# TERMS AND CONDITIONS OF SALE

## Bullroar Telecom, Ltd.

**Last Updated: 07/25/25**

## 1. ACCEPTANCE AND FORMATION OF AGREEMENT

### 1.1 Binding Agreement

These Terms and Conditions of Sale (“Terms”) constitute a legally binding agreement between Bullroar Telecom, Ltd. (“Company,” “we,” “us,” or “our”) and any individual or entity (“Customer,” “you,” or “your”) that purchases products from the Company through any of the following methods: (a) online purchases through our website at www.bullroartel.com; (b) signed quotes; or (c) purchase orders.

### 1.2 Acceptance of Terms

By placing an order with us through any of the methods described in Section 1.1, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree to these Terms, you must not place an order with us.

### 1.3 Electronic Acceptance

In accordance with the Electronic Signatures in Global and National Commerce Act (E-SIGN), 15 U.S.C. § 7001 et seq., clicking “I Accept,” “I Agree,” “Place Order,” or similar buttons on our website constitutes your electronic signature and creates a valid and binding obligation between you and the Company. For orders placed via signed quotes or purchase orders, your signature on such documents constitutes acceptance of these Terms.

### 1.4 Modification of Terms for Purchase Orders

Any terms or conditions in a Customer’s purchase order or other similar document that conflict with or add to these Terms are hereby rejected and shall have no effect unless explicitly agreed to in writing by an authorized representative of the Company. Your placement of an order following receipt of these Terms constitutes your acceptance of these Terms to the exclusion of any other terms.

### 1.5 Entire Agreement

These Terms, together with any invoice, quote, or order confirmation issued by the Company, constitute the entire agreement between you and the Company with respect to your purchase of products and supersede all prior or contemporaneous understandings, agreements, representations, and warranties, both written and oral.

## 2. PRODUCT DESCRIPTIONS AND CATEGORIES

### 2.1 Product Categories

The Company offers various computer electronics and software products (“Products”). Products may include, but are not limited to, hardware components, networking equipment, peripherals, software applications, digital downloads, and related accessories.

### 2.2 Product Descriptions

We make reasonable efforts to accurately display and describe our Products, including specifications, features, and images. However, the actual colors, dimensions, and details you see on your computer monitor may vary depending on your screen resolution and settings. We do not warrant that Product descriptions or other content on our website are accurate, complete, reliable, current, or error-free.

### 2.3 Product Availability

All Products are subject to availability. We reserve the right to discontinue any Product at any time and to limit quantities of any Product ordered. If a Product is unavailable after you place an order, we will notify you and provide options for substitution, backorder, or cancellation.

### 2.4 Technical Specifications

Technical specifications for Products are provided by the manufacturers and are subject to change without notice. The Company is not responsible for typographical or other errors in Product specifications provided by manufacturers.

### 2.5 Digital Products

For software and other digital products, system requirements and compatibility information are provided as guidelines only. The Customer is responsible for ensuring their systems meet the minimum requirements for proper operation of digital products.

## 3. PRICING, PAYMENT TERMS, AND TAXES

### 3.1 Pricing

All prices are stated in U.S. Dollars and are valid only for the specific quote, order, or website session in which they appear. Prices are subject to change without notice prior to our acceptance of your order. The Company reserves the right to correct any pricing errors that may inadvertently occur.

### 3.2 Payment Methods

We accept the following payment methods:

1. Credit Card (Visa, MasterCard, American Express, and Discover)
2. Check (personal or business)
3. ACH (Automated Clearing House) transfers
4. PayPal

### 3.3 Payment Terms

For online orders, payment is due at the time of purchase. For orders placed via signed quotes or purchase orders, unless otherwise specified in writing by the Company, payment terms are as stated on the order. The Company reserves the right to require prepayment, COD payment, or other payment terms for any Customer at its sole discretion.

### 3.4 Late Payments

Invoices not paid within thirty (30) days of the invoice date will be subject to a late payment charge of 1.5% per month (or the maximum rate permitted by law, if less) on the unpaid balance until paid in full. Customer shall reimburse the Company for all costs and expenses, including reasonable attorneys’ fees, incurred in collecting any late payments or interest.

