LFW

Legal

Hosted Software Subscription Schedule

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Version 1.0, effective November 14, 2026. All legal documents (lfw.com/legal/). Download PDF (lfw.com/legal/lfw-hosted-software-schedule-v1.0.pdf).

This Schedule governs LFW's hosted software purchased under an Order Form with LFW.com LLC, doing business as LFW. It forms part of the Master Services Agreement (lfw.com/legal/msa/) (MSA). Capitalized terms have the MSA meanings. Your Order Form identifies the products, features, limits, subscription term, price and any agreed service levels.

1. Services and customer instance

The Services may include forms, payments, members, registrations, case and records management, scheduling, portals, ticketing, bid boards, courses, apps and embeds on other sites, and products such as League Manager. Only the products and scope in the Order Form are purchased. Custom development and integrations are quoted separately.

Each customer has its own logical account or instance with its data kept separate. Shared hosting, with multiple customers on one server, is the default. An instance does not mean a separate physical server, process or database unless the Order Form says so. A dedicated environment is a paid upgrade and may run in LFW's own Azure, AWS or Hetzner cloud account. The Order Form must identify any dedicated infrastructure and its limits.

Live Customer Data is hosted in Ashburn, Virginia unless a written Order Form says otherwise. Customer Data backups use local storage and Cloudflare R2, as described in the Data Processing Addendum. Cloudflare R2 is a global service; this Schedule does not promise a particular backup country or jurisdiction or US-only storage. Web requests may pass through Cloudflare servers abroad on their way to LFW, as described in the Data Processing Addendum. Before enabling any external provider, the parties must confirm its processing locations under the Data Processing Addendum (lfw.com/legal/data-processing-addendum/) (DPA). Client must not upload protected health information (PHI) except to a HIPAA environment specifically set up under a signed Business Associate Agreement (lfw.com/legal/business-associate-agreement/) (BAA). Purchasing a dedicated environment alone does not authorize PHI.

2. License and ownership

During the subscription, including an accepted free plan, LFW grants Client a nonexclusive, nontransferable right to use the purchased software and documentation for Client's activities, including access by its authorized staff and its families, members, applicants, residents and other users. Those people are Client's users, not LFW's customers. Client is responsible for its users, permissions, lawful notices and instructions.

Client owns its data. After payment for the applicable work, Client also owns configurations, templates, reports, migration scripts and documentation created specifically for it. LFW owns its software and improvements to that software. Ownership of customer-specific work does not transfer the underlying software or extend the subscription license after termination. Open-source components remain under their own licenses.

Client may not resell access, copy or distribute the proprietary software, remove ownership notices or bypass technical limits, except as expressly agreed or required by law. The MSA's perpetual license for materials embedded in assigned Deliverables does not create a perpetual subscription license.

3. Service levels and support

Support is Monday through Friday, 9 a.m. to 5 p.m. U.S. Eastern Time, excluding U.S. federal holidays, through the support channel in the Order Form or hello@lfw.com. There is no after-hours, emergency or on-call coverage unless expressly agreed in writing. Product response targets, where stated, are good-faith first-response targets measured in support hours, not resolution guarantees.

No uptime percentage, recovery time, recovery point or service credit amount is promised by this Schedule. A purchased service level must be stated in the Order Form, including the measurement period, exclusions, claim procedure and credit amount. Any service-level commitment must include those figures and the claim deadline in the Order Form.

Where an Order Form grants availability credits, those credits against the affected subscription fees are Client's sole remedy for failing that availability service level. Credits do not excuse statutory processing or breach-notice duties, or replace remedies for a separate breach of the MSA, DPA or signed BAA. No cash credit or refund for an availability shortfall is implied. Planned maintenance and third-party outages are excluded only if the agreed service-level terms say so.

4. Acceptable use and suspension

The Acceptable Use Policy (lfw.com/trust/acceptable-use-policy/) applies. Client must not upload unlawful material, malware or unauthorized sensitive data; misuse messages or payments; store raw payment-card credentials; attack others; or evade access controls, quotas or rate limits. Client must keep its accounts secure, use required two-step sign-in and obtain the rights and consents needed for its users' data.

LFW may suspend only the affected access or feature to address an actual security threat, unlawful use, a material acceptable-use violation, a provider's required restriction, or nonpayment under the MSA's seven-day notice procedure. LFW will give notice and a reasonable chance to cure when practical; immediate action may be taken where delay would create a material risk or violate law. LFW will explain the basis where lawful, limit the suspension to what is reasonably needed and restore access when the cause is resolved. Suspension does not itself authorize deletion. Where safe and lawful, LFW will preserve export access.

