

Tab 1

Legal Docs

Privacy Policy

Privacy Policy

Defined Terms

This is a legal document and you should read it carefully.

When the first letter of a word is capitalized in this document, it has a special and specific meaning. We call those words "Defined Terms," because we're going to give you a definition of what each term means as used in this document.

Company — Thrive Media Group, LLC DBA SoloOp HQ Website — soloophq.com
Privacy Officer — Delilah Orpi

When you see a plural or a plural possessive pronoun, such as "We" and "Our," that refers to the Company.

Collecting and Using Your Personal Information

Most actions you take on the Website will relay certain information about you to the Company.

Information Collection Categories

Contact Information

When you fill out our contact form, opt in to our email list, or make a purchase with Us, we collect the information you provide so we can communicate with you and deliver your purchase. This might include your name, email address, and mailing address.

Financial Information

When you make a purchase on the Website, we collect information to process your payment. We collect your billing address and the payment information you provide. We do not store your full card details — those are handled directly by our payment processor.

Profile Information



When you opt in to our email list or make a purchase, we create a profile for you so we can identify you and provide you with access to your purchase.

As you navigate the Website, your computer relays information to us that we use to optimize the Website, improve user experience, and make strategic business decisions about our products and services.

We use session analytics, which means that while you are on our Website we are using software to tell us what pages you click on, how long you stay there, and how you generally navigate the Website. This information tells us how we can improve user experience, how successful our content has been, and how to make our products more accessible.

Analytics, including the session analytics we use, may collect information about your computer specifications, internet connection, and IP address. Your IP address is a unique identifier that tells other computers the path to take to communicate with your device. That kind of data can communicate private information about you. We don't collect your location information, but accessing our Website near other devices might allow advertisers to deduce your location, and they could send you targeted ads.

How Long We Keep Your Information

We keep your Contact Information only as long as necessary for the purposes outlined in this Privacy Policy. We retain Contact Information as required by law, if applicable. We retain Contact Information necessary to enforce legal agreements and resolve disputes.

We do not keep your financial information. The financial information you provide is processed via Stripe. Stripe may retain your information for their company's purposes. Review their privacy policy for more information.

We keep your Profile Information as long as necessary for the purposes outlined in this Privacy Policy.

Aside from the Contact Information we keep for legal purposes, you can ask us to delete collected information. To do that, contact the Privacy Officer listed at the end of this Privacy Policy.

Cookies, Pixels, and Tracking Signals

A cookie is a piece of information recorded by your web browser that allows it to recognize places you have visited. They can help remember and autofill things like user IDs and website preferences. You can instruct your browser to reject all cookies, but you may not be able to use some parts of our Website without them.

A pixel, also known as a beacon or pixel tag, is a transparent image file that tells us something has been clicked on.

Cookies and pixels may communicate to us the web browser you use, whether you open an email we send, your advertising ID, and other technical information about your device. We use these cookies and pixels to track Website usage in order to improve user experience and ensure our systems are working properly.

You can instruct your browser to reject all cookies, pixels, and similar tracking technologies by sending a "Do Not Track" signal. Our Website may not function properly if your browser rejects cookies, pixels, or tracking technologies. There is not a uniform set of Do Not Track signals, so our Website may not be able to read or respond correctly to ones sent by your browser. To learn more about our services without our Website, you can email us at delilah@soloophq.com.

Email Marketing

Your email is valuable to us, and your privacy is valuable to you. We take care to ensure that your email and other data is used in a respectful manner, and we keep your email confidential. We do not sell or share your email in exchange for remuneration.

Company's emails will comply with applicable laws including the CAN-SPAM Act. Each email will clearly identify that it is from the Company along with a place for you to unsubscribe from our email list. If you continue receiving unwanted emails after unsubscribing, please reach out to the Privacy Officer.

Unsubscribing from Company's email list will remove you from our routine promotional and informational emails. However, you may still receive transactional information about products or services you have purchased from Company.