### 3.5 Taxes

Unless otherwise stated, prices do not include any taxes, levies, duties, or similar governmental assessments, including, without limitation, sales, use, or withholding taxes, assessable by any local, state, provincial, federal, or foreign jurisdiction (collectively, “Taxes”). Customer is responsible for paying all Taxes associated with purchases made under these Terms, excluding taxes based on the Company’s net income. If the Company has the legal obligation to pay or collect Taxes for which Customer is responsible, the appropriate amount shall be invoiced to and paid by Customer unless Customer provides the Company with a valid tax exemption certificate authorized by the appropriate taxing authority.

### 3.6 Digital Products Taxation

In accordance with Louisiana Digital Products Sales Tax requirements, applicable sales tax will be collected on digital products and software downloads delivered electronically to customers in applicable jurisdictions.

### 3.7 Credit Approval

All orders are subject to credit approval by the Company. The Company reserves the right to require payment in advance or to cancel any order previously accepted in the event the Company determines, in its sole discretion, that Customer’s financial condition has deteriorated or Customer has failed to perform its obligations under these Terms or any other agreement with the Company.

## 4. ORDER PROCESSING AND CONFIRMATION

### 4.1 Order Submission

Orders may be placed through our website (www.bullroartel.com), by submitting a signed quote, or by submitting a purchase order. All orders are subject to acceptance by the Company.

### 4.2 Order Confirmation

An order is not binding upon the Company until it is accepted. The Company will issue an order confirmation via email or other written communication upon acceptance of an order. The order confirmation will include details such as the Products ordered, pricing, estimated shipping date, and shipping method.

### 4.3 Order Modification or Cancellation

1. Customer-Initiated Changes: Requests to modify or cancel an order must be submitted in writing to the Company and are subject to the Company’s approval. Once an order has been processed or shipped, it cannot be modified or canceled.
2. Company-Initiated Changes: The Company reserves the right to cancel or modify any order, whether or not the order has been confirmed and whether or not payment has been received, due to product unavailability, errors in product or pricing information, or other reasons. If payment has already been made and the order is canceled by the Company, the Company will issue a refund or credit to the Customer.

### 4.4 Backorders

If a Product is temporarily out of stock, the Company may, at its discretion, place the item on backorder. Customers will be notified of backordered items and given the option to wait for the Product to become available or to cancel that portion of their order.

### 4.5 Order Verification

The Company reserves the right to verify any order prior to processing. This may include contacting the Customer to confirm order details or requesting additional information to verify the Customer’s identity or payment information.

## 5. SHIPPING AND DELIVERY TERMS

### 5.1 Shipping Methods

The Company offers standard shipping or drop shipping for all orders. Expedited shipping options may be available at an additional cost. Shipping methods and carriers are selected at the Company’s discretion unless specific arrangements are made at the time of order placement and agreed to by the Company.

### 5.2 Shipping Timeframes

1. Processing Time: Orders are typically processed within 1-3 business days after receipt of payment or approval of credit terms.
2. Delivery Estimates: Delivery timeframes are estimates only and are not guaranteed. Delivery times depend on the shipping method selected and the delivery destination. The Company will provide tracking information when available.

### 5.3 Shipping Costs

Shipping and handling costs are calculated based on the shipping method, package dimensions, weight, and delivery destination. Shipping costs will be displayed during checkout for online orders or included in quotes and invoices for other order methods.

### 5.4 International Shipping

For international shipments, the Customer is responsible for all customs duties, taxes, and other fees imposed by the destination country. The Company is not responsible for delays caused by customs processing or import restrictions. Some items may have cryptographic restrictions that prevent sale to certain countries or regions.

### 5.5 Risk of Loss and Title Transfer

Risk of loss or damage to Products passes to the Customer upon delivery of the Products to the carrier. Title to hardware Products passes to the Customer upon full payment. For software and digital products, title does not pass; instead, Customer receives a license as specified in Section 9.

### 5.6 Delivery Inspection

Customer shall inspect all Products upon delivery and notify the Company within five (5) business days of any visible damage, shortages, or other discrepancies. Failure to provide such notice shall constitute acceptance of the Products as delivered.

### 5.7 Delivery Delays

The Company is not responsible for delivery delays caused by circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, labor disputes, carrier delays, or supply chain disruptions.

## 6. RETURN AND REFUND POLICY

### 6.1 Return Period

Customer may return Products purchased from the Company within fourteen (14) calendar days from the date of delivery, subject to the terms and conditions set forth in this Section 6.

