

TERMS AND CONDITIONS

1. Introduction

- a. Welcome to Bondadosa, LLC dba The Kindbox (“we,” “us”). These Terms and Conditions govern the use of our Food Box Subscription Service. By signing up for our service, you agree to comply with these terms.

2. Subscription and Delivery

- a. To start your subscription, you must register with us. By subscribing, you consent to automatic recurring billing. Deliveries are made on a weekly basis. The specific delivery date will be communicated to you at the time of your purchase.

3. Payment

- a. You agree to pay all fees associated with the subscription. The current pricing will be communicated at the time of your purchase and is subject to change with prior notice. Payments are non-refundable and there are no refunds or credits for partially used periods.

4. Product Quality and Allergen Information

- a. While we take every measure to ensure the freshness of our products and provide detailed ingredient and allergen information, Bondadosa, LLC dba The Kindbox is not liable for any health complications that may arise due to consumption of our products.

5. Cancellation Policy

- a. You may cancel your subscription at any time through our website. To avoid being charged for the next delivery, cancellations must be made at least 7 days before your next scheduled delivery.

6. Pausing Subscriptions

- a. We understand that circumstances may arise where you need to pause your subscription. As such, we offer our customers the ability to temporarily suspend their subscription. To pause your subscription, you must pause on the website 7 days before your next billing cycle. Your subscription can be paused for a maximum of 2 months. During the

pause, you will not be billed and will not receive any food boxes. Your subscription will automatically resume at the end of the pause period, at which time billing will also resume. If you wish to resume your subscription earlier, you can do so by unpausing your subscription on the website. Please note, the ability to pause subscriptions is offered as a courtesy and is subject to change at our discretion.

7. Delivery Attempts and Schedule

- a. Deliveries are scheduled to occur once a week. If our first attempt to deliver your food box is unsuccessful, we will make one additional delivery attempt. To coordinate this, we will contact you to determine the next available delivery window that suits your schedule. If we are unable to establish a suitable delivery window or if the second delivery attempt is also unsuccessful, your food box for that cycle may be forfeited. In such cases, no refund will be provided. It is your responsibility to ensure that you provide accurate delivery information and update it as necessary to avoid missed deliveries.

8. Limitation of Liability

- a. In no event shall Bondadosa, LLC dba The Kindbox, nor its directors, employees, partners, agents, suppliers, or affiliates, be liable for any indirect, incidental, special, consequential or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from (i) your access to or use of or inability to access or use the Service; (ii) any conduct or content of any third party on the Service; (iii) any content obtained from the Service; and (iv) unauthorized access, use or alteration of your transmissions or content.

9. Changes to the Terms and Conditions

- a. We reserve the right to modify these Terms and Conditions at any time. If we make changes, we will provide notice of such changes, such as by sending an email notification, providing notice through our services, or updating the "Last Updated" date at the end of these Terms.

10. Governing Law

- a. These Terms shall be governed and construed in accordance with the laws of Colorado, without regard to its conflict of law provisions.

11. Customer Service

- a. At Bondadosa, LLC dba The Kindbox, we strive to provide the best possible service to our customers. If you have any questions or issues concerning our service, you may contact our customer service team at info@thekindbox.us or +1 (361) 428-1663. We aim to respond to all queries within 24-48 business hours.
- b. In the event of a complaint, please provide as much detail as possible, including the date, time, and nature of the issue. We value our customers and will endeavor to resolve all complaints swiftly and satisfactorily.
- c. Please note, our customer service is here to help you. However, we will not tolerate any form of abuse or inappropriate behavior towards our customer service staff. Abusive or inappropriate behavior may lead to the termination of your subscription.

12. Contact Us

- a. If you have any questions about these Terms, please contact us at info@thekindbox.us.

Last Updated: Jun 8, 2023