

Shipping Policy

Sterling Haven LLC

(Last Revised and Effective on June 27, 2025)

Introduction

In using the Sterling Haven website (www.sterlinghavenllc.com) and its service of The Free Agent Portal ("FAP") (www.thefreeagentportal.com), you may have the opportunity to purchase goods such as merchandise. Any disputes arising from such purchase are subject to this Shipping 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 Shipping 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/The Free Agent Portal. 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.

Domestic Shipping Policy

1. Shipment processing time

All orders are processed within 2-7 business days. Orders are not shipped or delivered on weekends or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

2. Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout. All shipping information, including the following, will be dependent upon and provided by the selected shipment service, and can be access through that shipper's tracking number:

- Shipment method
- Estimated delivery time

- Shipment cost
- Overnight delivery is only available for orders with delivery addresses within the continental United States.
- Delivery delays can occasionally occur.

3. Shipment to P.O. boxes or APO/FPO addresses

FAP may ship to addresses within the U.S., U.S. Territories, and APO/FPO/DPO addresses. Delivery times and services may be limited to these addresses.

4. Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s) as provided by delivery services.

5. Customs, Duties and Taxes

FAP is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

6. 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.

7. International Shipping Policy

We currently do not ship outside the U.S.

8. Returns Policy

FAP prides itself on providing superior service and quality in everything we do. If you receive any product or good(s) that does not meet your expectations, we request that you contact us immediately at info@sterlinghavenllc.com so that we can correct any defective delivery. We value each individual and therefore, will speak with you directly to see what the specific complaint is, and how we can correct it. Our goal is to have our customers **completely** satisfied with our services.