

# Terms of Use

Read these Terms of Use carefully before using our healthcare professional (B2B) website: [www.colostrumtherapy.com](http://www.colostrumtherapy.com)

By using the ColostrumTherapy.com (CT) website, the user represents and warrants that they are of legal age (18+), are a certified healthcare practitioner and are in the position to form an agreement with Sovereign Laboratories (SL).

- CT.com is a website for certified healthcare professionals only; patients or consumers cannot access information or wholesale products for sale.

## Changes to the Terms of Use

- Terms of Use are subject to change without prior written notice at any time, in sole discretion of SL.

## Medical Disclaimers

- Because CT.com is firewalled for professionals only, the website does not represent a resource for patient advice; essentially the Site serves as a source of wholesale colostrum, information and professional education;
  - CT.com does not provide medical prescriptions, treatments or diagnostic services to patients;
  - We do not assume liability or responsibility for damage or injury to the professional, other persons or property arising from information, ideas or instruction that comes from the website;
  - PRO-SL team does not field questions from patients regarding their protocol; these inquiries are directed back to the recommending healthcare professional.
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## **Sections**

- 1. OWNERSHIP AND RIGHT TO USE WEBSITES AND MATERIALS**
- 2. THIRD-PARTY INTERACTIONS**
- 3. MARKETING COMMUNICATIONS**
- 4. SERVICE AND CONTENT USE RESTRICTIONS**
- 5. CREATING AN ACCOUNT, PURCHASING AND DELIVERY**
- 6. REGULATORY CLAIMS OR INFRINGEMENT**
- 7. PROMOTIONS**
- 8. INQUIRIES AND CUSTOMER SERVICE**
- 9. ERRORS AND MISREPRESENTATIONS**
- 10. ARBITRATION AND DISPUTE TERMS**
- 11. DISCLAIMER OF REPRESENTATIONS AND WARRANTIES**
- 12. LIMITATIONS OF OUR LIABILITY**
- 13. GENERAL PROVISIONS**
- 14. CONTACT US**

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## **OWNERSHIP AND RIGHT TO USE COLOSTRUMTHERAPY SITES AND MATERIALS**

- CT.com provides information that is both professional- and patient-centric;
- The professional user assumes responsibility for providing patients with information derived from the Website (whether hard-copy, PDF or other

media forms); we do not assume risk for information that may not be compliant for patient viewing;

- SOVEREIGN LABORATORIES (hereinafter referred to as SL or PRO-SL for the professional division) owns all information, layouts, graphics, scripts, logos, design, videos, audio, pictures, technology and all other components found on CT.com;
- Trademark, copyright and other intellectual property is protected by U.S. and Intl. regulations.

## **THIRD-PARTY INTERACTIONS**

### Other Online Services

- SL is not responsible for other online services or their content, advertisement(s), apps, or websites; portions of the CT.com Sites may be integrated into or linked to other websites, platforms, and apps that we do not control.

### Business Transactions

- SL has the right to transfer any information we obtain through the SL Sites in the event of a joint venture, partnership, merger, or other collaboration with another organization.

## **MARKETING COMMUNICATIONS**

### Email Messages

- Email marketing communications preferences can be modified by following the instructions contained in the footer of our promotional emails;

- Please note that even if the user opts out of receiving marketing communications, we may still send them transactional emails relating to their purchases or general use of CT.com;
- PRO-SL does not engage in patient marketing emails for the patients who obtain their colostrum directly from their healthcare provider.