### 6.2 Return Requirements

To be eligible for a return and refund, the following conditions must be met:

1. The Product must be in its original, unopened packaging;
2. All seals, tags, and protective coverings must be intact;
3. The Product must not have been used, installed, or damaged;
4. The Product must be returned with all included accessories, manuals, and documentation;
5. The Customer must provide proof of purchase (order number, invoice, or receipt).

### 6.3 Return Process

To initiate a return, Customer must:

1. Contact the Company at support@bullroartel.com or 504-962-2501 to obtain a Return Merchandise Authorization (RMA) number;
2. Clearly mark the RMA number on the outside of the return package;
3. Include a copy of the original invoice or packing slip with the return;
4. Ship the Product to the address provided by the Company when the RMA is issued.

### 6.4 Restocking Fee

All returns are subject to a fifteen percent (15%) restocking fee based on the purchase price of the returned Product(s), unless the return is due to a Company error or a defective Product.

### 6.5 Return Shipping Costs

Customer is responsible for all costs associated with returning Products to the Company, including shipping, insurance, and any applicable taxes or duties. Return shipping must include tracking information and adequate insurance to cover the value of the returned Products.

### 6.6 Refund Processing

Upon receipt and inspection of returned Products that meet all return requirements, the Company will process a refund within ten (10) business days. Refunds will be issued using the same payment method used for the original purchase, less any applicable restocking fees.

### 6.7 Non-Returnable Items

The following items are not eligible for return or refund:

1. Digital products or software that has been downloaded, accessed, or for which license keys have been provided;
2. Custom or specially ordered Products;
3. Products with broken seals or opened packaging;
4. Products returned without original packaging;
5. Products showing signs of use or installation;
6. Gift cards or promotional credits.

### 6.8 Damaged or Incorrect Products

If a Product is received damaged or if the Company shipped an incorrect Product, Customer must notify the Company within five (5) business days of receipt. In such cases, the Company will arrange for return shipping at no cost to the Customer and will replace the Product or issue a full refund, at the Customer’s option.

## 7. PRODUCT WARRANTIES AND DISCLAIMERS

### 7.1 Manufacturer Warranties

Products sold by the Company may come with a manufacturer’s warranty. The Company does not offer any additional warranty beyond those provided by the manufacturers of the Products. All warranty claims must be made directly with the manufacturer in accordance with their warranty policies and procedures.

### 7.2 Company’s Role in Warranty Claims

As a courtesy, the Company may assist Customers in processing warranty claims with manufacturers. However, the Company is not responsible for fulfilling warranty obligations of manufacturers and does not guarantee the outcome of any warranty claim.

### 7.3 Warranty Documentation

The Manufacturer will provide Customers with access to any warranty documentation provided by the manufacturer, either in the Product packaging or by electronic means. It is the Customer’s responsibility to review and understand the terms of any manufacturer’s warranty.

### 7.4 Disclaimer of Warranties

EXCEPT AS EXPRESSLY SET FORTH IN THESE TERMS, THE COMPANY MAKES NO WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

### 7.5 Redhibition Waiver

TO THE EXTENT PERMITTED BY APPLICABLE LAW, CUSTOMER HEREBY WAIVES ANY AND ALL CLAIMS FOR REDHIBITION PURSUANT TO LOUISIANA CIVIL CODE ARTICLES 2520-2531 OR ANY OTHER APPLICABLE LAW. CUSTOMER ACKNOWLEDGES AND AGREES THAT THE COMPANY HAS NOT MADE ANY REPRESENTATION OR WARRANTY WITH RESPECT TO THE QUALITY OR CONDITION OF THE PRODUCTS, EXPRESS OR IMPLIED, AND THAT THE PRODUCTS ARE BEING SOLD “AS IS” WITH ALL FAULTS.

### 7.6 Software and Digital Products

For software and digital products, the Company makes no representations or warranties regarding compatibility, performance, or results. Software and digital products are provided “as is” and any warranties, if applicable, are provided solely by the manufacturer or publisher of such products.

## 8. DEFECT REPORTING AND PRODUCT REPLACEMENT

### 8.1 Defect Reporting Period

Customer must report any defective Products to the Company within ten (10) business days of receipt. Reports must be made in writing to support@bullroartel.com and include a detailed description of the defect, along with supporting documentation such as photographs, error messages, or other evidence of the defect.

### 8.2 Defect Verification

Upon receipt of a defect report, the Company will work with the Customer to verify the reported defect. The Company may request additional information or require the Customer to perform troubleshooting steps to diagnose the issue.