Information Disclosure

Company will disclose your personal information only when necessary to provide services or products to you, or when necessary to work with third parties such as legal counsel or collection agencies to enforce these terms or any other terms between you and Company. We may also disclose your information when we are otherwise legally required to do so.

Securing Your Information

We make best efforts to ensure the security of your information using industry standards and reasonable methods. We rely on reputable and reliable third-party vendors to collect and store information.

Who Exactly Sees Your Information?

Analytics

We use the following companies for analytics:

- Google Analytics (Google LLC)

Payment

When you make a purchase on the Website, your financial information is transmitted to a third-party payment processor. The payment processor has their own privacy policy, which you should read before making payments. We use reputable payment processors who adhere to the standards set by the Payment Card Industry Security Standards Council.

Our payment processors are:

- Stripe

Email Marketing

We use Kit (formerly ConvertKit) to manage our email list and deliver communications. When you opt in to our email list or make a purchase, your name and email address are stored in Kit. Kit's privacy policy is available at [kit.com](https://kit.com/privacy).

Your California Rights

The California Consumer Privacy Act (CCPA) is a law that protects consumers residing in California. The policy in this section applies only to California residents.

The CCPA gives you:

- The right to know about the personal information a business collects about you and how it is used and shared
- The right to delete personal information collected from you (with some exceptions)
- The right to opt-out of the sale or sharing of your personal information
- The right to non-discrimination for exercising your CCPA rights
- The right to correct inaccurate personal information that a business has about you
- The right to limit the use and disclosure of sensitive personal information collected about you

To exercise your CCPA rights, contact the Privacy Officer. Your identity will need to be verified before we release, alter, or delete your personal information. Since anonymized data about you cannot be identified, we will not be able to delete that information.

You can learn more about your privacy rights as a California resident by visiting <https://coppa.ca.gov/>

Your European Union Rights

The General Data Protection Regulation (GDPR) is a law that governs information and privacy rights for people within the European Union. The policy in this section applies only to European Union residents.

We will retain any information you choose to provide to us until the earlier of: (a) you asking us to delete the information, (b) our decision to cease using our existing data providers, or (c) the Company decides that the value in retaining the data is outweighed by the costs of retaining it.

You have the right to request access to your data that the Company stores and the rights to either rectify or erase your personal data. You have the right to seek restrictions on the processing of your data. You have the right to object to the

processing of your data and the right to the portability of your data. To the extent that you provided consent to the Company's processing of your personal data, you have the right to withdraw that consent at any time, without affecting the lawfulness of processing based upon consent that occurred prior to your withdrawal of consent. You have the right to lodge a complaint with a supervisory authority that has jurisdiction over issues related to the General Data Protection Regulation.

We require only the information that is reasonably required to enter into a contract with you. We will not require you to provide consent for any unnecessary processing as a condition of entering into a contract with us.

Children's Protection

Company does not knowingly collect, either online or offline, personal information from persons under the age of sixteen.

If you are under 18, you may only use the Website with permission of a parent or guardian. Your parent or guardian must read this Privacy Policy. If you, your parent or guardian, believe you have conveyed information to the Website, contact the Privacy Officer to ensure it is deleted. In some circumstances, the law may not require or permit us to delete the information. We will make every effort to delete any information you have provided; however, we cannot guarantee comprehensive removal.

Links to Other Sites

Our Website may contain links to other websites that we do not control. Visiting those sites subjects you to their privacy policies. We are not responsible for how those websites handle your information.

Contact Us

We have a designated Privacy Officer. If you need to request copies of your personal information, or have questions about this policy and our privacy practices, contact:

Privacy Officer: Delilah Orpi Email: delilah@soloophq.com

Last Updated: June 2026

SoloOp HQ

Terms of Service

Terms of Service — soloophq.com

Accepting These Terms

Please read these Terms of Service ("Terms") carefully before using soloophq.com (the "Site") operated by Thrive Media Group, LLC DBA SoloOp HQ ("Company").

