

TERMS OF SERVICE

Refora, LLC

Effective Date: March 4, 2025

OVERVIEW

This website and all related services are operated by Refora, LLC ("Refora," "we," "us," or "our"). Refora offers this website, our mobile app, our fitness studio, our café, and our online store (collectively, the "Services") to you conditioned upon your acceptance of all terms, conditions, policies, and notices stated here.

By visiting our site, purchasing a membership, booking a class, making a café purchase, or buying products from our online store, you agree to be bound by these Terms of Service ("Terms"). These Terms apply to all users of our Services, including browsers, customers, and members. Please read these Terms carefully before using our Services. If you do not agree to these Terms, you may not use our Services.

We reserve the right to update or replace any part of these Terms at any time by posting changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of our Services following any posted changes constitutes your acceptance of those changes.

SECTION 1 - ELIGIBILITY AND ACCOUNT REGISTRATION

By using our Services, you represent that you are at least 18 years of age, or that you are the age of majority in your jurisdiction and have provided consent for any minor dependents to use our Services. You may not use our Services for any illegal or unauthorized purpose. You agree to comply with all applicable laws and regulations in connection with your use of our Services.

To access certain features, including class bookings, memberships, and loyalty rewards, you may be required to create an account. You are responsible for maintaining the confidentiality of your account credentials and for all activity that occurs under your account. You agree to provide accurate, current, and complete information during registration and to update that information as needed.

SECTION 2 - MEMBERSHIPS AND AUTO-RENEWALS

2.1 Membership Terms

Refora offers fitness studio memberships on a recurring basis. By enrolling in a membership, you authorize Refora to charge your payment method on a recurring schedule (weekly, monthly, or as otherwise specified at the time of purchase) until your membership is canceled.

2.2 Auto-Renewal

All memberships automatically renew at the end of each billing cycle unless canceled in advance. You will be charged the applicable membership rate on your renewal date using the payment method on file. It is your responsibility to ensure your payment information remains current and accurate.

2.3 Membership Cancellation

You may cancel your membership at any time by contacting us at reform@reforagvl.com or in person at our studio. Cancellation requests must be submitted through your account before the next scheduled billing date. Once a billing cycle has been processed, the membership will remain active through the end of that cycle and will not be refunded or prorated.

2.4 Membership Freezes

Members may request to temporarily freeze their membership for qualifying reasons (e.g., medical circumstances, extended travel). Freeze requests are subject to approval and may be subject to limitations on duration. Please contact us directly to inquire about freeze eligibility.

2.5 Membership Rate Changes

Refora reserves the right to modify membership rates at any time. We will provide reasonable advance notice of any price changes to active members before the change takes effect. Your continued use of your membership following notice of a rate change constitutes your acceptance of the new rate.

SECTION 3 - CLASS CANCELLATION & NO-SHOW POLICY

We understand that schedules change and do our best to be fair to both our clients and instructors. Please review our cancellation policy carefully.

Group Classes

- Clients must cancel at least 12 hours before the scheduled class start time to avoid penalty.
- Cancellations made within 12 hours of the class start time will result in loss of class credit and/or a late cancellation fee of \$20.
- No-shows (failure to attend without canceling) will result in loss of class credit and/or a no-show fee of \$30.

Private & Semi-Private Sessions

- Private and semi-private sessions require at least 24 hours' notice for cancellation or rescheduling.
- Sessions canceled within this window, or missed without notice, will be charged in full.

Memberships & Class Packages

- Late cancellation and no-show policies apply equally to memberships, class packs, and single-class purchases.
- Missed classes due to late cancellation or no-show are not refundable and will not be credited back.

Waitlists

- Clients moved from a waitlist into a class are responsible for canceling within the standard 12-hour cancellation window.
- Please monitor your schedule closely if you are on a waitlist.

Courtesy Policy

- We may offer one courtesy late cancellation or no-show waiver per member, at management's discretion.
- Repeated late cancellations or no-shows may result in loss of booking privileges.

Acknowledgment: *By booking a class or session, clients acknowledge and agree to this cancellation policy.*

SECTION 4 - REFUND POLICY

4.1 Café — Food & Beverage

All café food and beverage purchases are final sale. We do not offer refunds or exchanges on food or beverage items once they have been prepared or served. If you receive an incorrect or unsatisfactory item, please notify a team member immediately and we will do our best to make it right at our discretion.

4.2 Merchandise — In-Studio Purchases

For merchandise purchased in-studio, we offer exchanges or store credit within 14 days of purchase, provided the item is unworn, unwashed, in its original condition with tags attached, and accompanied by proof of purchase. We do not offer cash refunds on in-studio merchandise purchases. Store credit has no expiration date and may be applied to any future Refora purchase.

4.3 Merchandise — Online Store Purchases

If you are not satisfied with your online merchandise purchase, you may request a return for exchange or store credit within 14 days of the delivery date, provided the item is unworn, unwashed, in its original condition with tags attached, and returned in original or comparable packaging.

Initiating a return: Contact us at reform@reforagvl.com within 14 days of delivery with your order number and reason for return. Our team will respond with return instructions within 2-3 business days.

Return shipping: Customers are responsible for return shipping costs, except where an item arrived damaged or incorrect, in which case Refora will provide a prepaid return label.

Store credit: Once your return is received and inspected, store credit will be issued within 5-7 business days. Store credit has no expiration date.

Exchanges: If you would like to exchange an item for a different size or color, please indicate your preference when initiating your return. Exchanges are subject to availability.

Final sale items: Items marked as "Final Sale" at the time of purchase are not eligible for return, exchange, or store credit.

