

# Max International Autoship Terms & Conditions

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## 1. Program Overview

The Max International Autoship Program (“Autoship”) is an automatic product delivery service that allows customers to receive selected Max International products on a recurring monthly or quarterly basis. By enrolling in Autoship, you authorize Max International to automatically bill your payment method on file and ship your chosen products to the shipping address on file according to your selected schedule.

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## 2. Eligibility

To participate in the Autoship Program, you must be at least 18 years old or have the consent of a parent or legal guardian if you are between 13 and 18 years old (where allowed by law). The Autoship Program is not available to individuals under the age of 13.

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## 3. Commitment Period

By enrolling in Autoship, you agree to maintain your subscription for a minimum of three (3) consecutive months (“Commitment Period”). After this period, you may cancel or modify your Autoship at any time without penalty. Cancelling before completing the 3-month period may result in a cancellation fee (see Section 9).

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## 4. Billing & Shipping


Autoship orders will be billed and shipped based on your selected frequency (monthly or quarterly). Billing occurs on the date chosen during setup and charges the payment method on file. You are responsible for keeping your billing and shipping information current.

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## 5. Managing Your Autoship

You can manage your Autoship settings—including pausing, product changes, billing updates, or cancellation—through your Max Virtual Office at [mymaxoffice.com](https://mymaxoffice.com).

Customer Service:

 (801) 316-6380

 [support@livemax.com](mailto:support@livemax.com)

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## 6. Failed Payments

If your payment is declined, you'll receive an email notification. If no valid payment is provided within seven (7) days, your Autoship may be suspended or canceled at Max International's discretion.

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## 7. Product Availability

If a product in your Autoship is out of stock, you may receive a notification with substitution or backorder options. Max International may change product availability at any time.

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## 8. Pricing and Promotions

Autoship may include exclusive discounts. Prices are subject to change, and you'll be notified of any increases. If you disagree with new pricing, you may cancel before changes take effect.

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## 9. Cancellation Policy

You may cancel anytime after the Commitment Period. If you cancel early, a fee may apply—potentially equal to the value Max would have received had you completed the 3-month commitment, or a lesser amount at Max's discretion.

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## 10. Return/Refund Policy

Returns and refunds for Autoship orders follow Max's standard Return/Refund Policy. Items must be returned per instructions to be eligible. Contact Customer Service for details.

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## **11. Electronic Communications**

By enrolling, you consent to receive electronic communications from Max International, including emails and notifications. These satisfy legal requirements for written communication. Ensure your email address remains up-to-date.

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## **12. Privacy Policy**

Participation in Autoship is subject to Max's Privacy Policy, which outlines how your personal data is collected and used. Enrollment implies agreement to those terms.

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## **13. Dispute Resolution & Arbitration**

All disputes will be resolved by binding individual arbitration, not in court (except where required by law). Arbitration will follow American Arbitration Association rules and be conducted remotely or in Max's jurisdiction. To opt out, notify Max in writing within 30 days of enrollment.

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## **14. Waiver of Jury Trial & Class Action Rights**

You and Max waive the right to:

- A trial by jury.
  - Participate in class actions, private attorney general suits, or other representative claims in court or arbitration.
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## **15. Limitation of Liability**

Max is not liable for indirect, incidental, or special damages (e.g., lost profits) arising from your Autoship participation. Maximum liability is limited to the amount paid by you to Max in the past 12 months.

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## **16. Modifications to Terms**

Max may update these Terms at any time. You will be notified in advance of changes, which take effect on the date specified. Continued use of Autoship signifies your acceptance.

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## **17. Explicit Consent**

By enrolling, you confirm that you have read, understood, and agree to these Terms & Conditions and referenced policies. If you do not agree, do not use the Autoship Program.

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## **18. Contact Information**

For questions or help with your Autoship:

 (801) 316-6380

 [support@livemax.com](mailto:support@livemax.com)