



Southern Culture LLC Customer Service Contract

This Contract is entered into between Southern Culture LLC ("Company"), a wholesale food-service distributor specializing in sustainable and locally sourced perishable products, and [] ("Customer"), a commercial entity in the food & beverage or agricultural field. The Company agrees to provide wholesale distribution services, including safe and prompt delivery of products such as fresh produce, dairy, meats, and seafood, in compliance with all federal, state, and local regulations, including the Food Safety Modernization Act (FSMA), FDA guidelines, and HACCP protocols for transportation. Upon order placement, Customer will receive a confirmation email, with deliveries coordinated per the Company's daily schedule for restaurants or as outlined in any separate wholesale agreement. The Company maintains rigorous protocols for temperature control, sanitation, vehicle maintenance, and traceability to prevent contamination, supported by a comprehensive recall plan for rapid response to any issues. Customer agrees to partner only with FSMA-compliant suppliers and receivers. Returns are accepted within 24 hours of delivery for partial or full refund if due to Company error or defect, with all items inspected upon return; opened or used products may receive partial refunds only. This ensures mutual protection against legal actions and adherence to standards.

The Company respects Customer's privacy and commits to protecting personal and non-personal information collected via www.southernculturecuisine.com, including names, contact details, payment data, IP addresses, and usage analytics, gathered through direct interactions (e.g., orders, forms) or automated technologies (e.g., cookies). Information is used solely to process transactions, provide support, improve services, communicate updates, and comply with legal obligations, and is not sold, rented, or traded. Sharing occurs only with trusted service providers under confidentiality agreements, for legal compliance, or in business transfers. Customer has rights to access, update, delete, or opt out of marketing communications by contacting info@southernculturellc.com; data is retained as needed and secured with appropriate measures, though absolute security cannot be guaranteed. Cookies may be disabled via browser settings, but this may limit site functionality. The site is not for users under 18, and third-party links are not endorsed. Both parties agree to maintain confidentiality of proprietary information, including account details, passwords, website features, and business materials, with obligations surviving termination until no longer a trade secret or released in writing. Exclusions apply to publicly known or independently obtained information, and access is restricted to necessary personnel under nondisclosure terms. No partnership or joint venture is formed.

Payments are accepted via major credit cards, Cash App, Amazon Pay, Google Pay, ACH, Bitcoin, Litecoin, Ethereum, or After Pay, with terms customized for Customer's business and authorized for on-file storage until revoked in writing. Invoices are issued post-delivery, due within 7 days of acceptance; unpaid invoices may lead to suspension or termination. Customer authorizes the Company to process payments accordingly and confirms authority to enter this Contract. Modifications require written agreement from both parties. This Contract upholds good faith, protects proprietary and private information, and aligns with the Company's mission to support regional small businesses, producers, and farmers. Signed: _____ (Company Representative) Date: _____ | Signed: _____ (Customer Representative) Date: _____. Thank you for partnering with Southern Culture LLC.