### 8.3 Replacement of Defective Products

For Products verified as defective within the reporting period specified in Section 8.1, and not damaged due to Customer misuse, improper installation, or other Customer-caused issues, the Company will replace the defective Product at no cost to the Customer, including shipping costs for the replacement Product.

### 8.4 Return of Defective Products

Customer must return the defective Product to the Company within fourteen (14) calendar days of receiving the replacement Product. The Company will provide a prepaid shipping label for the return of defective Products. Failure to return the defective Product may result in the Customer being charged for the replacement Product.

### 8.5 Non-Defective Returns

If a Product returned as defective is found to be functioning properly or if the defect is determined to be the result of Customer misuse, improper installation, or other Customer-caused issues, the Company reserves the right to charge the Customer for any shipping costs incurred and a testing fee of up to $250.00.

### 8.6 Replacement Timeframe

The Company will make reasonable efforts to ship replacement Products within five (5) business days of verifying a defect. However, replacement timeframes may vary based on Product availability and are not guaranteed.

### 8.7 Limitation on Replacements

The Company’s obligation to replace defective Products is limited to the original Product purchased and does not extend to any equipment or systems with which the Product is used or any damages or losses resulting from the defective Product.

## 9. SOFTWARE LICENSE TERMS AND DIGITAL PRODUCTS

### 9.1 License Grant

For software and digital products, the Company does not sell but rather provides a license to use such products or. The specific terms of the license are set forth in the applicable end-user license agreement (“EULA”) provided by the software publisher or manufacturer.

### 9.2 Acceptance of License Terms

By purchasing, downloading, installing, or using any software or digital product, Customer agrees to be bound by the terms of the applicable EULA. If Customer does not agree to the terms of the EULA, Customer must not download, install, or use the software or digital product and must contact the Company for return instructions in accordance with Section 6.

### 9.3 No Transfer or Assignment

Software licenses and digital product rights may not be transferred, assigned, or sublicensed without the express written consent of the Company and/or the software publisher or manufacturer.

### 9.4 Restrictions on Use

Customer shall not, and shall not permit any third party to:

1. Copy, modify, translate, adapt, or create derivative works of the software or digital product;
2. Reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code of the software;
3. Remove, alter, or obscure any proprietary notices on the software or digital product;
4. Use the software or digital product in any manner that violates applicable laws or regulations;
5. Use the software or digital product beyond the scope of the license granted.

### 9.5 Updates and Support

Unless otherwise specified in the applicable EULA or a separate support agreement, the Company and/or the software publisher or manufacturer have no obligation to provide updates, upgrades, or technical support for software or digital products.

### 9.6 Termination of License

The license to use software or digital products may be terminated by the Company or the software publisher or manufacturer if Customer fails to comply with the terms of the applicable EULA. Upon termination, Customer must cease all use of the software or digital product and destroy all copies in Customer’s possession or control.

### 9.7 Third-Party Terms

Software and digital products may incorporate or be subject to third-party technology or content that is subject to additional terms and conditions. Customer agrees to comply with any such additional terms.

## 10. LIMITATION OF LIABILITY

### 10.1 Limitation of Damages

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCTS, EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

### 10.2 Cap on Liability

THE COMPANY’S TOTAL LIABILITY TO CUSTOMER FROM ALL CAUSES OF ACTION AND UNDER ALL THEORIES OF LIABILITY WILL BE LIMITED TO AND WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCTS PAID BY CUSTOMER TO THE COMPANY THAT GAVE RISE TO THE CLAIM.

### 10.3 Essential Purpose

THE PARTIES AGREE THAT THESE LIMITATIONS ON LIABILITY ARE AGREED ALLOCATIONS OF RISK CONSTITUTING IN PART THE CONSIDERATION FOR THE COMPANY’S SALE OF PRODUCTS TO CUSTOMER, AND SUCH LIMITATIONS WILL APPLY NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY AND REGARDLESS OF WHETHER A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LIABILITIES.

### 10.4 Exceptions

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to Customer. Nothing in these Terms shall limit or exclude the Company’s liability for:

1. Death or personal injury caused by its negligence;
2. Fraud or fraudulent misrepresentation;
3. Any other liability that cannot be excluded by law.

### 10.5 Time Limitation

Any cause of action arising out of or related to these Terms or the purchase or use of the Products must commence within one (1) year after the cause of action accrues; otherwise, such cause of action is permanently barred.

