarantees. You recognize and agree that you shall not be entitled to a refund for any purchase under any circumstances. We don't offer refunds but in the rare instance that your product comes to you damaged please contact 11thhourflowers@gmail.com and put **DAMAGED GOODS INQUIRY in the subject line**. Send us a picture or video of the damaged good and your order number. Each case is unique and dealt with separately. We will do our best to rectify the situation.

7. PHOTOSHOOT SESSION RETURN POLICY

Individual sessions are nonrefundable due to the time 11th Hour CAF utilizes to prepare and plan prior to the scheduled meeting. If a major emergency occurs, please contact us and we will do our best to resolve the issue. If we aren't able to reschedule the session within that month, we unfortunately won't be able to accommodate your request. Please contact us at least 24 hours before your scheduled session if possible.

8. BOOKING GRAD CAP ORDER

If you order a graduation cap by 11th Hour CAF you must submit a non-refundable payment of \$30. Due to the time 11th Hour CAF utilizes to prepare, gather supplies, and prep custom sketch design we must secure the \$30 to reserve your spot. In order to cancel the service you must send 11th Hour CAF a written notification via email level27coaching@gmail.com requesting a cancellation. Please understand that in order to reserve your spot you must submit the \$30 is nonrefundable and understand that this is non-refundable.

9. DISCLAIMER

11th Hour Crafts & Flowers is all dedicated to bringing your vision to life. We strive to create custom gifts and products for you and your loved ones. In order for us to execute the vision we need clear communication. Thank you so much for choosing us to bring your vision to life.

CONTACT INFORMATION:

Please contact us call or email if you have any concerns with these terms and conditions. Contact information is provided below:

11th Hour Crafts & Flowers

817-863-1460

Email: 11thhourflowers@gmail.com

Effective January 20, 2021