

School Life Terms and Conditions

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1. Welcome to School Life

Welcome to School Life. These Terms and Conditions (“Terms”) govern your use of our websites, mobile sites, and applications (collectively, “Sites and Apps”) and your interactions with our services and products.

By accessing or using our Sites and Apps, you agree to these Terms and our Privacy Policy, incorporated herein by reference. Continued use constitutes acceptance of any changes we may post.

2. User Eligibility and Conduct

We are committed to providing a safe and respectful environment for all users. By using our Sites and Apps, you agree to the following:

- **Non-Discrimination:** We do not discriminate based on race, age, gender, national origin, religion, or sexual orientation.
 - **Age Requirement:** Children under 13 may only use the site with verifiable parental consent. Use by any individual implies they are 13 or older.
 - **User Conduct:** You agree not to:
 - Violate any applicable law.
 - Post or submit offensive, defamatory, or infringing content.
 - Engage in unauthorized access or disruption of the platform.
 - Misrepresent identity or submit false information.
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3. Account Creation and Custom Design Transfers

Creating an account with School Life allows you to manage orders and access custom designs. Please note:

- Accounts are free to create and are necessary for order management.
 - Customers may share accounts at their own discretion, although it is not recommended.
 - With authorization, we allow the transfer or duplication of custom designs between accounts for school collaboration.
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4. Intellectual Property Rights and Content Ownership

All content on our Sites and Apps—including text, logos, graphics, and product images—is either:

- Created by School Life,
- Purchased/licensed from authorized content providers, or
- Submitted by customers for order fulfillment.

By using our platform, you acknowledge:

- All Site Content is protected by copyright and intellectual property laws.
- You may not reuse or reproduce Site Content without express permission.
- All submitted artwork is assumed to be provided with full legal rights or permissions.
- School Life is granted a royalty-free license to use any customer-submitted designs for promotional and operational purposes, unless explicitly stated otherwise.

5. User-Submitted Materials

When you use School Life’s services to create or customize products, you may upload, submit, or otherwise provide materials such as text, images, logos, graphics, photographs, or other content (collectively, “User Submitted Materials”). By doing so, you agree to the following terms:

Ownership and License

- **Ownership Retained:** You retain all ownership rights to your User Submitted Materials.
- **License Granted:** By submitting content to School Life, you grant us and our affiliates a **worldwide, royalty-free, non-exclusive, perpetual, irrevocable license** (with the right to sublicense through multiple tiers) to use, reproduce, adapt, modify, create derivative works from, display, and distribute the materials solely for the purposes of:
 - Fulfilling your product orders;
 - Demonstrating examples of our custom product capabilities;
 - Using the content in our catalogs, marketing, promotional displays, or customer galleries, unless you explicitly request otherwise in writing.

Your Responsibilities

By submitting materials, you represent and warrant that:

- You **own the rights** to or have obtained permission to use and authorize School Life to use all materials provided.
- You have obtained **consent from all identifiable individuals** in photographs or artwork (or from a parent/guardian if the individual is under 18).
- Your materials do not infringe on any intellectual property rights, privacy rights, publicity rights, or any other legal rights of any third party.

You agree not to upload or submit content that:

- Is unlawful, threatening, defamatory, obscene, harmful, or offensive;
- Infringes any patent, trademark, copyright, or trade secret;
- Contains viruses or malicious code;
- Could mislead, misrepresent, or defraud School Life or its customers.

Consent and Indemnification

- By submitting your materials, you **authorize School Life to assume that you have the necessary rights and permissions**, unless otherwise explicitly stated.
- You agree to **indemnify and hold harmless** School Life, its employees, affiliates, and agents from and against any claims, damages, or liabilities arising from the use of User Submitted Materials, including those arising from third-party intellectual property claims or unauthorized content.

Modification and Use Rights

- You acknowledge and agree that School Life may modify, resize, crop, or adjust your materials as needed to fit product specifications.
- Any template or layout created using your submitted materials through School Life's tools or services is the property of School Life and may be used at our discretion.

Retention and Removal

- School Life is not obligated to store or retain your User Submitted Materials indefinitely. We recommend maintaining your own copies.

- We reserve the right (but not the obligation) to reject, remove, or modify content at any time if it violates these Terms or is deemed inappropriate or objectionable.
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6. Making Purchases

By placing an order with School Life through our website or by phone, you agree to the terms detailed in this section, including payment terms, ordering procedures, delivery expectations, and return policies. We aim to provide a seamless, transparent purchasing experience and ensure that each customer is fully informed before finalizing their order.