## **SERVICE AND CONTENT USE RESTRICTIONS**

### **Legally Enforceable—Hacking Protection/Statement**

- CT.com site cannot be used for any commercial or political purpose;
- User cannot use CT.com as a tool to harm, or attempt to harm, any individuals or entities; are unlawful, offensive, obscene, lewd, lascivious, violent, threatening, harassing, scandalous, inflammatory, pornographic, profane, abusive, etc.;
- User cannot Decompile, disassemble, reverse engineer, or attempt to reconstruct, identify, or discover any source code, underlying ideas, underlying user interface techniques, hidden text, or algorithms on CT.com;
- User cannot engage in any activity that interferes with a user's access to CT.com or the proper operation of CT.com, or otherwise causes harm to the CT.com, other SL Sites, or other users of the CT.com;
- User cannot Harvest, scrape, or otherwise collect or store any information, including personal information, from the CT site;
- User cannot attempt to gain unauthorized access to the CT sites to mine any information;
- User cannot remove any copyright, trademark, or other intellectual property or proprietary notices or legends contained in the Materials;
- User cannot frame or utilize framing techniques to enclose any Materials (including any images, text, or page layout) under personal

brand without use of CT.com authorized programs or prior written consent;

- With the intent to circulate the user, or third-party, cannot manipulate, sell, modify or reproduce any material on the CT.com without express written consent.

## **CREATING AN ACCOUNT**

- The professional user registering the account is solely responsible and liable for the security and confidentiality of their access credentials and for restricting access to the account;
- Under no circumstances can patients use, access or order from a practitioner account;
- Professional user is responsible to include correct and truthful registration information, and for updating and maintaining information following account approval;
- User is required to notify us of any unauthorized use of the account, or any other breach of security pertaining to CT.com;
- Users can not sell, transfer, or assign CT.com accounts or any account rights under any circumstance; all new users are required to go through registration process;
- For any dispute as to account approval, creation or authenticity, PRO-SL has the right, but are not obliged, to resolve such dispute as we determine appropriate.

### Purchases

- In order to access certain purchasing benefits on CT.com, the approved user is required to meet a minimum order threshold, which the value can be altered at the discretion of SL at any time, for any reason deemed appropriate.

## General Purchasing

- User agrees to pay via CT.com Paypal payment processor, or by another available SL payment means including money order, wire transfer or cashier's check;
- The user is responsible to cover all charges at the prices presented to them at time of purchase; this may include shipping/handling charges or tax, depending on the delivery location;
- User is responsible to authorize *Symco Dist. Inc.* (SL) to charge their (Method of Payment) bank or the chosen payment provider when making purchase(s);
- SL may correct any billing errors or mistakes that may be presented, even if the payment has already requested or transacted;
- User agrees to follow current SL marketing procedures and protocols when engaging in resale that happens at brick-and-mortar locations and/or online;
- Under certain conditions set by SL, users are able to engage resale of product via online channels including personal or business websites, social media or non-marketplace channels;
- Under no circumstance can products purchased on CT.com be listed on 3<sup>rd</sup> party marketplace websites including but not limited to: Amazon, eBay, Bonanza, Walmart and Groupon.

## Product Purchases

- Any approved user purchase of any wholesale products on CT.com are subject to our [Terms of Sale](#).

## Tax, Delivery & Export

- Depending on delivery and billing location some transactions on CT.com may be subject to taxes in certain U.S. states or subject to Intl. export charges or handling fees;
- This can include a rental tax, sales tax and/or use tax. Tax rates and export fees rates are different by location. The purchasing user is responsible for paying all such taxes and special transaction fees;
- Before purchasing, International users are responsible to contact Customer Service about delivery viability and general process;
- SL is not responsible for dilemmas, delays or incurred fees related to Port Authorities or Customs.

## **REGULATORY CLAIMS OR INFRINGEMENT**

- We expect users of CT.com to respect the intellectual property rights of SL and our affiliates; With clear evidence or notice it is our policy to respond quickly and appropriately to alleged copyright or regulatory infringements in marketing;
- In the discretion of SL, we may ask that our users or affiliates promptly remove content that may be infringing on intellectual property rights or current FDA regulations. If user or affiliate fails to comply SL will terminate access to CT.com and may at its discretion withhold payment for any amounts due from SL to user or affiliate;
- SL has the right in appropriate circumstances to terminate users who are deemed to be repeat infringers or those who do not oblige to removing content.