By accessing or using any content on the Site you agree to be bound by these Terms. If you disagree with any part of the Terms then you may not access the Site.

Privacy

Your use of the Site is subject to Company's Privacy Policy. Please review our Privacy Policy, which also governs the Site and informs users of our data collection practices.

Electronic Communications

Visiting the Site or sending emails to Company constitutes electronic communications. You consent to receive electronic communications and you agree that all agreements, notices, disclosures, and other communications provided electronically to you by Company, via email and on the Site, satisfy any legal requirement that such communications be in writing.

Links to Third Party Sites

The Site may link to other websites ("Linked Sites"). These Linked Sites are not under the control of Company. Company is not responsible for the contents of any Linked Sites. Company provides these links as a convenience to you. The links do not constitute endorsement by Company of the site or any association with its operators.

Intellectual Property

You are granted a non-exclusive, non-transferable, revocable license to access and use the Site in strict accordance with these Terms. All content included on this Site is the property of Company and is protected by copyright and other laws that protect Company's intellectual property and proprietary rights. You agree not to

modify, publish, transmit, reverse engineer, or create derivative works of any content found on the Site. You agree that you do not have nor will have any ownership rights in any protected content, and that Company does not grant you any licenses, express or implied, to the intellectual property of Company except as expressly authorized by these Terms.

Indemnification

You agree to indemnify, defend, and hold harmless Thrive Media Group, LLC DBA SoloOp HQ, its officers, directors, employees, agents, and third parties, for any losses, costs, liabilities, and expenses relating to or arising out of your use of the Site or services.

Dispute Resolution

Both you and Company agree that any dispute or claim arising from or relating to these Terms shall be settled by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules.

Liability Disclaimer

THE INFORMATION AND CONTENT ON THIS SITE MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. COMPANY MAY MAKE PERIODICAL CHANGES AT ANY TIME. COMPANY MAKES NO REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY, TIMELINESS, OR ACCURACY OF THE INFORMATION ON THE SITE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL COMPANY BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL DAMAGES, OR ANY OTHER DAMAGES, WITHOUT LIMITATION.

International Users

Company is owned and operated in the United States. If you access the Site or services provided by Company outside of the United States of America, you are responsible for compliance with your local laws.

Access Restriction

Company reserves the right, in its sole discretion, to terminate your access to the Site at any time without notice.



Governing Law

These Terms are governed by the laws of the State of Florida without regard to its conflict of law rules, and the laws of the United States of America.

Entire Agreement

This agreement constitutes the entire agreement between you and Company with respect to the Site and supersedes all prior or contemporaneous communications between you and Company.

Severability

If any part of this agreement is determined to be invalid or unenforceable, the rest of this agreement shall still be enforceable and the portion deemed invalid will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision.

Changes to Terms

Company reserves the right, in its sole discretion, to change these Terms. The most current version of the Terms will supersede all previous versions. Company encourages you to periodically review the Terms to stay informed of updates.

Contact Us

Company encourages you to contact us at delilah@soloophq.com with any questions or comments regarding these Terms.

Last Updated: June 2026

Skip Canva IG Terms of Use

Skip Canva IG Terms of Use

By purchasing Skip Canva IG (hereinafter the "Product"), you, the purchaser (hereinafter "Student") enter an agreement with Thrive Media Group, LLC DBA SoloOp HQ ("Company") and agree to the following terms:

Product Deliverables

The Product is a digital skill kit. Company agrees to provide the content as promised on the Product checkout page, which includes:

- Carousel skill file — the Claude skill that renders branded 1080×1350 carousel slides as PNG files using your brand config
- Static post skill file — the Claude skill for single-image static posts
- Brand config template — the file Claude reads to apply your brand's colors, fonts, and handle
- Step-by-step written setup guide covering tool installation and first run
- Full video walkthrough of the complete pipeline

Student will retain access to the Product for the life of the Product, meaning for as long as Company offers and maintains the Product. Company will provide Student with at least one month's notice should Company need to retire the Product. It is then Student's responsibility to download all materials from the Product before the retirement date noted by Company.

