

Client Service Agreement

Effective Date: August 16th, 2025

Welcome to LE Hospitality Brands™ (“Company,” “we,” “our,” or “us”). By accessing our website, placing an order, scheduling services, or purchasing any products or services from our platform, you (“Client,” “Customer,” or “User”) agree to be legally bound by the following Terms of Service. These Terms constitute a legally binding contract between you and LE Hospitality Brands™.

1. Eligibility

You must be at least 18 years of age or the legal age of majority in your jurisdiction to place an order with LE Hospitality Brands™. By placing an order you represent that:

- You are legally able to enter a binding contract
- All information provided is accurate and truthful

2. Orders and Payments

All orders must be placed through:

- our official website
- authorized platforms
- company-issued invoices

Orders are confirmed only after payment is successfully processed.

The Company may require full payment for large catering or event orders prior to the commencement of preparation.

Accepted payment methods include:

- Credit and debit cards
- PayPal*
- Venmo
- Cash App
- Zelle
- Other authorized payment processors

The Company reserves the right to refuse or cancel service at its sole discretion.

3. Deposits

Certain services may require a non-refundable deposit of 50% to secure booking.

Deposits:

- reserve service availability
- are applied toward the total invoice
- are non-refundable unless explicitly stated otherwise in writing

4. Late Payments

If payment is not received by the agreed due date, the Company may immediately enforce one or more of the following remedies at its sole discretion:

- a late fee of **\$75 per day**, beginning the first day payment is overdue
- **interest of up to 20% per month** on any outstanding balance
- immediate suspension or termination of services
- retention of all payments already made

The Client agrees to pay all reasonable costs of collection including attorney fees, court costs, administrative expenses, and collection agency fees.

5. Modifications, Cancellations, and Refunds

Once an order has been placed and payment processed, it cannot be modified or canceled unless approved by the Company in writing.

Refunds are not provided except when:

- a product was defective
- an order was incorrect due to company error

Refund requests must be submitted within 24 hours of receiving the order.

6. Delivery and Pickup

Delivery times are estimates only.

The Company is not responsible for delays caused by:

- traffic
- weather
- courier issues
- events outside of our control

Customers are responsible for providing accurate delivery information.

Orders that are undeliverable due to incorrect information are not eligible for refunds or replacements.

7. Food Allergies and Dietary Restrictions

Food prepared by the Company may contain or come into contact with allergens including but not limited to:

- nuts
- dairy
- gluten
- shellfish
- soy
- eggs

Customers assume full responsibility for reviewing ingredient information and communicating any dietary restrictions prior to placing an order. The Company is not liable for allergic reactions or dietary sensitivities.

8. Product Availability

Menus, ingredients, pricing, and portion sizes may change without prior notice due to supply availability or operational needs.

9. Equipment and Property Responsibility

Clients are responsible for any damage, theft, or loss of Company property caused by:

- event attendees
- vendors
- venue staff
- guests

The Client agrees to reimburse the Company for replacement or repair costs.

10. Photography and Marketing

Events or services may be photographed for promotional purposes.

The Company reserves the right to use such content for marketing.

Clients may request removal of identifiable individuals by submitting a written request.

11. Customer Review Integrity, Defamation and Public Statements

The Company prohibits attempts to obtain refunds, discounts, or other compensation through threats of negative reviews or public complaints. Such conduct may constitute bad-faith behavior and may result in refusal of future service or legal remedies where applicable.

The Company welcomes honest feedback. However, knowingly publishing false or defamatory statements about the Company, its services, or employees is prohibited.

The Company reserves the right to pursue legal remedies including:

- cease and desist demands
- financial damages
- defamation lawsuits

This clause does not restrict truthful and legally protected reviews.

12. Intellectual Property

All content on the website including:

- logos
- recipes
- designs
- merch
- text
- graphics
- photographs
- branding

is the exclusive intellectual property of LE Hospitality Brands™ and its affiliate brands (LE™, LE Meals™, The Athletes Table™, and True Taste™). Unauthorized reproduction or distribution is prohibited.

13. Limitation of Liability

To the fullest extent permitted by law:

LE Hospitality Brands™ or its affiliate brands (LE™, LE Meals™, The Athletes Table™, and True Taste™) shall not be liable for:

- indirect damages
- incidental damages
- consequential damages
- lost profits

Total liability for any claim shall not exceed the amount paid for the service or order.

