THE KEG BACK

Legal Documents
thekegback.com
Effective Date: June 24, 2026

TERMS OF SERVICE

Last Updated: June 24, 2026

Please read these Terms of Service ("Terms") carefully before using The Keg Back website located at thekegback.com (the "Site") and any products or services offered through it. By accessing or using the Site, you agree to be bound by these Terms.

1. Acceptance of Terms

By accessing and using this Site, you accept and agree to be bound by these Terms and our Privacy Policy. If you do not agree to these Terms, please discontinue use of the Site immediately. We reserve the right to update these Terms at any time, and continued use of the Site following any changes constitutes your acceptance of the revised Terms.

2. Eligibility

You must meet the following eligibility requirements to use the Site and purchase products:

- You must be at least 21 years of age (or the legal drinking age in your jurisdiction).
- You must have the legal capacity to enter into a binding contract.
- You must be located in a jurisdiction where the purchase of our products is lawful.

3. Products and Orders

3.1 Product Descriptions

The Keg Back makes every effort to display products as accurately as possible. However, we do not warrant that product descriptions, images, pricing, or other

content are error-free, complete, or current. We reserve the right to correct any errors and to update information at any time without prior notice.

3.2 Order Acceptance

Placing an order does not constitute a binding contract until The Keg Back confirms acceptance of your order via email. We reserve the right to refuse or cancel any order for reasons including, but not limited to, product unavailability, suspected fraud, or errors in pricing or product description.

3.3 Pricing

All prices are listed in U.S. dollars and are subject to change without notice. Applicable taxes and shipping fees will be calculated and displayed at checkout. We reserve the right to modify prices at any time.

4. Payment

We accept the following forms of payment:

- Major credit and debit cards (Visa, Mastercard, American Express, Discover)

By providing payment information, you represent and warrant that you are authorized to use the designated payment method. You authorize us to charge the full amount to your payment instrument. If payment cannot be processed, your order will not be fulfilled.

5. Shipping and Delivery

The Keg Back will ship orders to eligible addresses as specified at checkout. Shipping times are estimates only and are not guaranteed. Risk of loss and title for products purchased pass to you upon delivery to the shipping carrier. We are not responsible for delays caused by the carrier, customs, or events outside our control.

Please note: Some products may be subject to state or local shipping restrictions. It is your responsibility to ensure that products can be lawfully shipped to your location. Orders shipped to restricted areas may be cancelled and refunded at our discretion.

6. Intellectual Property

All content on this Site, including but not limited to text, images, logos, graphics, and software, is the property of The Keg Back or its content suppliers and is protected by applicable intellectual property laws. You may not reproduce, distribute, modify, or create derivative works without our prior written consent.

7. User Conduct

By using the Site, you agree that you will not:

- Use the Site for any unlawful purpose or in violation of any applicable laws or regulations.
- Transmit any harmful, offensive, or disruptive content.
- Attempt to gain unauthorized access to any portion of the Site.
- Use the Site to send unsolicited communications (spam).
- Engage in any conduct that restricts or inhibits any other user's use of the Site.

8. Disclaimer of Warranties

THE SITE AND ALL PRODUCTS AND SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. THE KEG BACK DOES NOT WARRANT THAT THE SITE WILL BE UNINTERRUPTED OR ERROR-FREE.

9. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, THE KEG BACK, ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING FROM YOUR USE OF THE SITE OR PURCHASE OF PRODUCTS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR TOTAL LIABILITY SHALL NOT EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT OR SERVICE AT ISSUE.

10. Indemnification

You agree to indemnify, defend, and hold harmless The Keg Back and its affiliates, officers, directors, employees, and agents from any claims, damages, losses, liabilities, costs, or expenses (including reasonable attorneys' fees) arising from your use of the Site, your violation of these Terms, or your violation of any rights of a third party.

11. Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of the State of Texas, without regard to its conflict of law provisions. Any dispute arising out of or relating to these Terms or the Site shall first be addressed through good-faith negotiation. If unresolved, disputes shall

be submitted to binding arbitration in accordance with the rules of the American Arbitration Association.

12. Privacy Policy

Your use of the Site is also governed by our Privacy Policy, which is incorporated into these Terms by reference. By using the Site, you consent to the collection and use of your personal information as described in our Privacy Policy.

