

Privacy Policy

Effective Date: April 08, 2026

1. Who We Are

Period. LLC (201cPeriod.,201d 201cwe,201d 201cus,201d or 201cour201d) is a Cleveland, Ohio-based business that delivers period products and care packages on demand and by monthly subscription through perioddelivers.com. This Privacy Policy explains what information we collect, how we use it, and your rights regarding your personal data.

2. Information We Collect

We collect information you provide directly and information generated as you use our services:

- Account & Order Info: Name, email address, shipping address, phone number.
- Payment Info: Processed securely through Stripe, Apple Pay, or Google Pay. We never store full card numbers.
- Subscription Preferences: Product choices, box size, delivery frequency.
- Period Tracker Data: Cycle dates and reminders you enter — stored only on your device unless you opt in to cloud sync.
- Favorites & Purchase History: Items you save or order frequently, used to personalize your experience and suggest subscription box items.
- Newsletter Preferences: Whether you opt in to receive our newsletter.
- Usage Data: Pages visited, features used, device type, and browser — collected via cookies and analytics tools.
- Reviews & Feedback: Any ratings or written feedback you choose to submit.

3. How We Use Your Information

We use your information to:

- Process and fulfill your on-demand and subscription orders
- Coordinate delivery through our logistics partners
- Send order confirmations, shipping updates, and account notifications
- Send our newsletter — only if you opted in (you can unsubscribe anytime)
- Remind you of period cycles via push notification or SMS — only if you enabled reminders

- Personalize your product suggestions and subscription box based on your favorites and history
- Improve our app, website, and services
- Comply with legal obligations

4. How We Share Your Information

We do not sell your personal information. We share it only as necessary to operate our services:

- Delivery Partners: Your name and delivery address are shared with our logistics partners to fulfill your order.
- Payment Processors: Stripe, Apple Pay, and Google Pay process payments on our behalf under their own privacy policies.
- Firebase (Google): We use Firebase for app infrastructure and data storage.
- Legal Requirements: We may disclose information when required by law or to protect the safety of our users or the public.

5. Children's Privacy

Our app includes a teen experience designed for users aged 13 and older. We do not knowingly collect personal information from children under 13 without verifiable parental consent. If a user appears to be under 13, we direct them to seek a parent or guardian's assistance. If you believe your child under 13 has provided us with personal information, please contact us at privacy@perioddelivers.com and we will delete it promptly.

6. Cookies

We use cookies and similar technologies to remember your preferences (such as which experience version you selected), keep you logged in, and analyze how our site is used. You can control cookies through your browser settings; disabling them may affect some features.

7. Data Retention

We retain your personal information for as long as your account is active or as needed to provide services. You may request deletion of your data at any time by emailing privacy@perioddelivers.com. Some data may be retained for legal or fraud-prevention purposes.

8. Your Rights

Depending on where you live, you may have the right to:

- Access the personal data we hold about you

- Correct inaccurate information
- Request deletion of your data
- Opt out of marketing communications
- Withdraw consent for optional data uses (e.g., SMS reminders, newsletter)

To exercise any of these rights, email privacy@perioddelivers.com.

9. Security

We take reasonable technical and organizational measures to protect your information. However, no system is completely secure. Please use a strong, unique password and notify us immediately if you suspect unauthorized access to your account.

10. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the updated policy at perioddelivers.com and updating the effective date above.

11. Contact Us

Period. LLC · Cleveland, Ohio

Email: privacy@perioddelivers.com

Website: perioddelivers.com

Terms of Service

Effective Date: April 08, 2026

1. Acceptance of Terms

By accessing or using Period. LLC's website, app, or services ("Services"), you agree to be bound by these Terms of Service ("Terms"). If you do not agree, please do not use our Services. These Terms apply to all visitors, users, and anyone who accesses or uses our Services.

2. About Our Services

Period. LLC provides:

- On-Demand Delivery: Period products ordered through our app and delivered to your location (home, office, school, or anywhere you need them) via third-party logistics partners.
- Monthly Subscription Boxes: Curated care packages delivered on a recurring monthly basis. Subscription tiers: Starter (3 items · \$19.99/mo), Essential (6 items · \$34.99/mo), Royal (9 items · \$54.99/mo).
- Period Tracker: A cycle tracking tool with optional SMS and push notification reminders.
- Newsletter: Optional educational and community content delivered by email.

3. Eligibility

You must be at least 13 years old to use our Services. Users under 18 should have a parent or guardian review these Terms. Users under 13 must have a parent or guardian complete any purchase on their behalf. By using our Services, you represent that you meet these requirements.

4. Orders & Payment

All prices are listed in U.S. dollars. By placing an order, you authorize us to charge your selected payment method. We accept payment via Stripe, Apple Pay, and Google Pay. Orders are subject to availability. We reserve the right to cancel or refuse any order.

5. Subscriptions

Subscription boxes renew automatically each month until cancelled. You may cancel anytime — no phone calls, no hassle. To cancel, tap 'Manage or cancel subscription' in the app or email cancel@perioddelivers.com. Cancellations received before your next billing date take effect

immediately. We do not charge cancellation fees.

6. Delivery

Delivery is fulfilled through third-party logistics partners. Estimated delivery times are provided at checkout and may vary based on your location, time of day, and partner availability. Period. LLC is not responsible for delays caused by our delivery partners, weather, or other circumstances outside our control. For delivery issues, contact support@perioddelivers.com.

7. Refunds & Returns

Due to the personal nature of our products, we do not accept returns. If your order arrives damaged, incorrect, or incomplete, contact us within 48 hours at support@perioddelivers.com and we will make it right with a replacement or credit.

8. Gifting

Our Services include the option to send orders as gifts to others. By using the gift feature, you represent that the recipient has consented to receive the delivery at the provided address. Gift purchases follow the same payment and delivery terms as standard orders.

9. User Conduct

You agree not to:

- Use our Services for any unlawful purpose
- Submit false, misleading, or fraudulent information
- Attempt to gain unauthorized access to our systems
- Interfere with or disrupt the integrity of our Services
- Use our Services to harass, abuse, or harm others

10. Intellectual Property

All content, branding, logos, copy, and design elements on our platform are the property of Period. LLC. You may not reproduce, distribute, or create derivative works without our express written permission.

11. Disclaimer of Warranties

Our Services are provided as-is without warranties of any kind, express or implied. We do not warrant that our Services will be uninterrupted, error-free, or free of viruses. Period tracker and

health-related features are for informational purposes only and are not a substitute for professional medical advice.

12. Limitation of Liability

To the fullest extent permitted by law, Period. LLC shall not be liable for any indirect, incidental, special, or consequential damages arising out of your use of our Services, including but not limited to delivery delays, product availability issues, or data loss. Our total liability shall not exceed the amount you paid for the order or subscription giving rise to the claim.

13. Governing Law

These Terms are governed by the laws of the State of Ohio, without regard to its conflict of law provisions. Any disputes shall be resolved in the courts located in Cuyahoga County, Ohio.

14. Changes to These Terms

We may update these Terms from time to time. We will notify you of material changes by posting the updated Terms at perioddelivers.com and updating the effective date above. Continued use of our Services after changes take effect constitutes your acceptance of the new Terms.

15. Contact Us

Questions about these Terms? Reach us at:

Period. LLC · Cleveland, Ohio

Email: legal@perioddelivers.com

Website: perioddelivers.com