Privacy Policy

Company's Privacy Policy is hereby incorporated by reference into this agreement. Student understands that Company will be providing educational content to Student and that Company's obligations under this Agreement exist only while Student has active access to the Product. Company's obligations will cease once Student completes their purchase or Company revokes Student's access.

Student also understands that Company is not providing one-on-one service on behalf of Student. The Product is a self-guided digital resource. Results depend on Student's individual effort, implementation, and technical setup.

Payment

In consideration of Student's access to the Product, Student agrees to a one time payment.

No Refunds

Company has a strict no refund policy on the Product. Student understands and agrees to this.

Cancellation

As this is a one-time digital purchase, there is no recurring subscription to cancel. Student's access is granted upon successful payment. Should payment fail or be reversed, Company may immediately revoke Student's access to the Product and pursue whatever remedies are available to collect any balance owed.

Company may revoke Student's access to the Product at any time for violation of these terms.

No Master Resell Rights. No Personal Label Rights.

Master Resell Rights and Personal Label Rights are not available for this Product. Student understands that no rights of reproduction are transferred by this Agreement. Student agrees not to create any derivative works of the content found in the Product.

Intellectual Property

Company owns the rights to all content in the Product such as skill files, guides, templates, videos, graphics, logos, images, downloads, and other like materials. Student's purchase of the Product does not transfer any intellectual property rights to Student. Company grants Student a single-use, non-exclusive, non-transferable, revocable license to any and all Product content.

Force Majeure

Company shall not be liable or responsible to Student, nor be deemed to have defaulted or breached this Agreement, for any failure or delay in fulfilling or performing any term of this Agreement 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, lock-outs, strikes or other labor disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials, telecommunications breakdown, or power outage.

Independent Contractor

Nothing in this Agreement shall be construed to create a partnership, joint venture, employment, or agency relationship. Company agrees only to provide Student with access to the Product, which provides education and information. The information contained in the Product, including any interactions with Company, is not intended as, and shall not be understood or construed as, professional advice.

Severability

If any provision of this Agreement shall be declared invalid or unenforceable, such provision shall be deemed eliminated from this Agreement, and all remaining provisions shall continue in full force and effect.

Liability

STUDENT ABSOLVES COMPANY OF ANY AND ALL LIABILITY OR LOSS STUDENT MAY SUFFER OR INCUR AS A RESULT OF USE OF THE PRODUCT AND/OR ANY INFORMATION AND RESOURCES CONTAINED IN THE PRODUCT. TO THE EXTENT PERMITTED BY LAW, STUDENT AGREES THAT COMPANY SHALL NOT BE LIABLE TO STUDENT FOR ANY TYPE OF DAMAGES, INCLUDING DIRECT, INDIRECT, SPECIAL, INCIDENTAL, EQUITABLE, OR CONSEQUENTIAL LOSS OR DAMAGES FOR USE OF THE PRODUCT.

No Warranty or Guarantee

Company makes no representations about the suitability, reliability, availability, timeliness, and accuracy of the information, software, products, services, and related graphics contained in the Product for any purpose. To the maximum extent

permitted by applicable law, all such information, software, products, services, and related graphics are provided "as is" without warranty or condition of any kind. Company and/or its suppliers hereby disclaim all warranties and conditions with regard to this information, software, products, services, and related graphics, including all implied warranties or conditions of merchantability, fitness for a particular purpose, title, and non-infringement.

Assignment

Student may not assign this Agreement without express written consent of Company.

Modification

Company may modify the terms of this Agreement at any time. All modifications shall be posted on the Company's website and purchasers shall be notified.