## 11. PRIVACY AND DATA PROTECTION

### 11.1 Data Collection

The Company collects only the information necessary to process orders, deliver Products, and provide customer service. This information may include, but is not limited to, name, shipping address, billing address, email address, phone number, and payment information.

### 11.2 Use of Customer Data

The Company uses Customer data for the following purposes:

1. Processing and fulfilling orders;
2. Communicating with Customers about their orders;
3. Providing customer service and technical support;
4. Sending important product or service announcements;
5. Improving our products and services;
6. Complying with legal obligations.

### 11.3 Data Security

The Company implements and maintains reasonable administrative, technical, and physical safeguards designed to protect Customer data from unauthorized access, disclosure, use, and modification. These safeguards include, but are not limited to, encryption of sensitive data, access controls, and regular security assessments.

### 11.4 Third-Party Service Providers

The Company may share Customer data with third-party service providers that assist in order processing, payment processing, product delivery, and customer service. These service providers are contractually obligated to use Customer data only for the purposes of providing services to the Company and in accordance with this privacy policy.

### 11.5 No Sale of Customer Data

The Company does not sell, rent, or lease Customer data to third parties for marketing purposes or otherwise.

### 11.6 Data Retention

The Company retains Customer data for as long as necessary to fulfill the purposes outlined in this Section 11, unless a longer retention period is required or permitted by law.

### 11.7 Customer Rights

Customers have the right to:

1. Access their personal data held by the Company;
2. Request correction of inaccurate personal data;
3. Request deletion of their personal data, subject to legal retention requirements;
4. Opt out of marketing communications.

To exercise these rights, Customers may contact the Company at support@bullroartel.com.

### 11.8 Cookies and Tracking Technologies

The Company’s website may use cookies and similar tracking technologies to enhance the Customer experience, analyze website usage, and assist in marketing efforts. Customers can control cookies through their browser settings or our website directly.

## 12. AGE RESTRICTIONS AND CAPACITY

### 12.1 Age Requirement

Customers must be at least eighteen (18) years of age to purchase Products from the Company. By placing an order, Customer represents and warrants that they are at least eighteen (18) years of age.

### 12.2 Parental Consent

Individuals under eighteen (18) years of age may purchase Products only with the involvement and consent of a parent or legal guardian. The parent or legal guardian shall be responsible for compliance with these Terms and all payment obligations.

### 12.3 Verification of Age

The Company reserves the right to verify the age of any Customer and to refuse or cancel any order if age verification is not possible or if the Company determines that the order was placed by an individual under eighteen (18) years of age without proper parental or guardian consent.

### 12.4 Capacity to Contract

By placing an order, Customer represents and warrants that they have the legal capacity to enter into binding contracts under applicable law and are not prevented from doing so by any law, regulation, or other restriction.

### 12.5 Business Customers

If Customer is a business entity, the individual placing the order represents and warrants that they have the authority to bind the business entity to these Terms.

## 13. DISPUTE RESOLUTION AND MEDIATION

### 13.1 Informal Dispute Resolution

In the event of any dispute, claim, or controversy arising out of or relating to these Terms or the purchase, use, or performance of the Products (“Dispute”), the parties shall first attempt to resolve the Dispute informally. Either party may initiate this process by providing written notice of the Dispute to the other party, including a brief description of the dispute and the relief requested.

### 13.2 Mandatory Mediation

If the parties cannot resolve the Dispute through informal negotiations within thirty (30) days after the date of the written notice referred to in Section 13.1, either party may initiate mediation by providing written notice to the other party. The mediation shall be conducted in Covington, Louisiana, or at another location mutually agreed upon by the parties, and shall be administered by a mediator mutually agreed upon by the parties or, if the parties cannot agree, by a mediator appointed by a mediation service based in Louisiana.

### 13.3 Mediation Process

The parties agree to participate in the mediation in good faith and to share the costs of mediation equally, except that each party shall bear its own attorneys’ fees and costs. All offers, promises, conduct, and statements, whether written or oral, made in the course of the mediation by any party, their agents, employees, experts, and attorneys, and by the mediator, are confidential and inadmissible for any purpose, including impeachment, in any court proceeding involving the parties, provided that evidence that is otherwise admissible or discoverable shall not be rendered inadmissible or non-discoverable as a result of its use in the mediation.