Order Process

School Life's website is designed to offer a user-friendly experience that enables you to create, review, and finalize your orders with ease. Our free proofing process ensures you can view and approve a final version of your custom product before production begins. This process includes:

- No setup fees for artwork assistance or pre-production.
- Full control over customization through our online platform.
- Free design support from our in-house team.

If you prefer a more personal experience, you may call us directly. Our team will create your proof and send it to you via email for review, changes, or approval. Orders can be finalized over the phone after proof approval.

Accepted Payment Methods

- Purchase Orders from educational institutions.
- Net 30 terms available for qualifying customers.
- All major credit cards accepted (Visa, MasterCard, American Express, Discover).

Product Representation and Pricing

- All prices are listed on our website and are subject to change without notice.
- Product images are representative; variations in color and size may occur due to display settings or printing processes.
- School Life reserves the right to cancel, limit, or reject orders at its discretion.

Viewing and Managing Orders

Customers may access all past and present orders through their online account. You will need your account name and account number to log in. If you wish to reorder a previously approved design, simply select the product and enter your desired quantity—no need to start from scratch.

Shipping and Delivery

- Most products are manufactured and shipped from our facility in Texas within 1–2 business days after final proof approval.
- Shipping is available via USPS or UPS; you may select your preferred method at checkout.
- Expedited options such as next-day air and two-day air are also available.
- You will receive email notifications at each step: proof approval, production, and shipment. Real-time order status can also be checked on our website.

Returns and Replacements

Due to the customized nature of our products, we do not accept returns on custom items. However, your satisfaction is important to us. We provide **free design proofs** before finalizing any order to ensure that the final product meets your expectations. If you experience any of the following, please contact us at help@schoollife.com:

- Your product arrived damaged.
- The final product is different from the approved proof.
- You are unsatisfied with your product upon delivery.

Return and Cancellation Policy:

- Requests for returns must be made within **30 days** of receiving the product.
- All returns are processed within **7–10 business days** after the return is received.
- For cancellations, please contact help@schoollife.com as soon as possible. Cancellations must be made prior to production or shipment.

We reserve the right to refuse any return that does not meet the conditions stated above.

7. Contests and Promotional Giveaways

From time to time, School Life may offer contests, sweepstakes, giveaways, surveys, games, or other promotional activities (“Promotions”). Participation in any Promotion is entirely voluntary and may be subject to additional rules and terms, which will be provided at the time of the Promotion.

Terms of Participation

- Each Promotion will have **specific rules** that govern its operation, eligibility, entry, and prizes. These rules are incorporated into these Terms by reference.
- In the event of a conflict between these Terms and the specific rules of a Promotion, the **Promotion-specific rules will prevail**.

Legal Disclaimer

- School Life reserves the right to **modify, suspend, or terminate any Promotion** at any time for any reason.
- Prizes are **non-transferable and non-exchangeable**, and no substitution will be made unless School Life, in its sole discretion, determines otherwise.
- All taxes associated with the receipt or use of any prize are the sole responsibility of the winner.

Participants agree to comply fully with all rules of the Promotion and understand that any breach of those rules may result in disqualification.

8. Privacy and Data Protection

School Life values your privacy and is committed to protecting your personal information. Please refer to our full [**Privacy Policy**] for a comprehensive description of how your data is collected, used, disclosed, and protected.

We have never, and will never, sell any information concerning our customers. We do not keep a record of credit card numbers on file and all information is stored on secure servers and updated continuously.

Key Privacy Principles

- **Collection:** We collect personal information to provide services, process transactions, and improve user experience.
- **Use:** Information is used for order processing, account management, customer support, and marketing (with opt-out options available).
- **Security:** We implement technical and organizational measures to secure your data against unauthorized access or disclosure.
- **Sharing:** We do not sell your data. Third-party service providers are only used for operational purposes and are required to comply with our privacy standards.

By using School Life's services or Sites, you consent to the collection and use of your information in accordance with our Privacy Policy.

9. Copyright and Trademark Issues

School Life respects the intellectual property rights of others and expects the same from its users. All content displayed or offered through our Sites and Apps—including logos, graphics, product images, text, and multimedia—is either:

- **Created by School Life;**
- **Licensed through authorized vendors or copyright holders;** or
- **Submitted by customers for custom product creation,** under the condition that such content is properly licensed or owned.