## **PROMOTIONS**

- Any “Promotion” that may be offered via CT.com may be governed by a distinct set of rules that can include specified requirements; For example, certain age or geographic areas, specific terms, use of

marketing content, pricing and disclosures about how the user's personal information may be used;

- The user is responsible to read and understand these rules to determine whether or not they want to participate in the promotion;
- By participating in a Promotion, the user will be subject to those official rules, and agrees to comply and follow by the procedures set by SL or the clearly identified sponsor(s).

## **INQUIRIES AND CUSTOMER SERVICE**

- The user agrees that PRO-SL may notify or respond to them (using the information we have on file) by snail mail or email or in any other manner deemed appropriate to the situation;
- If users have questions about CT.com or products they may contact PRO-SL Customer Service by sending an email to [support@colostrumtherapy.com](mailto:support@colostrumtherapy.com) or calling 480.553.7768
- The user acknowledges that PRO-SL is not obliged to provide them with customer support; And that the PRO-SL customer service team cannot circumvent any sections within the Terms of Use or other applicable terms that are or may be in addition;
- SL does our best to ensure that the information on the CT.com is accurate and backed by science at all times; However, we cannot ultimately promise the accuracy of any information and cannot be held responsible for any discrepancy;
- Although we do our best to make sure CT.com is regularly maintained to operate properly, SL is not be liable for any damages, loss, costs or expenses incurred as a result of any lack of availability or accessibility of CT.com.

## **ERRORS & MISREPRESENTATIONS**



- SL strives to accurately describe our products offered on CT.com; however, we do not guarantee that such specifications, or other content on CT.com or is complete, accurate, reliable, current, or error-free;
- SL has the right refuse or cancel any orders in our discretion. Under certain conditions orders can be rejected or cancelled. If we charged the user's credit card or other account prior to rejection or cancellation, we will reissue credit back to their account;
- If a product purchased or accepted from CT.com is not as described or damaged, as permitted by applicable law, the user is able to return it to receive a replacement, credit or refund for the purchase price.

## **ARBITRATION AND DISPUTE TERMS**

### Forum Selection/Jurisdiction

Jurisdiction and venue for any controversy, allegation, or claim arising out of or relating to the SL Sites, the Materials, your User Content, these Terms of Use, or any applicable Additional Terms, (collectively, "Dispute") shall be exclusively in the federal and state courts in, or with jurisdiction over, *Maricopa County, Arizona*. Each party submits to personal jurisdiction and venue of the federal and state courts in, or with jurisdiction over, *Maricopa County, Arizona* for any and all purposes.

### Pre-Arbitration Notification

SL and you agree that it would be advantageous to discuss and hopefully resolve any Disputes before formal proceedings are initiated; provided, however, that SL need not do so in circumstances where its claims of Intellectual Property rights are concerned ("IP Disputes," with all other disputes referred to as "General Disputes"). The party making a claim – whether you or SL – shall send a letter to the other side briefly summarizing the claim and the request for relief. If SL is making a claim, the letter shall be sent, via email, to the email address

listed in your SL account, if applicable. If no such information exists or if such information is not current, then we have no notification or delay obligations under this Section. If you are making a claim, the letter shall be sent to **Sovereign Laboratories, Inc.**, Attn: *General Counsel*, 30 Alamos Drive, Cottonwood, Arizona 86326. If the Dispute is not resolved within sixty (60) days after notification, the claimant may proceed to initiate proceedings as set forth in this Section. Either you or SL, however, may seek provisional remedies (such as preliminary injunctive relief, subject to the exceptions disclosed herein) before the expiration of this sixty (60)-day period.

### Arbitration of Claims

Unless you give us notice of opt-out within five (5) business days of your first use of a SL Site, addressed to: **Sovereign Laboratories**, Attn: *General Counsel*, 30 Alamos Drive, Cottonwood, Arizona 86326, all actions or proceedings arising in connection with, touching upon or relating to any Dispute, or the scope of the provisions of this Section, shall be submitted to JAMS ([www.jamsadr.com](http://www.jamsadr.com)) for final and binding arbitration under its Comprehensive Arbitration Rules and Procedures if the matter in dispute is over \$250,000 or under its Streamlined Arbitration Rules and Procedures if the matter in dispute is \$250,000 or less, to be held in Flagler County, Florida, before a single arbitrator. If the matter in dispute is between SL and a consumer, the matter shall be submitted to JAMS in accordance with its Policy on Consumer Arbitration Pursuant to Pre-Dispute Clauses Minimum Standards of Procedural Fairness. The arbitrator shall be selected by mutual agreement of the parties or, if the parties cannot agree, then by striking from a list of arbitrators supplied by JAMS.