### 13.4 Court Proceedings

If the Dispute is not resolved through mediation within sixty (60) days of the initiation of such procedure, or if either party refuses to participate in mediation, either party may commence legal proceedings in accordance with Section 14.

### 13.5 Exceptions to Mediation Requirement

Notwithstanding the foregoing, either party may seek injunctive or other equitable relief in any court of competent jurisdiction without first engaging in the informal dispute resolution and mediation procedures described above.

### 13.6 Class Action Waiver

TO THE EXTENT PERMITTED BY LAW, CUSTOMER AGREES THAT ANY DISPUTE RESOLUTION PROCEEDINGS WILL BE CONDUCTED ONLY ON AN INDIVIDUAL BASIS AND NOT IN A CLASS, CONSOLIDATED, OR REPRESENTATIVE ACTION. CUSTOMER EXPRESSLY WAIVES ANY RIGHT TO BRING A CLASS, COLLECTIVE, OR OTHER REPRESENTATIVE ACTION.

## 14. GOVERNING LAW AND JURISDICTION

### 14.1 Governing Law

These Terms and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of the State of Louisiana, without giving effect to any choice or conflict of law provision or rule.

### 14.2 Jurisdiction

Subject to the requirements of Section 13, any legal suit, action, or proceeding arising out of or related to these Terms or the Products shall be instituted exclusively in the state or federal courts located in Louisiana. Each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action, or proceeding.

### 14.3 Venue

The parties agree that venue for any dispute arising under these Terms will be proper in the state or federal courts located in St. Tammany Parish, Louisiana, and each party consents to personal jurisdiction in such courts.

### 14.4 Waiver of Jury Trial

EACH PARTY HEREBY WAIVES ITS RIGHT TO A JURY TRIAL IN ANY DISPUTE, ACTION, OR PROCEEDING ARISING OUT OF OR RELATED TO THESE TERMS OR THE PRODUCTS TO THE MAXIMUM EXTENT PERMITTED BY LAW.

### 14.5 Limitation on Time to File Claims

ANY CAUSE OF ACTION OR CLAIM CUSTOMER MAY HAVE ARISING OUT OF OR RELATING TO THESE TERMS OR THE PRODUCTS MUST BE COMMENCED WITHIN ONE (1) YEAR AFTER THE CAUSE OF ACTION ACCRUES; OTHERWISE, SUCH CAUSE OF ACTION OR CLAIM IS PERMANENTLY BARRED.

## 15. TECHNICAL SUPPORT LIMITATIONS

### 15.1 Scope of Technical Support

The Company provides limited technical support for Products purchased directly from the Company. Technical support is limited to:

1. Assistance with order status and shipping inquiries;
2. Basic product information and specifications;
3. Guidance on manufacturer warranty claims;
4. Assistance with returns and exchanges as described in Section 6.

### 15.2 Exclusions from Technical Support

The Company does not provide:

1. Detailed technical troubleshooting for hardware or software issues;
2. Installation or configuration assistance;
3. Training on product use or features;
4. Custom programming or software development;
5. Network design or implementation services.

### 15.3 Manufacturer Support

For technical issues with Products, Customers should contact the manufacturer directly using the contact information provided in the Product documentation or on the manufacturer’s website.

### 15.4 Additional Support Services

The Company may offer additional support services for an additional fee. Such services will be governed by separate terms and conditions.

### 15.5 No Guarantee

The Company does not guarantee the resolution of any technical issue and is not responsible for any damages or losses resulting from the use of or inability to use any Product.

## 16. AMENDMENT AND MODIFICATION PROCEDURES

### 16.1 Modifications to Terms

The Company reserves the right to modify these Terms at any time by posting the revised Terms on its website at www.bullroartel.com. All changes to these Terms will be effective immediately upon posting.

### 16.2 Notice of Changes

The Company will not provide individual notice to Customers of changes to these Terms. It is Customer’s responsibility to review these Terms periodically for changes.

### 16.3 Effective Date of Changes

Customer’s continued use of the website or placement of orders after the posting of revised Terms constitutes acceptance of such changes. The revised Terms will apply to all orders placed after the effective date of the revised Terms.

### 16.4 Prior Versions

Prior versions of these Terms will not apply to orders placed after the effective date of the revised Terms. For orders placed before the effective date of any revision, the version of the Terms in effect at the time the order was placed will govern.

### 16.5 Material Changes

If the Company makes material changes to these Terms that affect existing orders, the Company will make reasonable efforts to notify affected Customers via email or other means.

