

Refund/Return/Cancellation Policy

Sterling Haven LLC

(Last Revised and Effective on June 27, 2025)

Introduction

In using Sterling Haven LLC (www.sterlinghavenllc.com) and any of its services, such as The Free Agent Portal ("FAP") (www.thefreeagentportal.com), you may purchase a monthly subscription to use this service, and also have the opportunity to purchase goods such as merchandise. Any disputes arising from such purchase are subject to this Refund/Return/Cancellation policy, and if applicable, any other additional agreement, and all of its dispute resolution provisions including arbitration, limitation on damages, and choice of law. We reserve the right to change this Refund/Return/Cancellation Policy at any time. All changes and clarifications will take effect immediately, upon posting on this site. If we make changes, we will post them along with the date of the last revision and will indicate at the top of this page the policy's new effective date. We encourage you to refer to this text on an ongoing basis so that you understand our current policies.

PLEASE READ ALL OF THE FOLLOWING CAREFULLY BEFORE USING THIS SITE.

Welcome!

Welcome to Sterling Haven LLC ("SH"). SH is a media production company that primarily focuses on (1) feature film and podcast production, (2) network affiliation services through The Free Agent Portal ("FAP"), and (3) other services. SH's services are paid for through various means, yet its service of FAP is paid solely via electronic payment via debit and credit card payments.

The FAP is an online portal website that allows interested professional athletes, free agents, reporters, sports agents, and front office professionals ("Free Agents") to sign up for a profile on the portal and pay a monthly subscription fee to stay active on the portal to notify potentially interested teams and leagues of their interest and availability to communicate for potential contractual agreements. FAP facilitates the ability for professional sports teams and leagues to view and search its database of available Free Agents. FAP primarily focuses its efforts on this service. However, FAP may also sell merchandise and other goods, that could facilitate the need for shipping. As Sterling Haven's primary source of electronic payments, SH/FAP Refund/Return/Cancellation policy is as follows:

1. Payment Policy

All purchases made with and through FAP will be conducted by electronic payment of credit or debit card.

An activation fee, exact amount agreed to and reflected at check out, may be imposed for the initial entry into the portal and for the services provided in creation of a portal profile. This fee may be waived by the sole discretion of FAP on a case-by-case basis.

A monthly subscription fee will be imposed for that ability to have your profile on The Free Agent Portal. **This monthly fee is in addition to the activation fee.** The fee paid is selected by the customer and the customer will receive the corresponding services associated with the plan/subscription corresponding to

that monthly fee. The first monthly fee must be paid along with the activation fee. The monthly fee may be waived by the sole discretion of FAP on a case-by-case basis.

Payment of the monthly fee will be drawn at the time of activation, AND at the beginning of each subsequent month. Payment received at the beginning of each month will allow paying customer the use of The Free Agent Portal services FOR THAT MONTH.

2. Ongoing Service

Once you have created a profile with The Free Agent Portal, we will continue this service on an ongoing monthly basis until requested by you to cancel the service. Therefore, you agree to a monthly ongoing subscription payment for services, charged to you on a monthly basis.

This provision does not limit FAP's ability to stop service for an individual in it's discretion.

3. Cancellation

You may request that your subscription to The Free Agent Portal be cancelled, at any time. A Request of Cancellation must be delivered via email to info@thefreeagentportal.com or info@sterlinghavenllc.com . In your cancellation email, please provide the following information:

- CANCELLATION REQUEST (in the subject line),
- Name, and contact information, and
- Reason for cancellation.

In order to take effect, we request thirty (30) days to implement this cancellation. **Therefore, you will pay one more month's subscription amount, after we receive notice.** This will allow us time to properly close your account and will allow you one more month to access your profile as we close out your account.

4. Damages

FAP is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim. Please save all packaging materials and damaged goods before filing a claim.

5. Refunds

FAP prides itself on providing superior service and quality in everything we do. Our general policy is to not provide refunds for services already performed. However, if you are unhappy with any service, we request that you contact us immediately at info@thefreeagentportal.com or info@sterlinghavenllc.com so that we can address any concern you have directly. We value each individual and therefore, will speak with you directly to see what the specific complaint is, and how we can address it. Our goal is to have our customers **completely** satisfied with our services.