

## **Loopwhole – Website Terms of Service**

**Effective Date: 01/01/2025**

These Terms of Service (“Terms”) govern your use of **Loopwhole’s website, digital platform, and services**, including purchase of tax preparation, compliance assistance, entity formation and incorporation packages, downloadable materials, consultations, and related offerings (collectively, the “Services”).

By accessing or purchasing through this website, you confirm you have read, understood, and agree to these Terms. If you do not agree, you must not use this website or services.

### **1. Services Provided**

Loopwhole provides online access to: Tax preparation, filing assistance & advisory support, Business formation and incorporation filings, Educational resources and digital products and Client consultation and support services.

Services are not legal representation. No attorney-client relationship is formed unless explicitly stated **in a separate written agreement with a licensed attorney**.

### **2. Use of Website**

2.1 To use or purchase from this website, you must be at least 18 years old and legally able to enter contracts.

2.2 You agree not to misuse this website including, but not limited to, attempting to hack, interfere with servers, distribute malware, use automated scraping tools, or use the website in unlawful ways.

2.3 We reserve the right to suspend or terminate website access if misuse is detected.

### **3. Account Registration (if applicable)**

Creating an account may be required to access certain services. You agree to: Provide accurate information, Maintain confidentiality of login credentials and Be responsible for all activity under your account.

We are not liable for unauthorized access resulting from your failure to secure credentials.

## **4. Purchases & Payments**

4.1 Pricing for services is displayed on the website and subject to change at any time.

4.2 All payments must be completed **before work begins** unless otherwise agreed in writing.

4.3 You authorize Loopwhole to charge your selected payment method at checkout.

4.4 Taxes, state filing fees, rush fees, postage, and third-party charges may apply separately.

### **4.5 Refund Policy:**

Due to the nature of tax and incorporation work, **payments are non-refundable once work or preparation has begun.**

Refund eligibility is solely at Loopwhole's discretion for unstarted work or duplicate purchases.

## **5. Client Responsibilities**

To ensure accurate service delivery, you agree to: Provide complete and accurate financial, personal, and business information, Respond to document requests promptly and Review filings and forms before submission.

Loopwhole is not responsible for errors caused by inaccurate, missing, or late information.

## **6. No Legal, Tax, or Financial Guarantee**

Loopwhole does not guarantee: Tax refund amounts, Approval of filings, Avoidance of penalties and Specific financial or tax outcomes.

Advice provided is informational and not legal advice unless under a separate licensed-professional engagement.

## **7. Intellectual Property**

All content on this website, including branding, text, design, software, tools, videos, guides, and templates, is the exclusive property of Shenandoah Southwest dba Loopwhole.

You may not copy, reproduce, resell, or distribute any material without written consent.

## **8. Third-Party Tools & Integrations**

The website may link or integrate with government platforms, payment processors, or external portals. Loopwhole is not responsible for third-party outages, delays, errors, policy changes, or security breaches beyond reasonable control.

## **9. Electronic Consent & Signatures**

By purchasing or using services through this website, you consent to electronic delivery of documents and communications, including agreements, disclosures, and filings.

Electronic approvals, checkouts, and digital signatures are legally binding as handwritten signatures to the extent permitted by law.

## **10. Disclaimers and Limitation of Liability**

Services are provided **“as-is” and “as-available.”**

To the fullest extent permitted by law, Loopwhole is not liable for indirect, incidental, special, or consequential damages, including losses, penalties, interest, delayed filings, or tax liabilities.

Total liability will not exceed the amount paid by the client for the service in question.

## **11. Indemnification**

You agree to indemnify and hold harmless Shenandoah Southwest dba Loopwhole, its employees, contractors, and partners against claims resulting from:

- Misuse of the website
- Submission of inaccurate or incomplete information
- Violation of these Terms
- Non-compliance with tax laws

## **12. Termination of Access**

Loopwhole may terminate accounts or cancel services for non-payment, fraud, misuse, harassment, or breach of Terms. Fees for work already performed remain due.

