

TERMS OF OPERATIONS AND SERVICE

CLIENT CONTENT RESPONSIBILITY

- You, the client, are solely responsible for the content you provide, including:

Written verbiage

Images, videos, PDFs, and other media

Logos and branding assets

Embedded third-party scripts (if requested)

- HLA is not responsible for:

Copyright violations from client-submitted material

Defamation, false claims, or misleading content

Legal consequences of misrepresented or unlicensed content

We display exactly what you send us. If you need help editing or vetting your content, please let us know — this will fall under our Graphic Design or Consulting services.

DOWNTIME & SERVICE INTERRUPTIONS

- HLA maintains a 99.8% uptime guarantee across all hosted sites. However, we cannot be held liable for service outages caused by:

Third-party providers (e.g., domain registrars, Stripe, Google Analytics, DNS outages)

Hosting platform failures beyond our control

Acts of God, local disasters, or infrastructure interruptions

Client-side issues (e.g., expired domain, revoked credentials)

If a widespread platform outage occurs, HLA will do everything in its power to assist, escalate, and minimize disruption.



SECURITY POLICY

All HLA sites are hardened during initial setup and undergo quarterly performance and vulnerability scans.

- However, once your site is live, you are responsible for your own access credentials and basic cyber hygiene. This includes:
 - Using strong, unique passwords
 - Avoiding password sharing
 - Reporting unauthorized access attempts immediately
- If a security breach occurs:
 - If urgent, HLA will step in immediately to secure your site. A remediation invoice will be sent afterward.
 - If non-urgent, you'll receive a quote and timeline before we proceed. If no action is taken within 7 days, we reserve the right to temporarily disable compromised features and critical infrastructure until resolved.
 - Clients using Tier Two portals are especially encouraged to enable 2FA (two-factor authentication) on admin accounts.

CONTENT OWNERSHIP & LICENSING

- Ownership
 - You own all content and designs created for you by HLA once your invoice is paid in full
 - Logos, branding, and graphics created by HLA become your property upon final payment
- Stock & Licensed Media
 - Any stock photos, icons, or videos used on your site and licensed by HLA are yours to use only while your hosting with HLA is active. This does not include media or stock that you provided HLA for utilization on your site.
 - If you cancel hosting, you must remove or replace licensed assets unless you've independently purchased the rights. The assets in question are applicable to items or designs created specifically for the site. Logos and brand imagery that is created for purposes outside of, or in addition to, site specific media, are automatically licensed to the client, and will not be subject to asset reclamation if subscription status is terminated.



COMMUNICATION BOUNDARIES

- To protect your project timeline and ensure support consistency:

All project changes and requests must be submitted via our ticketing system

General questions can be emailed to:

orders@hlaccounts.com

help@hlaccounts.com

- Direct contact with individual HLA staff (texting, personal messaging, etc.) is discouraged unless otherwise authorized
- Any client-initiated meeting or call is billable at your tier's hourly rate. HLA-initiated calls to clarify work or gather information are not billable.

PAYMENT TERMS & ENFORCEMENT

- All invoices are due upon receipt unless otherwise noted
 - Monthly hosting plan billing cycle begins 30 days after initial build-out is complete
 - Late payments beyond 7 days may result in a pause of service
 - A 10% late fee will be applied after 14 days past due
 - Sites may be disabled or changed to an "Under Maintenance" page if no payment is received within 21 days
- CR and GD invoices are due when proofs are approved

SECURITY-TRIGGERED SITE LOCKDOWNS

- If an account breach, hacking attempt, or spam injection is detected, HLA reserves the right to temporarily restrict site access until the issue is resolved
- Emergency responses will be billed accordingly if not caused by HLA's own systems or actions

PROJECT SCOPE & ABUSE

- To protect our team and keep timelines fair:
 - Project scope is clearly defined during the Discovery Phase
 - Excessive revision demands, verbal abuse, or "scope creep" without change requests may result in termination of service at HLA's discretion
 - Our goal is a positive, efficient working relationship. Clear communication and mutual respect are key.



TERMINATION OF SERVICES

- Clients may cancel service at any time by written request. Upon cancellation:
 - Hosting and access will be terminated at the end of the current billing period
 - Files and content can be exported by request, provided all invoices are paid
 - HLA reserves the right to retain partial content or disable features containing unpaid licensed media
 - Sites are archived for up to two years after termination of services
 - All domains purchased by HLA will be retained, unless explicitly purchased

POLICY UPDATES

- This Terms of Service document may be updated periodically. All clients will be notified via email of material changes. Your continued use of HLA services after updates constitutes your agreement to the revised terms.

QUESTIONS?

- Reach out to help@hlaccounts.com with any questions about this policy.