4.4 Damaged or Defective Items

If you receive a damaged or defective item — whether from our online store or purchased in-studio — please contact us at reform@reforagvl.com within 7 days of receipt. Include your order number and photos of the damage. We will work with you to provide a replacement, exchange, or store credit as appropriate.

SECTION 5 - ONLINE STORE

Refora offers products for purchase through our online store. By placing an order, you represent that you are authorized to use the payment method provided and that all information submitted is accurate and complete.

We reserve the right to refuse or cancel any order at our discretion, including where we suspect fraud, unauthorized payment use, or errors in product pricing or description. If we cancel your order after payment has been processed, you will receive a full refund.

Product descriptions, images, and pricing are subject to change at any time without notice. We make every effort to accurately represent products, but we cannot guarantee that your device's display accurately reflects product colors or details. Shipping timelines are estimates and are not guaranteed. Refora is not responsible for delays caused by carriers or other factors outside our control.

SECTION 6 - CAFÉ SERVICES

Refora's café offers food and beverage items for purchase in person. Menu items and prices are subject to change at any time without notice. We reserve the right to refuse service to anyone at

our discretion. Refora is not liable for any allergic reactions or dietary concerns; it is your responsibility to inquire about ingredients before ordering.

SECTION 7 - MOBILE APP AND LOYALTY PROGRAM

Refora's mobile app and loyalty program are provided as a convenience to our members and customers. We reserve the right to modify, suspend, or discontinue the app or loyalty program at any time with or without notice. Loyalty points, rewards, and credits have no cash value and may not be transferred, sold, or redeemed for cash. Refora is not responsible for any lost rewards resulting from account inactivity, cancellation, or program changes.

SECTION 8 - PROHIBITED USES

You agree not to use our Services or website for any unlawful purpose or in any way that could harm Refora, its staff, members, or customers. Prohibited uses include, but are not limited to:

- Using our Services to violate any applicable local, state, federal, or international law or regulation
- Reproducing, duplicating, copying, selling, or exploiting any part of our Services without express written permission
- Submitting false or misleading information
- Transmitting viruses, malware, or any code of a destructive nature
- Collecting or tracking the personal information of others without consent
- Harassing, abusing, or discriminating against any person in connection with our Services
- Interfering with the security or integrity of our website, app, or systems

We reserve the right to terminate your account and access to our Services for any violation of these prohibited uses.

SECTION 9 - INTELLECTUAL PROPERTY

All content on our website, mobile app, and marketing materials — including text, graphics, logos, images, and software — is the property of Refora, LLC and is protected by applicable

intellectual property laws. You may not reproduce, distribute, or use our content without our express written permission. Any feedback, suggestions, or ideas you submit to us may be used by Refora without obligation or compensation to you.

SECTION 10 - THIRD-PARTY LINKS AND SERVICES

Our website and app may contain links to third-party websites or integrate with third-party platforms (such as payment processors or booking tools). These third parties operate independently of Refora, and we are not responsible for their content, privacy practices, or terms. Your use of any third-party service is subject to that party's own terms and policies.

SECTION 11 - PERSONAL INFORMATION

Your submission of personal information through our website, app, studio, or café is governed by our Privacy Policy, which is incorporated into these Terms by reference. By using our Services, you consent to the collection and use of your information as described in our Privacy Policy.

SECTION 12 - DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY

Our Services are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. Refora does not warrant that our website or app will be uninterrupted, error-free, or free of viruses or other harmful components.

To the fullest extent permitted by applicable law, Refora, its owners, officers, employees, agents, and service providers shall not be liable for any indirect, incidental, special, punitive, or consequential damages of any kind arising out of or related to your use of our Services, including but not limited to lost profits, lost data, personal injury, or property damage. Some jurisdictions do not allow the exclusion of certain warranties or limitation of liability, so some of the above limitations may not apply to you.

SECTION 13 - INDEMNIFICATION

You agree to indemnify, defend, and hold harmless Refora, LLC and its owners, officers, employees, agents, contractors, and service providers from and against any claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising out of or related to your use of our Services, your violation of these Terms, or your violation of any law or the rights of any third party.

SECTION 14 - SEVERABILITY

If any provision of these Terms is found to be unlawful, void, or unenforceable, that provision shall be enforceable to the maximum extent permitted by law, and the unenforceable portion shall be deemed severed from these Terms. Such a determination shall not affect the validity or enforceability of any remaining provisions.

SECTION 15 - TERMINATION

These Terms remain in effect unless terminated by either party. Refora may terminate or suspend your access to our Services at any time, with or without notice, if we believe you have violated these Terms or for any other reason at our discretion. Upon termination, your right to use our Services will immediately cease. Obligations incurred prior to termination shall survive.

SECTION 16 - GOVERNING LAW

These Terms of Service shall be governed by and construed in accordance with the laws of the State of South Carolina, without regard to its conflict of law principles. Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the state and federal courts located in Greenville County, South Carolina.

SECTION 17 - ENTIRE AGREEMENT

These Terms of Service, together with our Privacy Policy and any other policies referenced herein, constitute the entire agreement between you and Refora with respect to your use of our Services and supersede all prior agreements, communications, and understandings, whether

written or oral. Our failure to enforce any right or provision of these Terms shall not constitute a waiver of that right or provision.

SECTION 18 - CHANGES TO TERMS OF SERVICE

We reserve the right to update or modify these Terms at any time. When changes are made, we will update the effective date at the top of this page. For material changes, we may also notify you via email or through a notice on our website or app. Your continued use of our Services following any changes constitutes your acceptance of the revised Terms.

SECTION 19 - CONTACT INFORMATION

Questions or concerns about these Terms of Service should be directed to:

Refora, LLC

700 Woodruff Road, Suite 1

Greenville, SC 29607

Email: reform@reforagvl.com