We may have the right to pay the JAMS fees if required for arbitration to be enforceable. The arbitration shall be a confidential proceeding, closed to the general public; provided, however, that a party may disclose information relating to the arbitration proceedings to its and its affiliates' lawyers, insurance providers, auditors and other professional advisers. The fact that there is a dispute between the parties that is the subject of arbitration shall be confidential to the

same extent. The arbitrator shall issue a written opinion stating the essential findings and conclusions upon which the arbitrator's award is based. Neither party shall be entitled or permitted to commence or maintain any action in a court of law with respect to any matter in dispute until such matter shall have been submitted to arbitration as herein provided and then only for the enforcement of the arbitrator's award; provided, however, that prior to the appointment of the arbitrator or for remedies beyond the jurisdiction of an arbitrator, at any time, either party may seek pendente lite relief (subject to the provisions of these Terms of Use waiving or limiting that relief) in a court of competent jurisdiction in Yavapai County, Arizona, or, if sought by SL, such other court that may have jurisdiction over you, without thereby waiving its right to arbitration of the dispute or controversy under this section; provided further, however, that the losing party shall have fifteen (15) business days after the issuance of the arbitrator's decision to fully comply with such decision, after which the prevailing party may enforce such decision by a petition to the court or, in the case of you, such other court having jurisdiction over you, which may be made ex parte, for confirmation and enforcement of the award.

#### Limitation on Injunctive Relief

AS PERMITTED BY APPLICABLE LAW, IF YOU CLAIM THAT YOU HAVE INCURRED ANY LOSS, DAMAGES, OR INJURIES IN CONNECTION WITH YOUR USE OF THE **SL** SITES, THEN THE LOSSES, DAMAGES, AND INJURIES WILL NOT BE DEEMED IRREPARABLE OR SUFFICIENT TO ENTITLE YOU TO AN INJUNCTION OR TO OTHER EQUITABLE RELIEF OF ANY KIND. THIS MEANS (WITHOUT LIMITATION) THAT, IN CONNECTION WITH YOUR CLAIM, YOU AGREE THAT YOU WILL NOT SEEK, AND THAT YOU WILL NOT BE PERMITTED TO OBTAIN, ANY COURT OR OTHER ACTION THAT MAY INTERFERE WITH OR PREVENT THE DEVELOPMENT OR EXPLOITATION OF ANY WEBSITE, APPLICATION, MATERIALS, USER CONTENT, PRODUCT, SERVICE, OR INTELLECTUAL PROPERTY OWNED, LICENSED, USED, OR

CONTROLLED BY ANY SL PARTY (DEFINED BELOW) (INCLUDING YOUR LICENSED USER CONTENT) OR A LICENSOR OF ANY SL PARTY.

### Governing Law

These Terms of Use and any applicable Additional Terms, General Disputes and IP Disputes, and any other claim brought by you against **SL** or by **SL** against you pursuant to this section, or otherwise related to the SL Sites, Materials, User Content, or other **SL** products or services, will be governed by, construed, and resolved in accordance with, the laws of the State of Florida, U.S.A., without regard to its conflicts of law provisions that might apply the laws of another jurisdiction. This section shall be governed solely by the Federal Arbitration Act, 9 U.S.C. §1, et seq., and not by the law of any state, and is enforceable pursuant to its terms on a self-executing basis. You and **SL** agree that we intend that this section satisfies the "writing" requirement of the Federal Arbitration Act. This section can only be amended by mutual agreement. Either party may seek enforcement of this section in any court of competent jurisdiction. The arbitrator shall determine any and all challenges to the arbitrability of a claim.