Indemnification

Student agrees to indemnify, defend, and hold harmless Thrive Media Group, LLC DBA SoloOp HQ, its officers, directors, employees, agents, and third parties for any losses, costs, liabilities, and expenses (including reasonable attorneys' fees) relating to or arising out of Student's use of or inability to use the Product and related services, any user postings made by Student, Student's violation of any terms of this Agreement or Student's violation of any rights of a third party, or Student's violation of any applicable laws, rules, or regulations.

Dispute Resolution

Student expressly waives any and all claims, now or in the future, arising out of or relating to the Product. To the extent Student attempts to assert any such claim, Student hereby expressly agrees to present such claim only in the small claims courts in Volusia County, Florida.

Last Updated: June 2026

Skip Canva Pins Terms of Use

Skip Canva Pins Terms of Use

By purchasing Skip Canva Pins (hereinafter the "Product"), you, the purchaser (hereinafter "Student") enter an agreement with Thrive Media Group, LLC DBA SoloOp HQ ("Company") and agree to the following terms:

Product Deliverables

Skip Canva Pinterest is a digital product: a Claude skill kit for making branded Pinterest pins. Your purchase includes access to the following digital materials:

- The Pin Studio skill file
- A brand configuration template
- A written setup guide
- A video walkthrough

Student will retain access to the Product for the life of the Product, meaning for as long as Company offers and maintains the Product. Company will provide Student with at least one month's notice should Company need to retire the Product. It is then Student's responsibility to download all materials from the Product before the retirement date noted by Company.

Privacy Policy

Company's Privacy Policy is hereby incorporated by reference into this agreement. Student understands that Company will be providing educational content to Student and that Company's obligations under this Agreement exist only while Student has active access to the Product. Company's obligations will cease once Student completes their purchase or Company revokes Student's access.

Student also understands that Company is not providing one-on-one service on behalf of Student. The Product is a self-guided digital resource. Results depend on Student's individual effort, implementation, and technical setup.

Payment

In consideration of Student's access to the Product, Student agrees to a one time payment.

No Refunds

Company has a strict no refund policy on the Product. Student understands and agrees to this.

Cancellation

As this is a one-time digital purchase, there is no recurring subscription to cancel. Student's access is granted upon successful payment. Should payment fail or be reversed, Company may immediately revoke Student's access to the Product and pursue whatever remedies are available to collect any balance owed.

Company may revoke Student's access to the Product at any time for violation of these terms.

No Master Resell Rights. No Personal Label Rights.

Master Resell Rights and Personal Label Rights are not available for this Product. Student understands that no rights of reproduction are transferred by this Agreement. Student agrees not to create any derivative works of the content found in the Product.

Intellectual Property

Company owns the rights to all content in the Product such as skill files, guides, templates, videos, graphics, logos, images, downloads, and other like materials. Student's purchase of the Product does not transfer any intellectual property rights to Student. Company grants Student a single-use, non-exclusive, non-transferable, revocable license to any and all Product content.

Force Majeure

Company shall not be liable or responsible to Student, nor be deemed to have defaulted or breached this Agreement, for any failure or delay in fulfilling or performing any term of this Agreement 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, lock-outs, strikes or other labor disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials, telecommunications breakdown, or power outage.

Independent Contractor

Nothing in this Agreement shall be construed to create a partnership, joint venture, employment, or agency relationship. Company agrees only to provide Student with access to the Product, which provides education and information. The information contained in the Product, including any interactions with Company, is not intended as, and shall not be understood or construed as, professional advice.

Severability

If any provision of this Agreement shall be declared invalid or unenforceable, such provision shall be deemed eliminated from this Agreement, and all remaining provisions shall continue in full force and effect.