User Content Representation

By submitting content, you represent and warrant that:

- You own or have rights to submit and use such content.
- Your submission does not violate any laws or third-party rights.

Copyright Agent and Notice Procedure

If you believe content displayed on our Sites or Apps infringes your copyright, please send a notice to our Copyright Agent at help@schoollife.com. Your notice must include:

- A physical or electronic signature of the copyright owner or authorized agent.
- Identification of the copyrighted work you believe has been infringed.
- Description of the allegedly infringing material and where it appears.
- Your contact information.
- A good faith belief statement that the use is not authorized.
- A statement under penalty of perjury that the information provided is accurate.

School Life will investigate all properly submitted claims and remove infringing content when appropriate.

10. Disclaimer of Warranties

All School Life products and services are provided on an “as is” and “as available” basis. To the fullest extent permitted by applicable law, we disclaim all warranties of any kind, express or implied, including but not limited to:

- **Implied warranties of merchantability,**
- **Fitness for a particular purpose,**
- **Title,**
- **Non-infringement,** and
- **Any warranties arising from course of dealing or usage of trade.**

No Guarantee of Service

School Life does not warrant that:

- The Sites, Apps, or services will be **uninterrupted, error-free, or secure;**
- That defects will be corrected;
- Or that any content or materials are **accurate, reliable, or free of harmful components.**

Any advice or information, whether oral or written, obtained from School Life does not create any warranty not expressly stated herein.

11. Limitation of Liability

To the maximum extent permitted by applicable law, **School Life**, including its officers, directors, employees, agents, affiliates, and suppliers, shall not be liable for any:

- Indirect, incidental, consequential, special, exemplary, or punitive damages,
- Loss of profits, data, goodwill, or other intangible losses,
- Arising out of or in connection with:
 - Use of or inability to use the Sites or services;
 - Unauthorized access or use of our servers or personal data;
 - Errors, bugs, viruses, or harmful elements;
 - Third-party content or user submissions.

Maximum Liability

Our total liability to you for any claim related to our services or products shall not exceed the amount you paid, if any, for the specific product or service giving rise to the claim.

This limitation applies regardless of the legal theory—whether based in contract, tort, negligence, strict liability, or otherwise.

12. Notice and Take-Down Procedures

School Life respects the intellectual property rights of artists, creators, and all contributors. We are committed to maintaining a responsible and lawful platform. While we are not formally registered under the Digital Millennium Copyright Act (DMCA), we will address any reported copyright or intellectual property concerns promptly and thoroughly through our internal procedures.

If you believe that your intellectual property has been used in a way that constitutes infringement on any School Life site, product, or service, please notify us immediately. We will review your claim, conduct an internal investigation, and take appropriate action, which may include removing the material in question.

To Submit a Copyright Concern or Infringement Notice:

Please include the following information in your email:

- **Your full name, address, and contact information.**
- **A description of the copyrighted work** you believe has been infringed.
- **The specific location or material** on our website or in our products that you believe is infringing.
- A statement that you believe in good faith that the disputed use is not authorized by the copyright owner, its agent, or the law.
- A statement, made under penalty of perjury, that the information you provide is accurate and that you are the copyright owner or authorized to act on the owner's behalf.

- A physical or electronic signature.

Send all copyright-related communications to: **help@schoollife.com**

School Life will respond to all copyright claims with urgency and integrity. We appreciate your cooperation in helping us protect intellectual property rights.

13. Policy for Idea Submissions

School Life appreciates customer feedback and innovative ideas for improving products and services. However, any submissions become the property of School Life upon receipt, unless otherwise agreed in writing.

Terms of Submission

By submitting an idea or suggestion, you:

- Acknowledge that the idea becomes the **exclusive property of School Life,**
- **Waive any rights to compensation** or ownership,
- Grant School Life unrestricted rights to use and implement the submission in any form or media.

If you intend to retain any intellectual property rights, you must obtain **written consent** from School Life **before** submission.

14. Jurisdictional Issues

School Life operates its services exclusively within the United States. Our Sites and Apps are controlled from the U.S., and are not intended to subject School Life to the laws or jurisdiction of any state, country, or territory other than that of the United States.

Use Outside the U.S.

- We do not guarantee that the content, services, or products are appropriate or available for use in locations outside the U.S.
- Users who access School Life services from other locations do so **at their own initiative** and are responsible for compliance with local laws.