### Class Action and Trial by Jury Waiver

DISPUTES WILL BE ARBITRATED ONLY ON AN INDIVIDUAL BASIS AND WILL NOT BE JOINED OR CONSOLIDATED WITH ANY OTHER ARBITRATIONS OR OTHER PROCEEDINGS THAT INVOLVE ANY CLAIM OR CONTROVERSY OF ANY OTHER PARTY. YOU AND SL AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. YOU AGREE TO WAIVE TRIAL BY JURY IN ANY DISPUTE.

### Small Claims Matters

Notwithstanding the foregoing, either of us may bring qualifying claims of General Dispute (but not IP Disputes) in small claims court. This section shall remain in full force and effect notwithstanding any termination of your use of the SL Sites or these Terms of Use.

## **DISCLAIMER OF REPRESENTATIONS AND WARRANTIES**

AS PERMITTED BY APPLICABLE LAW, YOUR ACCESS TO AND USE OF THE SL SITES ARE AT YOUR SOLE RISK AND THE SL SITES ARE PROVIDED ON AN "AS IS", "AS AVAILABLE", AND "WITH ALL FAULTS" BASIS. To the fullest extent permissible by applicable law, **SL** and their direct and indirect parents, subsidiaries, affiliates, and each of their respective employees, directors, members, managers, shareholders, agents, vendors, licensors, licensees, contractors, customers, successors, and assigns (collectively, "SL Parties") hereby disclaim and make no representations, warranties, endorsements, or promises, express or implied, in connection with, or otherwise directly or indirectly related to, without limitation, the **SL** Sites, Materials, User Content or other **SL** products or services, except as set forth below.

**EXCEPT FOR ANY SPECIFIC WARRANTIES PROVIDED HEREIN, OR IN APPLICABLE ADDITIONAL TERMS, OR AS OTHERWISE REQUIRED BY APPLICABLE LAW, SL PARTIES HEREBY FURTHER DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS OF THIRD PARTIES, TITLE, CUSTOM, TRADE, QUIET ENJOYMENT, SYSTEM INTEGRATION AND FREEDOM FROM COMPUTER VIRUS.**

**NOTWITHSTANDING THE FOREGOING, THIS SECTION DOES NOT EXPAND OR LIMIT (I) ANY EXPRESS, WRITTEN PRODUCT WARRANTY OR RELATED DISCLAIMERS THAT ARE PROVIDED BY SL PARTIES OR THEIR SUPPLIERS WITH REGARD TO A PHYSICAL PRODUCT SOLD BY SL PARTIES TO YOU, OR ANY WARRANTY ON A PHYSICAL PRODUCT TO THE EXTENT REQUIRED BY APPLICABLE LAW; (II) SL PARTIES' LIABILITY FOR**

**PERSONAL INJURY TO YOU CAUSED BY SL PARTIES TO THE EXTENT NOT WAIVABLE OR CANNOT BE LIMITED UNDER APPLICABLE LAW; OR (III) ANY CAUSE OF ACTION YOU MAY HAVE AGAINST SL PARTIES THAT IS NOT WAIVABLE OR CANNOT BE LIMITED UNDER APPLICABLE LAW.**

## **LIMITATIONS OF OUR LIABILITY**

AS PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES WILL ANY SL PARTIES BE RESPONSIBLE OR LIABLE FOR ANY LOSS OR DAMAGES OF ANY KIND, including personal injury or death or for any direct, indirect, economic, exemplary, special, punitive, incidental, or consequential losses or damages of any kind, including without limitation loss of profits, in connection with, or otherwise directly or indirectly related to, without limitation, the **SL** Sites, Materials, User Content or other **SL** products or services, except, to the extent not waivable under applicable law, for direct damages for personal injury caused by a physical product manufactured, sold or provided by **SL**.

The foregoing limitations of liability will apply even if any of the events or circumstances were foreseeable and even if SL Parties were advised of or should have known of the possibility of such losses or damages, regardless of whether you bring an action based in contract, negligence, strict liability, or tort (including whether caused, in whole or in part, by negligence, acts of god, telecommunications failure, or destruction of the SL Sites).