Liability

STUDENT ABSOLVES COMPANY OF ANY AND ALL LIABILITY OR LOSS STUDENT MAY SUFFER OR INCUR AS A RESULT OF USE OF THE PRODUCT AND/OR ANY INFORMATION AND RESOURCES CONTAINED IN THE PRODUCT. TO THE EXTENT PERMITTED BY LAW, STUDENT AGREES THAT COMPANY SHALL NOT BE LIABLE TO STUDENT FOR ANY TYPE OF DAMAGES, INCLUDING DIRECT, INDIRECT, SPECIAL, INCIDENTAL, EQUITABLE, OR CONSEQUENTIAL LOSS OR DAMAGES FOR USE OF THE PRODUCT.

No Warranty or Guarantee

Company makes no representations about the suitability, reliability, availability, timeliness, and accuracy of the information, software, products, services, and related graphics contained in the Product for any purpose. To the maximum extent permitted by applicable law, all such information, software, products, services, and

related graphics are provided "as is" without warranty or condition of any kind. Company and/or its suppliers hereby disclaim all warranties and conditions with regard to this information, software, products, services, and related graphics, including all implied warranties or conditions of merchantability, fitness for a particular purpose, title, and non-infringement.

Assignment

Student may not assign this Agreement without express written consent of Company.

Modification

Company may modify the terms of this Agreement at any time. All modifications shall be posted on the Company's website and purchasers shall be notified.

Indemnification

Student agrees to indemnify, defend, and hold harmless Thrive Media Group, LLC DBA SoloOp HQ, its officers, directors, employees, agents, and third parties for any losses, costs, liabilities, and expenses (including reasonable attorneys' fees) relating to or arising out of Student's use of or inability to use the Product and related services, any user postings made by Student, Student's violation of any terms of this Agreement or Student's violation of any rights of a third party, or Student's violation of any applicable laws, rules, or regulations.

Dispute Resolution

Student expressly waives any and all claims, now or in the future, arising out of or relating to the Product. To the extent Student attempts to assert any such claim, Student hereby expressly agrees to present such claim only in the small claims courts in Volusia County, Florida.

Last Updated: July 2026

AI Copy Cleaner Terms of Use

AI Copy Cleaner Terms of Use

By purchasing AI Copy Cleaner (hereinafter the "Product"), you, the purchaser (hereinafter "Student") enter an agreement with Thrive Media Group, LLC DBA SoloOp HQ ("Company") and agree to the following terms:

Product Deliverables

AI Copy Cleaner is a digital product: a Claude skill kit for making branded Pinterest pins. Your purchase includes access to the following digital materials:

- The Ai Copy Cleaner skill file
- A written setup guide

Student will retain access to the Product for the life of the Product, meaning for as long as Company offers and maintains the Product. Company will provide Student with at least one month's notice should Company need to retire the Product. It is then Student's responsibility to download all materials from the Product before the retirement date noted by Company.

Privacy Policy

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Student also understands that Company is not providing one-on-one service on behalf of Student. The Product is a self-guided digital resource. Results depend on Student's individual effort, implementation, and technical setup.

Payment

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No Refunds

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Cancellation

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revolution, insurrection, epidemic, lock-outs, strikes or other labor disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials, telecommunications breakdown, or power outage.

Independent Contractor

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No Warranty or Guarantee

Company makes no representations about the suitability, reliability, availability, timeliness, and accuracy of the information, software, products, services, and related graphics contained in the Product for any purpose. To the maximum extent permitted by applicable law, all such information, software, products, services, and related graphics are provided "as is" without warranty or condition of any kind. Company and/or its suppliers hereby disclaim all warranties and conditions with regard to this information, software, products, services, and related graphics,

including all implied warranties or conditions of merchantability, fitness for a particular purpose, title, and non-infringement.

Assignment

Student may not assign this Agreement without express written consent of Company.

Modification

Company may modify the terms of this Agreement at any time. All modifications shall be posted on the Company's website and purchasers shall be notified.

Indemnification

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Dispute Resolution

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