

TERMS & CONDITIONS

Last Updated: October 2, 2026

Welcome to **StrategiHive.com** (the "Website"), operated by **StrategiHive LLC** ("StrategiHive," "Company," "we," "us," or "our").

These Terms & Conditions ("Terms") govern your access to and use of StrategiHive.com and the websites, Smart Sites, software, customer relationship management tools, marketing systems, communication tools, automation services, digital products, consulting services, and other products and services provided by StrategiHive (collectively, the "Services").

By accessing the Website, creating an account, purchasing Services, submitting information, or otherwise using our Services, you acknowledge that you have read, understood, and agree to these Terms and our Privacy Policy.

If you do not agree with these Terms, please discontinue use of the Website and Services.

1. AGREEMENT ACCEPTANCE

1.1 Acceptance

By accessing or using the Website or Services, completing a purchase, or clicking an accept, agree, submit, purchase, or similar button, you agree to these Terms. If you use the Services on behalf of a business or organization, you represent that you have authority to accept these Terms on its behalf.

1.2 Eligibility

You must be at least 18 years old and legally capable of entering into a binding agreement to purchase or use StrategiHive Services.

1.3 Updates to These Terms

StrategiHive may update these Terms periodically to reflect changes in our Services, technology, business practices, or legal requirements. The current version will be identified by the Last Updated date above. Continued use of the Website or Services after revised Terms become effective constitutes acceptance of those Terms to the extent permitted by applicable law.

2. STRATEGIHIVE SERVICES

StrategiHive provides business technology, website, communication, marketing, and automation solutions. Depending upon the plan or Services purchased, StrategiHive Services may include:

- Smart Sites and website development
- Website hosting, maintenance, and updates
- Lead capture forms and systems
- Customer relationship management (CRM)
- Lead and customer tracking
- Automated lead follow-up
- Email and SMS communications
- Missed-call text-back
- Website chat and messaging

- Appointment and calendar systems
- Review and reputation management
- Customer reactivation campaigns
- Local marketing and visibility tools
- Workflow and marketing automation
- Reporting and communication tools
- Third-party integrations
- Consulting, implementation, and support

The specific Services included in a customer's purchase are determined by the applicable offer, plan, proposal, invoice, checkout page, order form, or written service agreement. StrategiHive may improve, modify, replace, add, or discontinue individual features as our technology and Services evolve.

3. ACCOUNTS AND CUSTOMER RESPONSIBILITIES

Certain Services may require an account or access to a StrategiHive-provided platform. Customers agree to provide accurate and reasonably current information and to protect account credentials. You are responsible for activity conducted through your account and should notify StrategiHive promptly if you become aware of unauthorized access or a security issue.

Customers are responsible for providing the information, content, business materials, approvals, credentials, and cooperation reasonably necessary for StrategiHive to provide purchased Services. You are also responsible for ensuring that your own use of StrategiHive Services complies with applicable laws and regulations.

4. ACCEPTABLE USE

StrategiHive Services may be used only for lawful purposes. You may not use the Website or Services to:

- Violate applicable law or regulation
- Send unlawful spam or unauthorized communications
- Engage in fraudulent, deceptive, abusive, or misleading activity
- Impersonate another person or organization
- Infringe intellectual-property, privacy, or publicity rights
- Distribute viruses, malware, or malicious software
- Attempt unauthorized access to systems, networks, accounts, or data
- Disrupt or interfere with the operation or security of the Services
- Unlawfully collect or harvest personal information
- Reverse engineer or improperly obtain proprietary technology
- Materially damage StrategiHive, its customers, providers, systems, or infrastructure
- Assist another person in prohibited activities

StrategiHive may restrict, suspend, or terminate access when we reasonably believe use of the Services violates these Terms or creates a material legal, security, compliance, reputational, or operational risk.