**AS PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL SL PARTIES' TOTAL LIABILITY TO YOU, FOR ALL POSSIBLE DAMAGES, LOSSES, AND CAUSES OF ACTION IN CONNECTION WITH YOUR ACCESS TO AND USE OF THE SL SITES AND YOUR RIGHTS UNDER THESE TERMS, EXCEED AN AMOUNT EQUAL TO THE AMOUNT YOU HAVE PAID SL IN CONNECTION WITH THE TRANSACTION(S) THAT UNDERLIE THE CLAIM(S).**

**NOTWITHSTANDING THE FOREGOING, THIS SECTION DOES NOT EXPAND OR LIMIT (I) ANY EXPRESS, WRITTEN PRODUCT WARRANTY OR RELATED DISCLAIMERS THAT ARE PROVIDED BY SL PARTIES OR THEIR SUPPLIERS WITH REGARD TO A PHYSICAL PRODUCT SOLD BY SL PARTIES TO YOU, OR ANY WARRANTY ON A PHYSICAL PRODUCT TO THE EXTENT REQUIRED BY APPLICABLE LAW; (II) SL PARTIES' LIABILITY FOR PERSONAL INJURY TO YOU CAUSED BY SL PARTIES TO THE EXTENT NOT WAIVABLE OR CANNOT BE LIMITED UNDER APPLICABLE LAW; OR (III) ANY CAUSE OF ACTION YOU MAY HAVE AGAINST SL PARTIES THAT IS NOT WAIVABLE OR CANNOT BE LIMITED UNDER APPLICABLE LAW.**

## **GENERAL PROVISIONS**

Severability. If any provision of these Terms of Use is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions (and the remainder of the provision in question) shall be unaffected.

Entire Agreement. Except for any Additional Terms that apply to your use of the SL Sites as we may notify or make available to you, this is the entire understanding between you and us regarding the use of the SL Sites, and supersedes all prior and contemporaneous agreements and understandings between you and us regarding this subject matter.

Assignment. These Terms of Use and all of your rights and obligations under it are not assignable or transferable by you without our prior written consent. We may freely assign, transfer, or delegate these Terms of Use or any of our rights and obligations under it.

Termination or Changes. To the extent permitted by law, we reserve the right to terminate your access to and use of the SL Sites and any of its features in our sole discretion, without notice and liability, including, without limitation, if we believe your conduct fails to conform to these Terms of Use or any Additional Terms that may be provided to you or agreed upon between you and us.

We also reserve the exclusive right to modify, withdraw, suspend or discontinue, temporarily or permanently, at any time and from time to time, any Materials, information or content available on the SL Sites, without limitation, in whole or in part, including the cessation of all activities associated with the SL Sites, with or without notice. You agree that we will not be liable to you or to any other party for any modification, suspension or discontinuance of the SL Sites or any part thereof. We also reserve the right to charge for use of the SL Sites, in whole or in part, and to change its fees from time to time in its discretion.

Indemnity. As permitted by applicable law, you agree to, and you hereby, defend (if requested by SL), indemnify, and hold SL Parties harmless from and against any and all claims, damages, losses, costs, investigations, liabilities, judgments, fines, penalties, settlements, interest, and expenses (including attorneys' fees) that directly or indirectly arise from or are related to any claim, suit, action, demand, or proceeding made or brought against any SL Party, or on account of the investigation, defense, or settlement thereof, arising out of or in connection with: (i) your User Content; (ii) your use of the SL Sites and your activities in connection with the SL Sites; (iii) your breach or alleged breach of these Terms of Use or any applicable Additional Terms; (iv) your violation or alleged violation of any laws, rules, regulations, codes, statutes, ordinances, or orders of any governmental or quasi-governmental authorities in connection with your use of the SL Sites or your activities in connection with the SL Sites; (v) information or material transmitted through your device, even if not submitted by you, that infringes, violates, or misappropriates any Intellectual Property, publicity, privacy, or other right of any person or entity; (vi) any misrepresentation made by you; and (vii) SL Parties' use of the information that you submit to us (including your User Content) subject to our Privacy Notice (all of the foregoing, "Claims and Losses").

