

PackageHawk Terms and Conditions

Last Updated: October 18, 2025

Welcome to **PackageHawk** (“we,” “us,” “our”). These Terms and Conditions (“Terms”) govern your access to and use of the PackageHawk web application (“Service”). By using PackageHawk, you agree to these Terms. If you do not agree, do not use the Service.

1. Overview

PackageHawk is a web-based software application designed to help organizations track, manage, and record packages and deliveries within their facilities. Access to the Service requires a valid paid subscription and user account.

2. Eligibility

You must be at least 18 years old and have the authority to enter into this agreement on behalf of yourself or your organization. By using PackageHawk, you confirm that all registration information is accurate and complete.

3. Accounts and Security

- You are responsible for maintaining the confidentiality of your login credentials.
- You are responsible for all activity that occurs under your account.
- Notify us immediately if you suspect any unauthorized access or use of your account.

We reserve the right to suspend or terminate accounts that violate these Terms or are otherwise deemed abusive or fraudulent.

4. Subscriptions and Payments

- PackageHawk is offered as a subscription-based service.
- Subscription fees, billing cycles, and payment methods are displayed at the time of purchase.
- All fees are non-refundable unless required by law.

- You may cancel your subscription at any time, but cancellation will only take effect at the end of the current billing period.

We may change pricing or subscription terms with prior notice to you.

5. Use of the Service

You agree to use PackageHawk only for lawful business or organizational purposes.

You **may not**:

- Attempt to access, modify, or reverse-engineer the software or its components.
- Use the Service to upload or share unlawful, defamatory, or harmful content.
- Interfere with or disrupt the operation of the Service or its servers.

We reserve the right to remove content or suspend users for violations of these rules.

6. Data and Privacy

By using the Service, you agree that we may collect, store, and process data related to your organization's deliveries and users as described in our **Privacy Policy**.

You retain ownership of your organization's data, but grant PackageHawk a limited license to host, process, and display that data for the purpose of providing the Service.

7. Data Retention and Deletion

PackageHawk retains package and delivery records for **up to one (1) year** from the date each record is created.

After one year:

- Records may be **automatically deleted or archived** from our systems.
- Deleted data cannot be recovered.

You are responsible for exporting or backing up your data before it is deleted.

We may retain minimal metadata or backup copies as required for security, legal compliance, or auditing purposes.

8. Third-Party Services and Integrations

PackageHawk may integrate with or rely on third-party services (for example, AWS S3 for storage, email delivery services, or analytics providers).

While we select reputable partners, we do not control and are not responsible for:

- The performance, security, or reliability of third-party systems;
- Any loss or disclosure of data caused by third-party service failures.

Your use of any third-party integration is subject to the terms and privacy policies of those third parties.

9. Intellectual Property

All content, code, trademarks, and other intellectual property associated with PackageHawk are owned by us or our licensors.

You are granted a limited, non-exclusive, non-transferable license to use the Service solely for internal business purposes.

10. Service Availability

We strive to maintain reliable access to PackageHawk but do not guarantee uninterrupted service.

We may perform maintenance, updates, or suspend access temporarily for operational reasons.

11. Limitation of Liability

To the maximum extent permitted by law, PackageHawk and its affiliates are **not liable** for:

- Any indirect, incidental, or consequential damages;
- Loss of data, revenue, or profits;
- Any damages resulting from unauthorized access or use of your account.

Your sole remedy for dissatisfaction with the Service is to stop using it.

12. Indemnification

You agree to indemnify and hold harmless PackageHawk, its officers, employees, and agents from any claims, losses, or damages resulting from your use of the Service or violation of these Terms.

13. Changes to These Terms

We may update these Terms at any time. Continued use of the Service after changes take effect constitutes your acceptance of the updated Terms.

14. Termination

We may suspend or terminate your account at any time for violation of these Terms or misuse of the Service. Upon termination, your access to PackageHawk will be revoked, and your data may be deleted after a reasonable period.

15. Governing Law

These Terms are governed by and construed in accordance with the laws of the **State of Alabama**, without regard to its conflict of law principles.

16. Contact Information

If you have any questions about these Terms or the Service, please contact us:

Email: admin@packagehawk.com

Website: <https://packagehawk.com>