5. PURCHASES AND PAYMENT

5.1 Purchasing Services

Services may be purchased through the Website, checkout page, invoice, proposal, subscription form, service agreement, or another approved purchasing process. By completing a purchase, you agree to pay the disclosed price and applicable charges and authorize StrategiHive and its payment providers to process the transaction.

5.2 Pricing

Pricing will be presented through the applicable offer, checkout page, proposal, invoice, or agreement. StrategiHive may change pricing for future purchases or renewal periods subject to applicable agreements and legal requirements.

5.3 Payment Processing

Payments may be processed by third-party payment providers. StrategiHive may receive transaction information necessary to manage accounts, subscriptions, and Services without directly storing complete payment-card information.

5.4 Customer Cooperation

When a Service requires customer materials, information, credentials, specifications, approvals, or other participation, the customer agrees to provide them within a reasonable period. Customer delays may result in corresponding delays in implementation or delivery.

6. SUBSCRIPTIONS, BILLING, CANCELLATION AND REFUNDS

6.1 Recurring Services

Certain StrategiHive Services are offered as recurring subscriptions. By purchasing a recurring Service, you authorize recurring charges to your selected payment method according to the billing frequency disclosed at purchase.

6.2 Automatic Renewal

Unless otherwise stated in the applicable offer or agreement, recurring subscriptions automatically renew until canceled.

6.3 Cancellation

Unless a separate written agreement states otherwise, month-to-month Services may be canceled before the next billing cycle to prevent future recurring charges. Cancellation generally becomes effective at the end of the current paid billing period.

6.4 Refunds

Payments for Services already delivered or billing periods that have already begun are generally non-refundable except when a specific StrategiHive offer expressly provides otherwise, a separate written agreement provides otherwise, or applicable law requires a refund. Setup fees, custom development, domains, advertising costs, telecommunications usage, third-party expenses, custom work, and other costs already incurred may be non-refundable.

6.5 Failed or Past-Due Payments

Customers are responsible for maintaining a valid payment method. If payment fails or becomes past due, StrategiHive may suspend or limit Services until the outstanding balance is resolved. Cancellation or termination does not eliminate payment obligations incurred before termination.

7. SMS, EMAIL AND CUSTOMER COMMUNICATIONS

7.1 StrategiHive SMS Communications

When you provide a telephone number and affirmatively consent to receive text messages from StrategiHive, you authorize communications concerning inquiries, appointments, requested Services, customer support, account activity, follow-up and, where separately permitted, marketing communications.

Message frequency may vary. Message and data rates may apply.

Reply **STOP** to opt out of applicable SMS communications. Reply **HELP** for assistance, email mail@strategihive.com, or call **864-774-3401**. Consent to receive marketing text messages is not a condition of purchasing StrategiHive Services where applicable law requires such consent to be optional. Wireless carriers are not responsible for delayed or undelivered messages.

7.2 Customer Use of Communication Tools

Customers using StrategiHive Services to communicate with their own prospects or customers are responsible for obtaining legally required permissions and consent. Customers are responsible for complying with applicable telecommunications, privacy, advertising, email, and text-message requirements. StrategiHive's technology does not replace a customer's responsibility to comply with applicable law.

7.3 Email

StrategiHive may send transactional email relating to inquiries, appointments, accounts, purchases, support, and Services. Where permitted and appropriate consent exists, StrategiHive may also send marketing communications. Applicable marketing emails will contain an unsubscribe mechanism where required.

8. THIRD-PARTY SERVICES

StrategiHive Services may rely upon or integrate with third-party providers for website hosting, CRM technology, telecommunications, SMS, email, payment processing, calendars, domains, analytics, advertising, artificial intelligence, automation, and other technology. Use of third-party services may also be governed by those providers' terms and privacy policies.

StrategiHive does not control all third-party systems and cannot guarantee their uninterrupted availability, functionality, policies, pricing, or continued operation. Third-party outages, restrictions, policy changes, or discontinued functionality may affect portions of StrategiHive Services.