You will cooperate as fully required by SL Parties in the defense of any Claims and Losses. Notwithstanding the foregoing, SL Parties



retain the exclusive right to settle, compromise, and pay any and all Claims and Losses. SL Parties reserve the right to assume the exclusive defense and control of any Claims and Losses. You will not settle any Claims and Losses without, in each instance, the prior written consent of an officer of a SL Party. This section is not intended to limit any causes of action against us that you may have but are not waivable under applicable law.

Our Affiliates, Suppliers and Licensors. Our affiliates, suppliers, licensors and other SL Parties are intended third-party beneficiaries of these Terms of Use.

No Waiver. Our failure or delay to exercise or enforce any right, remedy or provision of these Terms of Use or by law will not operate as a waiver of such or any other right, remedy or provision.

Investigations; Cooperation with Law Enforcement. SL reserves the right to investigate and prosecute any suspected or actual violations of these Terms of Use. SL may disclose any information as necessary or appropriate to satisfy any law, regulation, legal process, or government request.

International Issues. SL controls and operates the SL Sites from its offices in the United States and SL makes no representation that the SL Sites are appropriate or available for use beyond the United States. If you use the SL Sites from other locations, you are doing so on your own initiative and are responsible for compliance with applicable local laws regarding your online conduct and acceptable content, if and to the extent local laws apply. We reserve the right to limit the availability of the SL Sites and/or the provision of any content, program, product, service, or other feature described or available through the SL Sites to any person, entity, geographic area, or jurisdiction, at any time and in our sole discretion, and to limit the quantities of any content, program, product, service, or other feature that we provide.

Electronic Contracting. You agree that all agreements, notices, disclosures, and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing. You agree that any time you electronically transact, agree, or consent via the SL Sites it is intended to be an electronic signature which binds you as if you had signed on paper. You agree that your use of the SL Sites, other than to read the Terms of Use and Privacy Policy, constitutes agreement to the Terms of Use, and any applicable Additional Terms, then posted without further action by you.

California Notices. In accordance with California Business and Professions Code Section 17538 et al., SL's return and refund policy is available here, the legal name under which SL conducts business is Symco Inc/Sovereign Laboratories, Inc. and SL's business address is *30 Alamos Drive, Cottonwood, Arizona 86326 USA*. Within five (5) days of SL receipt of your request, California residents may receive verification of this information by email by contacting us at [support@colostrumtherapy.com](mailto:support@colostrumtherapy.com)

Residents of California are also entitled to the following specific consumer rights information: you may contact the Complaint Assistance Unit of the Division of Consumer Services of the Department of Consumer Affairs by mail at: 1625 North Market Blvd., Suite N 112, Sacramento, California, 95834, or by telephone at (916) 445-1254. Hearing-impaired users can reach the Complaint Assistance Unit at TDD (800) 326-2297 or TDD (916) 322-1700. Their website is located at: <https://www.dca.ca.gov>.

Any California residents under the age of eighteen (18) who have registered to use the SL Sites, and who have posted content or information on the SL Sites, can request that such information be removed from the SL Sites by contacting us at the email address set forth below, making such a request, stating that they personally posted such content or information and detailing where the content or information is posted. We will make reasonably good faith efforts to remove the post from prospective public view or anonymize it so the minor cannot be individually identified. This removal process cannot

ensure complete or comprehensive removal. For instance, other online services may have republished the post and archived copies of it may be stored by search engines and others that we do not control.

California residents should visit our Privacy Notice for California Residents [here](#) to learn more about their California privacy rights.

Force Majeure. We will not be liable to you for failing to perform our obligations under or arising out of these Terms of Use or any applicable laws or regulations because of any event beyond our reasonable control.

## **CONTACT US**

The user may contact us with questions regarding the Terms of Use by emailing [support@colostrumtherapy.com](mailto:support@colostrumtherapy.com) or calling 480.553.7768