13. Modifications to Terms

The Keg Back reserves the right to modify these Terms at any time. Changes will be posted on this page with an updated effective date. Your continued use of the Site following any changes constitutes your acceptance of the revised Terms.

14. Contact Information

For questions regarding these Terms of Service, please contact us at:

- Website: thekegback.com
- Email: info@thekegback.com
- Mailing Address: 2221 Justin Rd STE 119-472, Flower Mound, TX 75028

RETURN POLICY

Last Updated: June 24, 2026

At The Keg Back, customer satisfaction is our priority. We stand behind the quality of our products and want you to be completely happy with your purchase. Please review our return policy below before initiating a return.

1. 10-Day Return Window

We accept returns within 10 calendar days of the delivery date. To be eligible for a return, your request must be submitted within this 10-day window. Returns

requested after this period will not be accepted, except where required by applicable law.

The delivery date is determined by the tracking confirmation provided by our shipping carrier. It is the customer's responsibility to inspect products promptly upon receipt and initiate any return request within the specified window.

2. Eligibility Requirements

To qualify for a return and refund, all of the following conditions must be met:

- **Unused and Unopened:** The product must be completely unused, in its original, unopened condition.
- **Original Packaging:** The product must be returned in its original packaging with all seals, tags, and protective materials intact.
- **Proof of Purchase:** A valid order confirmation or receipt must be provided with the return.
- **Return Authorization:** A Return Merchandise Authorization (RMA) number must be obtained from us prior to shipping back the product.
- **10-Day Window:** The return request must be initiated within 10 calendar days of the delivery date.

3. Non-Returnable Items

The following items are NOT eligible for return:

- Products that have been opened, used, or consumed.
- Products with broken seals, missing tags, or damaged original packaging.
- Final sale or clearance items marked as non-returnable at the time of purchase.
- Gift cards or digital products.
- Products returned without a valid RMA number.
- Products returned outside the 10-day return window.

4. How to Initiate a Return

To start a return, please follow these steps:

Step 1 — Contact Us: Email us at info@thekegback.com or visit thekegback.com within 10 days of delivery. Include your order number, the product(s) you wish to return, and the reason for the return.

Step 2 — Receive Your RMA: Our team will review your request and, if approved, issue a Return Merchandise Authorization (RMA) number along with return shipping instructions within 2 business days.

Step 3 — Package and Ship: Securely pack the item in its original packaging. Clearly write or affix the RMA number on the outside of the return package. Ship the product to the address provided in your RMA approval email.

Step 4 — Refund Processed: Once we receive and inspect the returned item, we will notify you of the approval or rejection of your refund within 3 business days.

5. Refunds

Upon approval of your return, a refund will be issued to your original payment method. Please allow 5–10 business days for the refund to appear on your statement, depending on your bank or card issuer.

Please note the following regarding refunds:

- Original shipping costs are non-refundable unless the return is due to our error (e.g., wrong item shipped, defective product).
- If you received free shipping on your original order, the actual shipping cost incurred by The Keg Back may be deducted from your refund.
- Partial refunds may be issued at our discretion for items that are not in their original condition.

6. Return Shipping Costs

Unless the return is the result of our error (e.g., wrong item, defective product), you are responsible for all return shipping costs. We strongly recommend using a trackable shipping method, as we cannot be responsible for packages lost or damaged in return transit. The Keg Back will not issue refunds for items lost in return shipping.

7. Damaged or Defective Products

If you receive a product that is damaged or defective, please contact us within 10 days of delivery at info@thekegback.com with your order number and photos of the damage or defect. We will work with you to provide a replacement, exchange, or full refund at no additional cost, including return shipping.

8. Exchanges

We do not offer direct product exchanges at this time. If you wish to exchange a product, please initiate a return for the unwanted item (subject to this Return Policy) and place a new separate order for the desired product.

9. Gifts

If a product was marked as a gift at the time of purchase and shipped directly to you, you may receive a gift credit for the value of your eligible return. If the item was not marked as a gift, the refund will be issued to the original purchaser's payment method.

10. Contact Us

For all return-related inquiries, please contact our customer service team:

- Website: thekegback.com
- Return Email: info@thekegback.com
- Mailing Address: 2221 Justin Rd STE 119-472, Flower Mound, TX 75028
- Business Hours: 24/7

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