9. INTELLECTUAL PROPERTY

Except for customer-owned materials and third-party property, StrategiHive retains its rights in StrategiHive-created or StrategiHive-owned intellectual property. This may include StrategiHive branding and trademarks, website designs, graphics and written content, templates, automation architecture, workflows, processes and methodologies, software configurations, documentation, marketing materials, training materials, and proprietary systems.

Customers receive a limited right to use purchased Services for their intended business purposes during the applicable service period. Unless expressly authorized in writing, customers may not copy, resell, sublicense, distribute, reverse engineer, reproduce, or commercially exploit StrategiHive proprietary systems or materials beyond the rights provided with their Service.

Customer-owned logos, trademarks, photographs, business information, and other materials remain the property of the customer or their respective owners.

10. CUSTOMER CONTENT

Customers retain ownership of content they provide to StrategiHive. By providing content to StrategiHive, you grant us a limited right to host, reproduce, format, modify, transmit, display, and process that content as reasonably necessary to provide requested Services.

You represent that you have the necessary rights and permissions to provide the content. Customers remain responsible for the legality, accuracy, ownership, and appropriateness of their content. StrategiHive may decline to publish or may remove content that we reasonably believe violates applicable law, these Terms, third-party rights, or applicable platform requirements.

11. PRIVACY AND DATA

Use of StrategiHive Services is also governed by the StrategiHive Privacy Policy. StrategiHive does not sell or rent SMS opt-in information or consent to third parties for their own marketing purposes. Mobile information and SMS consent information will not be shared with third parties or affiliates for their own marketing or promotional purposes.

Information may be provided to service providers where reasonably necessary to operate StrategiHive Services, deliver requested communications, process transactions, maintain security, or comply with legal requirements. Customers using StrategiHive technology to collect information about their own leads and customers remain responsible for their own privacy practices and applicable legal obligations.

12. NO GUARANTEE OF BUSINESS RESULTS

StrategiHive provides technology, websites, marketing infrastructure, communications systems, automation, and related Services designed to help businesses improve lead management, follow-up, customer communication, visibility, and operations. Business results depend upon numerous factors outside StrategiHive's control.

StrategiHive does not guarantee any specific number of leads, calls, appointments, customers, sales, revenue, profit, search ranking, reviews, conversion rate, return on investment, or business outcome. Testimonials, demonstrations, projections, examples, case studies, and previous results do not guarantee future performance.

13. SERVICE AVAILABILITY

StrategiHive works to provide reliable Services but does not guarantee uninterrupted or error-free availability. Services may occasionally be affected by maintenance, updates, internet outages, telecommunications interruptions, third-party outages, provider policy changes, security incidents, or circumstances outside StrategiHive's reasonable control. StrategiHive will make commercially reasonable efforts to address service issues within its control.

14. DISCLAIMER OF WARRANTIES

To the fullest extent permitted by applicable law, the Website and Services are provided on an **as is** and **as available** basis. StrategiHive does not guarantee that Services will always be uninterrupted, error-free, completely secure, or continuously available.

To the extent permitted by law, StrategiHive disclaims implied warranties not expressly included in a written agreement, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement. Nothing in these Terms excludes warranties or statutory rights that cannot legally be excluded.

15. LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, StrategiHive LLC and its owners, employees, contractors, affiliates, agents, licensors, and service providers will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages arising from or related to the Website or Services. This includes, where permitted by law, damages involving lost profits, lost revenue, lost opportunities, loss of goodwill, business interruption, or loss of data.

Where liability cannot legally be excluded, StrategiHive's aggregate liability arising from the applicable Services will be limited to the amount paid to StrategiHive for the Services giving rise to the claim, except where applicable law requires

otherwise.

16. INDEMNIFICATION

To the extent permitted by applicable law, you agree to indemnify, defend, and hold harmless StrategiHive LLC and its owners, employees, contractors, affiliates, agents, successors, and permitted assigns from third-party claims, liabilities, damages, losses, and reasonable expenses arising from your material violation of these Terms, your unlawful misuse of the Services, customer content supplied by you, communications sent through your account without legally required permission, your violation of applicable law, or your infringement of another person's rights.