## **13. Governing Law & Dispute Resolution**

These Terms are governed by the laws of **[Insert State]**, without conflict-of-law provisions.

Any disputes not resolved informally must be settled through **binding arbitration** in **[Insert County/State]**, except claims eligible for small claims court.

Class-action participation is waived.

## **14. Changes to Terms**

Loopwhole may modify these Terms at any time. Updated terms will be posted on the website with a revised Effective Date. Continued use constitutes acceptance.

## **15. Contact Information**

For questions or legal notices:

**Shenandoah Southwest Inc dba Loopwhole**

Email: [Info@loopwhole.biz](mailto:Info@loopwhole.biz)

Website: [www.Loopwhole.bi](http://www.Loopwhole.bi)

**BY USING THIS WEBSITE OR PURCHASING SERVICES, YOU AGREE TO THESE TERMS OF SERVICE.**

### **Refund Policy – Loopwhole**

**Last Updated: 01/01/2025**

Thank you for choosing Loopwhole for your tax and incorporation services. The following Refund Policy outlines conditions under which refunds may or may not be issued. By purchasing services through our website, you acknowledge and agree to this policy.

#### **1. General Refund Policy**

Due to the customized and labor-based nature of tax preparation and business filing services, **all purchases are final once work has begun**. Work is considered "begun" when Loopwhole has:

- Reviewed any client information or documents
- Conducted research or started preparation
- Scheduled or performed a consultation
- Drafted or submitted any forms or filings

## **2. Eligibility for Refunds**

A refund may be considered **only when**:

- The client cancels **before any work has begun**, or
- Duplicate payments were processed for the same service, or
- A service was purchased by mistake and **no documents were exchanged, no consultation occurred and no work was performed**.

Refund approval in these scenarios remains at the **sole discretion of Loopwhole**.

## **3. Non-Refundable Items**

Refunds will **not** be issued for:

- Work already started or completed
- Missed deadlines due to late or incomplete information from the client
- Government filing fees, state fees, postage, rush fees, or third-party charges
- Digital products, downloadable content, or templates once delivered
- Results based on client-supplied information (refunds are not outcome-based)

## **4. Service Modifications**

If work has begun and a client chooses to discontinue, Loopwhole may, at its discretion, offer a partial credit toward future services rather than a monetary refund.

## 5. How to Request a Refund

All refund requests must be submitted in writing to:

 [Info@loopwhole.biz](mailto:Info@loopwhole.biz)

Subject line: **Refund Request – [Client Name/Order Number]**

Please allow **7–14 business days** for review. If approved, refunds will be issued to the original payment method.

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## ⚠ Website Legal Disclaimer – Loopwhole

**Last Updated: 01/01/2025**

### 1. No Legal or Financial Advice

All information on this website, including blog articles, resources, email responses, downloadable materials, and consultations, is provided for **general informational purposes only**.

**Loopwhole is not a law firm**, and using this website does not create an attorney-client relationship.

Any decisions related to business formation, tax strategy, or legal compliance should be reviewed with a licensed professional.

### 2. No Professional-Client Relationship

Communication through this website, checkout, or email **does not form a professional relationship** unless:

- A formal engagement letter is signed, and
- Payment is accepted under that agreement

### 3. Accuracy of Information

While we strive to provide accurate and updated information, Loopwhole makes no guarantee that:

- Content is current, complete, or free of errors

- Tax or business laws applicable to you have not changed
- Information fits your specific financial or legal situation

You assume responsibility for how you use any information provided.

#### **4. Service Outcome Disclaimer**

Loopwhole does not guarantee:

- Approval of filings
- Tax savings or refund amounts
- Avoidance of penalties
- Business success or compliance outcomes

Results depend on client actions, accuracy of information submitted, and external agencies.

#### **5. Third-Party Links**

Links to government portals or external resources may be provided for convenience. Loopwhole is **not responsible** for third-party content, policies, delays, or security issues.

#### **6. Use at Your Own Risk**

By using this website, you acknowledge and agree that:

- You are responsible for your own decisions
- Loopwhole is not liable for damages, losses, penalties, or legal consequences based on use of the website