5. Fees and customer payments

The Order Form states subscription, setup, usage, dedicated-environment and technology fees. A free plan, where offered online, carries no subscription fee; its per-payment technology fee and any monthly cap on that fee are shown before acceptance and in Client’s billing settings, and LFW may change free-plan terms for future months with 30 days’ notice. Otherwise no trial, unlimited usage, free setup or price is implied. Third-party charges remain separate unless expressly included. Fee changes for an existing term require the agreement described in the MSA; new published rates do not rewrite an existing Order Form.

Payments collected through Stripe go directly to Client's own Stripe account. Client is the merchant of record and contracts with Stripe for payment processing. Client handles its products, prices, taxes, consents, receipts, refunds and disputes. LFW never holds Client's funds. Stripe Connect can deduct the LFW technology fee as an application fee. Other agreed connections may accrue that fee for separate invoicing. The Order Form must disclose the rate or amount, collection method, refund treatment and any minimum before payments begin.

For the accepted Free plan, an LFW technology-fee credit requires a confirmed refund of that application fee by Stripe. Refunding the customer payment alone does not restore room under the monthly cap. Once reached, the cap stays reached for that calendar month. Stripe's processing and dispute fees follow Stripe's terms; this Schedule does not promise their refund.

A technology fee is not Stripe's processing fee. Client may pass a fee to payers only if expressly enabled, lawfully permitted and disclosed before payment. A software setting is not legal approval of a surcharge or convenience fee.

6. AI features

AI is optional and subject to the purchased feature and configured provider. It may use Client's Anthropic or OpenAI key, or LFW's key billed at the provider's cost plus the margin disclosed in the Order Form. Other supported providers or compatible endpoints require Client's express configuration and approval, including their data terms and locations. Before enabling AI, the Order Form must identify the provider, model, key owner, usage limits and margin.

Client instructs LFW to send only the data needed for an enabled AI task. LFW does not use Customer Data to train models. This is a commitment about LFW's use, not a claim about every provider's retention or training rules. Provider use is governed by its applicable terms, including Anthropic's commercial terms (https://www.anthropic.com/legal/commercial-terms) and OpenAI's services agreement (https://openai.com/policies/services-agreement/), and any applicable provider DPA. Client must review outputs before relying on them or publishing them. Outputs can be inaccurate, incomplete or similar to other outputs. AI does not replace professional judgment. PHI is not permitted in an AI feature without express approval under the signed BAA and appropriate downstream agreements.

7. Export, retention and end of service

Client may export its data at any time during the subscription using available export tools or by requesting an export from LFW. Standard data export is included. Some tools export structured records as CSV files and do not include attachment binaries or third-party records; Client should request those separately. Export does not include software source code, other customers' data, passwords, private keys or security secrets.

For 30 days after the subscription ends, LFW will keep Client's data available for retrieval. After that window, LFW will delete the instance and its data, subject to legally required retention or a lawful preservation instruction. Retained copies remain restricted to that purpose. Unless a written Order Form specifies a different lawful schedule, ordinary Customer Data backups expire within a further 30 days after active-system deletion, normally no later than 60 days after service ends. Customer-specific retention and data-residency requirements are documented in the Order Form. Backups are not a continuing service or recovery guarantee. If a backup is restored, deletion instructions must be reapplied.

The retrieval window and backup expiry are separate periods; backup copies do not all disappear on the day service ends. Paid migration work beyond the standard export follows the MSA's fixed-quote transition terms.

8. Customer-cloud hosting and escrow

Hosting in Client's own cloud is available only under a separate signed agreement. That agreement must set responsibilities, approved infrastructure, security, updates, support, a limited software license and source-code escrow. No escrow agent, deposit, release condition, perpetual license or source-code delivery is promised by this Schedule. That separate agreement must identify the escrow agent, materials, verification, fees, release triggers and permitted use after release.

9. Feedback, beta features and changes

Client may provide suggestions voluntarily. LFW may use them without payment or an obligation to implement them, but feedback grants no rights to Client's confidential information or personal data. Client retains ownership of its feedback.

Features labeled beta, preview or experimental are optional, may change or end, and have no service-level commitment unless expressly agreed. Client must not use them for production-critical work or regulated data without written approval. The MSA's express warranties and nonwaivable duties still apply. Material changes to purchased commitments require the agreement required by the MSA; a product update does not rewrite an existing Order Form.

10. Government customers and data terms

The MSA's government-buyer priority, public-records and lawful-indemnity provisions apply to this Schedule. The DPA governs processing; a signed BAA governs PHI. Nothing here makes Client's users parties to LFW's customer agreement or reduces their rights under applicable law.