School Life reserves the right to limit access to the Sites and Apps to any person, geographic area, or jurisdiction, at any time, at our sole discretion.

15. Choice of Law and Venue

These Terms shall be governed by and construed in accordance with the laws of the **State of Texas**, without regard to its conflict of laws principles, and except to the extent preempted by or inconsistent with federal law.

Legal Proceedings

- Any legal action or proceeding relating to these Terms or your use of the Site shall be **instituted in a state or federal court** located in **Harris County, Texas**.
- You and School Life **consent to exclusive jurisdiction** and venue in such courts and waive any objection to such venue on grounds of forum non conveniens or otherwise.

Limitation on Claims

You agree that **any claim or cause of action** arising out of or related to the use of the Sites or Terms must be filed **within two (2) years** after such claim or cause of action arose or be forever barred.

16. Termination of Use

School Life reserves the right, in its sole discretion, to **suspend or terminate** your account and access to all or part of the Sites and Apps, with or without notice, for any reason, including, but not limited to:

- Violation of these Terms,
- Misuse of services or tools,
- Legal obligations or security concerns.

Upon termination:

- All rights granted to you under these Terms shall immediately cease.
- We may permanently delete your account and all data associated with it, including any User Submitted Materials.

School Life shall not be liable for any termination of access, nor for any deletion of user content associated with a terminated account.

17. Comments, Complaints, and Questions

School Life welcomes your feedback. Any ideas, suggestions, comments, or questions submitted via our Sites or Apps shall become the **exclusive property of School Life** and may be used for product and service development, marketing, and other business purposes without compensation.

For Support or Inquiries:

Please contact us using the support information provided on our website or via email at: **help@schoollife.com**

We are committed to addressing complaints professionally and promptly and encourage you to reach out with any questions or concerns about these Terms or our services.

18. Third-Party Sites, Software, and Services

From time to time, School Life’s Sites and Apps may contain links to, or integrate with, websites, applications, or services operated by third parties (“Third Party Properties”). These Third Party Properties are not controlled by

School Life, and we are not responsible for their content, functionality, terms of use, or privacy practices.

Important Considerations:

- **No Endorsement:** Links to or interactions with third-party sites do not imply endorsement or approval by School Life.
- **User Risk:** Your use of any Third Party Properties is at your own risk and subject to the terms and conditions of those third parties.
- **Third-Party Costs:** Any fees, licenses, or charges associated with use of third-party tools or sites are the sole responsibility of the user.

School Life assumes no liability for damages or losses incurred through your use of any Third Party Properties, including software integrations or external services.

19. Arbitration Agreement

PLEASE READ THIS SECTION CAREFULLY – IT AFFECTS YOUR LEGAL RIGHTS.

Any dispute, claim, or controversy between you and School Life arising out of or relating to your use of the Sites, products, services, or these Terms shall be resolved through **binding arbitration**, rather than in court, except as provided below.

Terms of Arbitration:

- The **Federal Arbitration Act** governs the interpretation and enforcement of this agreement.
- Disputes shall be resolved by a **neutral arbitrator**, not by a judge or jury.
- The arbitration will be conducted by the **American Arbitration Association (AAA)** under its Consumer Arbitration Rules, as modified by this section.

Scope:

- This arbitration agreement includes all claims under any legal theory, including contract, tort, statute, fraud, misrepresentation, or any other theory.

Exclusions:

- Small claims may be brought in a **small claims court** of competent jurisdiction.
- Either party may seek **equitable relief in court** for intellectual property infringement claims.

Class Action Waiver:

You agree to bring any dispute **individually**, and **not** as a plaintiff or class member in any purported class or representative proceeding. The arbitrator may not consolidate claims or award relief to any group or class.

Procedure:

- Before beginning arbitration, the parties agree to attempt informal resolution by contacting **help@schoolife.com** with a summary of the dispute.
- If unresolved within 60 days, either party may initiate arbitration by submitting a written demand to the AAA and providing notice to the other party.

Location:

- Unless otherwise agreed, arbitration will be conducted virtually or in **Harris County, Texas**.

Finality:

The arbitrator's decision shall be final and binding and may be entered in any court with jurisdiction.

Disclaimer

By visiting our website, creating an account, submitting artwork, or placing an order, you acknowledge that you have **read, understood, and agree** to be bound by these Terms and Conditions, including our Privacy Policy and any additional terms referenced herein.

If you do not agree to these Terms, please do not use our services or access our Sites and Apps.