## 17. CONTACT INFORMATION AND BUSINESS DETAILS

### 17.1 Company Information

Bullroar Telecom, Ltd.

PO Box 2226

Mandeville, LA 70470

Phone: 504-962-2501

Email: support@bullroartel.com

Website: www.bullroartel.com

### 17.2 Customer Service Hours

Customer service representatives are available Monday through Friday, 9:00 AM to 5:00 PM Central Time, excluding holidays.

### 17.3 Technical Support

For technical support inquiries, please contact:

Email: support@bullroartel.com

Phone: 504-962-2501

### 17.4 Sales Inquiries

For sales inquiries, please contact:

Email: sales@bullroartel.com

Phone: 504-962-2501

## 18. SEVERABILITY AND MISCELLANEOUS PROVISIONS

### 18.1 Severability

If any provision of these Terms is held by a court or other tribunal of competent jurisdiction to be invalid, illegal, or unenforceable for any reason, such provision shall be eliminated or limited to the minimum extent necessary so that these Terms will otherwise remain in full force and effect. The parties agree that any such invalid, illegal, or unenforceable provision shall be modified and limited in its effect to the extent necessary to cause it to be enforceable, or if such modification is not possible, shall be deemed severed from these Terms.

### 18.2 Waiver

No waiver by the Company of any term or condition set forth in these Terms shall be deemed a further or continuing waiver of such term or condition or a waiver of any other term or condition, and any failure of the Company to assert a right or provision under these Terms shall not constitute a waiver of such right or provision.

### 18.3 Assignment

Customer may not assign any of its rights or delegate any of its obligations under these Terms without the prior written consent of the Company. Any purported assignment or delegation in violation of this Section shall be null and void. The Company may assign its rights or delegate its obligations under these Terms without Customer’s consent.

### 18.4 No Third-Party Beneficiaries

These Terms are for the sole benefit of the parties hereto and their respective successors and permitted assigns and nothing herein, express or implied, is intended to or shall confer upon any other person or entity any legal or equitable right, benefit, or remedy of any nature whatsoever under or by reason of these Terms.

### 18.5 Relationship of the Parties

The relationship between the parties is that of independent contractors. Nothing contained in these Terms shall be construed as creating any agency, partnership, joint venture, or other form of joint enterprise, employment, or fiduciary relationship between the parties, and neither party shall have authority to contract for or bind the other party in any manner whatsoever.

### 18.6 Force Majeure

The Company shall not be liable or responsible to Customer, nor be deemed to have defaulted or breached these Terms, for any failure or delay in fulfilling or performing any term of these Terms when and to the extent such failure or delay is caused by or results from acts or circumstances beyond the reasonable control of the Company including, without limitation, acts of God, flood, fire, earthquake, explosion, governmental actions, war, invasion or hostilities (whether war is declared or not), terrorist threats or acts, riot, or other civil unrest, national emergency, revolution, insurrection, epidemic, pandemic, lockouts, strikes or other labor disputes, or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials, or telecommunication breakdown or power outage.

### 18.7 Export Regulation

Customer shall comply with all applicable federal, state, and local laws, regulations, and ordinances, including but not limited to U.S. export control laws. Customer agrees not to export or re-export any Products to any country, person, entity, or end user subject to U.S. export restrictions.

### 18.8 Complete Agreement

These Terms, together with any documents incorporated herein by reference, constitute the sole and entire agreement of the parties with respect to the subject matter contained herein and supersede all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, with respect to such subject matter.

### 18.9 Survival

Provisions of these Terms which by their nature should apply beyond their terms will remain in force after any termination or expiration of these Terms, including, but not limited to, the following provisions: Limitation of Liability, Governing Law and Jurisdiction, and Severability and Miscellaneous Provisions.

### 18.10 Notices

All notices, requests, consents, claims, demands, waivers, and other communications hereunder shall be in writing and shall be deemed to have been given: (a) when delivered by hand (with written confirmation of receipt); (b) when received by the addressee if sent by a nationally recognized overnight courier (receipt requested); (c) on the date sent by email if sent during normal business hours of the recipient, and on the next business day if sent after normal business hours of the recipient; or (d) on the third day after the date mailed, by certified or registered mail, return receipt requested, postage prepaid. Such communications must be sent to the respective parties at the addresses set forth in Section 17.1 (or to such other address as may be designated by a party from time to time in accordance with this Section).