

ACZ MEDIA

Customer Terms & Conditions

Effective Date: April 2026

ACZ Media Group LLC

These Terms and Conditions govern your use of the ACZ Media and associated services, including your access to Novacast. By subscribing or using the service, you agree to be bound by these Terms in their entirety.

1. Eligibility

To subscribe to ACZ Media, you must be at least 18 years of age and capable of entering into a legally binding agreement. By subscribing, you confirm that the information you provide is accurate and complete.

2. Subscription & Access

ACZ Media offers a monthly streaming subscription (Novacast) at a flat rate of \$49.95 per month. Upon successful payment, you will receive login credentials and access instructions via email and/or the customer portal. Credentials will be active within 24 hours. All content and services are delivered digitally. There are no physical goods associated with this service.

3. Acceptable Use

By subscribing, you agree to use the ACZ Media platform and associated subscriptions for personal, non-commercial purposes only. The following are strictly prohibited:

- Sharing your account credentials with individuals outside your household.
- Reproducing, redistributing, or reselling any content accessed through the platform.
- Attempting to circumvent any digital rights management or access control measures.
- Using the platform in any way that violates applicable laws or regulations.

4. Billing & Renewal

Your first subscription payment is charged 25 days after the date of initial activation. Subsequent charges occur every 30 days thereafter. By subscribing, you authorize ACZ Media to charge your payment method on this recurring basis until you cancel. You are responsible for keeping your payment information current and accurate.

5. Cancellation

You may cancel your subscription at any time. To avoid being charged for the next billing cycle, your cancellation must be submitted at least 72 hours before your next scheduled billing date. Cancellations submitted within 72 hours of the next billing date will take effect at the end of that billing period. You retain access to the service through the end of your paid period.

Cancellations can be submitted by contacting help@aczmediaservices.com or through the customer portal.

6. Refunds

ACZ Media does not issue refunds for billing cycles that have already been completed. Refund requests for the current billing cycle are reviewed on a case-by-case basis. ACZ Media's determination on refund eligibility is final.

7. Service Availability

ACZ Media will make commercially reasonable efforts to maintain platform availability. The service may occasionally be interrupted for maintenance or due to circumstances beyond our control. ACZ Media is not liable for temporary service interruptions.

8. Privacy

Your use of ACZ Media is also governed by our Customer Privacy Policy, which is incorporated into these Terms by reference. ACZ Media will not sell or transfer your personal information to any unaffiliated entities.

9. Modifications

ACZ Media reserves the right to modify these Terms at any time. You will be notified of material changes via email. Continued use of the service after notification constitutes acceptance of the revised Terms.

10. Limitation of Liability

ACZ Media's total liability to you shall not exceed the amount paid for your most recent billing period. ACZ Media is not liable for indirect, incidental, or consequential damages arising from your use of the service.

11. Governing Law & Dispute Resolution

These Terms are governed by the laws of the State of Wyoming. Any disputes arising under these Terms will first be addressed through good faith informal resolution. If informal resolution fails, disputes will be subject to binding arbitration under the rules of the American Arbitration Association, conducted in the State of Wyoming.

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