

LiveFrame Terms & Conditions

*Effective date: July 22, 2025

These Terms & Conditions (“Terms”) form a binding agreement between you (the “Customer”) and Big Fish Tech LLC, doing business as “LiveFrame” (“LiveFrame,” “we,” “us,” or “our”). By purchasing or using a LiveFrame product or accessing our website, you agree to these Terms. If you do not agree, please do not purchase or use our products or site.

1. Who We Are

LiveFrame is a brand of Big Fish Tech LLC, a Florida limited liability company. Our principal business address is: 1847 Dusty Miller Dr, Delray Beach, FL 33483. You can reach us at dkane@theliveframe.com or +1 (724) 549-8027.

2. Ordering & Payment

- **Placing an order.** Orders are placed through our website or as otherwise communicated by us. We may accept or reject any order at our discretion.
 - **Pricing & taxes.** Prices are shown in U.S. dollars and are subject to change without notice. Applicable sales taxes, duties, and shipping fees will be added at checkout.
 - **Payment processing.** Payments are processed by third-party providers. We do not store full credit card numbers on our servers.
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3. Shipping & Delivery

- **Shipping timeline.** Unless otherwise stated at checkout, we aim to ship within 5 business days of order confirmation. If we cannot ship within 30 days, we will contact you for consent to the delay or issue a refund.
- **Risk of loss.** Title and risk of loss transfer to you upon our delivery of the product to the carrier.
- **International orders.** You are responsible for any import duties, taxes, or customs fees.

4. Returns & Refunds

- **Return window.** You may return undamaged products within 30 days of delivery for a refund of the purchase price (less original shipping, if applicable). To initiate a return, contact us at dillmkane@gmail.com.
- **Condition.** Returned items must be in original packaging with all accessories. We may deduct a restocking fee or refuse returns that are damaged, missing parts, or not in resalable condition.

5. Limited Warranty

We warrant the LiveFrame hardware against defects in materials and workmanship for **90 days** from the date of delivery. Our sole obligation is to repair or replace (at our option) any defective unit returned to us within the warranty period. This warranty does **not** cover damage caused by misuse, accidents, unauthorized modifications, power surges, or normal wear and tear.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES (INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED TO THE 90-DAY PERIOD ABOVE. Some states do not allow limitations on implied warranties, so these limits may not apply to you.

6. Software & Third-Party Content

- **Software license.** The LiveFrame device may include our proprietary software. We grant you a limited, non-exclusive, non-transferable license to use the software solely on the device.
- **Webcam/streamed content.** The device may display live or recorded content from third-party sources. Availability of such content may change at any time. We are not responsible for the accuracy, legality, or availability of third-party feeds.

7. Acceptable Use

You agree not to:

1. Reverse engineer, decompile, or attempt to derive the source code of our software (except where permitted by law);
 2. Use the product to infringe the intellectual property or privacy rights of others;
 3. Circumvent security features or use the product for unlawful purposes.
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8. Intellectual Property

All LiveFrame trademarks, logos, and software are owned by Big Fish Tech LLC or its licensors. You receive no rights to such IP except as expressly granted.

9. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT WILL LIVEFRAME OR BIG FISH TECH LLC BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES (INCLUDING LOST PROFITS, DATA LOSS, OR BUSINESS INTERRUPTION), EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR TOTAL LIABILITY FOR ANY CLAIM RELATING TO THE PRODUCT OR THESE TERMS WILL NOT EXCEED THE AMOUNT YOU PAID FOR THE PRODUCT GIVING RISE TO THE CLAIM.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

10. Indemnity

You agree to indemnify and hold us harmless from any claim, loss, or damage arising out of your misuse of the product or violation of these Terms.

11. Dispute Resolution & Governing Law

- **Governing law.** These Terms are governed by the laws of the State of Florida, without regard to conflict of laws principles.
- **Venue.** Any dispute arising out of or relating to these Terms or the product will be brought exclusively in the state or federal courts located in Palm Beach County, Florida. You and we consent to the personal jurisdiction of those courts.
- **Class action waiver.** To the extent permitted by law, disputes must be brought on an individual basis and not as a plaintiff or class member in any purported class or representative action.

12. Changes to These Terms

We may update these Terms from time to time. The updated version will be posted on our website with its effective date. Continued use of the product or site after changes become effective constitutes acceptance.

13. Severability

If any provision of these Terms is deemed unenforceable, that provision will be limited or eliminated to the minimum extent necessary, and the remaining provisions will remain in full force and effect.

14. Contact Us

Questions about these Terms? Contact us at:

Big Fish Tech LLC d/b/a LiveFrame

1847 Dusty Miller Dr, Delray Beach, FL 33483

Email: dkane@theliveframe.com

Phone: 724-549-8027

Thank you for choosing LiveFrame!