14. Disclaimer of Warranties

Services and products are provided “as is” and “as available.”

To the maximum extent permitted by law, LE Hospitality Brands™ makes no warranties, express or implied, including but not limited to:

- merchantability
- fitness for a particular purpose
- uninterrupted service
- error-free operation

15. Indemnification

The Client agrees to indemnify and hold harmless the Company, its affiliate brands (LE™, LE Meals™, The Athletes Table™, and True Taste™) and its employees from any claims, damages, or liabilities arising from:

- the Client’s event
- misuse of services
- actions of guests or third parties

16. Binding Arbitration Agreement (Major Legal Protection)

Any dispute, claim, or controversy arising from these Terms or the use of Company services shall be resolved exclusively through binding arbitration rather than in court.

Arbitration shall:

- occur in the State of Texas
- be conducted by a mutually agreed-upon or nationally recognized arbitration organization in accordance with its commercial arbitration rules
- be final and legally binding

By agreeing to these Terms, the Client waives the right to participate in class-action lawsuits or jury trials. The arbitrator shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, or enforceability of this arbitration provision. Each party shall bear its own legal fees unless otherwise awarded by the arbitrator.

17. Payment Disputes and Chargeback Waiver (Anti-Fraud Clause)

By submitting payment through our platform, the Client acknowledges that:

- services and products are being purchased knowingly and voluntarily
- refunds are governed strictly by these Terms

Clients agree not to initiate payment chargebacks or payment disputes without first contacting the Company to resolve the matter.

Fraudulent or bad-faith chargebacks may result in:

- legal action
- recovery of damages
- collection costs
- attorney fees

The Client agrees that initiating a chargeback after agreeing to these Terms may constitute a breach of contract. The Company reserves the right to submit this agreement and transaction records as evidence in payment disputes.

18. Electronic Signature and Click-Wrap Agreement

By checking the agreement box, submitting an order, completing payment, or signing the signature box on the ordering page, the Client acknowledges that:

- they have read and agreed to these Terms
- they consent to electronic contract formation
- their action constitutes a binding electronic signature and enforceable contract under the U.S. Electronic Signatures in Global and National Commerce Act (E-SIGN Act)

Electronic acceptance of this agreement carries the same legal effect as a handwritten signature.

19. Governing Law

These Terms shall be governed by the laws of the State of Texas. Any legal proceedings not subject to arbitration shall occur exclusively in a court located in the State of Texas.

20. Entire Agreement

These Terms constitute the entire agreement between the Client and LE Hospitality Brands™ to include its affiliate brands (LE™, LE Meals™, The Athletes Table™, and True Taste™). Any modifications must be made in writing by the Company.

21. Changes to Terms

We may update these Terms periodically.

Updates will be posted on the website with a revised effective date.

Continued use of our services constitutes acceptance of the updated Terms.

22. Record of Agreement

The Company maintains electronic records of agreement acceptance including IP address, timestamp, order information, and account details. These records shall be admissible as evidence of acceptance of this Agreement in any legal proceeding.

23. Severability

If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

24. Force Majeure

The Company shall not be liable for any failure or delay in performing its obligations where such failure or delay results from events beyond its reasonable control, including but not limited to acts of God, natural disasters, severe weather, labor disputes, supply shortages, transportation interruptions, power outages, government orders, public health emergencies, or other unforeseen circumstances.

25. Preparation Commitment & Perishable Goods Policy

Due to the perishable nature of food products and the operational preparation required for hospitality services, orders placed with LE Hospitality Brands™ may require the purchase of ingredients, scheduling of staff, and allocation of production resources in advance.

By placing an order, the Client acknowledges and agrees that:

- ingredients and supplies may be purchased immediately after order confirmation
- labor and production resources may be scheduled in preparation for the order
- food items are perishable and cannot be resold or reused once preparation has begun

As a result, once preparation for an order or event has commenced, the Client remains financially responsible for the full value of the order, even if the Client chooses to cancel, reschedule, or not accept delivery. The Company reserves the right to determine when preparation for an order or event has begun.

26. Contact Us

If you have any questions about these Terms and Conditions, please contact us:

LE Hospitality Brands™

Email: LEHospitalityBrands@gmail.com

Phone: (512) 736-9174

Mailing Address: PO Box 14277, Austin, TX 78761