StrategiHive may participate in or assume control of the defense of a covered matter where reasonably necessary.

17. SUSPENSION AND TERMINATION

StrategiHive may suspend or terminate Services for material violations of these Terms, nonpayment, unlawful activity, fraudulent activity, abuse, security threats, unauthorized communications, material violations of third-party platform requirements, or conduct creating a material legal, compliance, security, or operational risk.

Where reasonably practical, StrategiHive may provide an opportunity to resolve an issue before termination. Immediate action may be taken when reasonably necessary to protect StrategiHive, its customers, providers, systems, or others. Upon termination, the customer's right to access subscription-based Services may end.

Payment obligations and provisions concerning intellectual property, disclaimers, limitation of liability, indemnification, and other provisions that logically should survive termination remain effective.

18. COPYRIGHT AND INTELLECTUAL PROPERTY COMPLAINTS

StrategiHive respects the intellectual property rights of others. If you believe material available through a StrategiHive-controlled Website or Service infringes your copyright or other intellectual property rights, please provide sufficient information to identify the protected work, the allegedly infringing material, where the material appears, your contact information, the basis of your claim, and any additional information required by applicable law.

StrategiHive LLC

2213 Welcome Road

Williamston, South Carolina 29697

Website: StrategiHive.com

Email: mail@strategihive.com

Phone: 864-774-3401

19. GOVERNING LAW AND DISPUTES

19.1 Governing Law

These Terms and disputes arising from or relating to the Website or Services will be governed by the laws of the **State of South Carolina**, without regard to conflict-of-law principles, except where applicable law requires otherwise.

19.2 Good-Faith Resolution

Before initiating formal legal proceedings, the parties are encouraged to make a reasonable good-faith effort to resolve the dispute directly. Nothing in this provision prevents either party from seeking immediate relief when reasonably necessary to protect intellectual property, confidential information, security, or other legal rights.

19.3 Jurisdiction

Subject to applicable law and any separately executed agreement, legal proceedings arising from these Terms will be brought in a court of competent jurisdiction in South Carolina. Nothing in these Terms limits consumer-protection or other mandatory rights that cannot legally be waived.

20. CHANGES TO SERVICES OR TERMS

StrategiHive may modify its Services as technology, customer needs, third-party platforms, regulations, and business operations evolve. StrategiHive may also update these Terms periodically. Where a material change affects an existing paid Service, StrategiHive will use reasonable efforts to communicate the change when appropriate or legally required.

21. MISCELLANEOUS

21.1 Severability

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, the remaining provisions will continue in effect to the fullest extent permitted by law.

21.2 No Waiver

StrategiHive's failure or delay in exercising a right under these Terms does not waive that right.

21.3 No Partnership or Agency

Nothing in these Terms creates a partnership, joint venture, employment, franchise, or agency relationship between StrategiHive and a customer. Neither party has authority to legally bind the other unless expressly authorized in writing.

21.4 Assignment

Customers may not assign material rights or obligations under these Terms without StrategiHive's prior written consent except where applicable law provides otherwise. StrategiHive may assign its rights or obligations in connection with a merger, acquisition, corporate restructuring, sale of assets, or similar transaction, subject to applicable law.

21.5 Entire Agreement

These Terms, the StrategiHive Privacy Policy, and any applicable proposal, checkout terms, order form, subscription agreement, or separately executed service agreement constitute the applicable agreement concerning the Website and Services. If a separately signed written agreement expressly conflicts with these general Terms, the signed agreement controls with respect to that conflict.

22. CONTACT STRATEGIHIVE

StrategiHive LLC

2213 Welcome Road

Williamston, South Carolina 29697

Website: StrategiHive.com

Email: mail@strategihive.com

Phone: 864-774-3401

StrategiHive LLC
Smart Sites. Smarter Follow-Up.
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