

Beast Holdings LLC  
**Customer Charter**

Last updated: September 27, 2025

## **1. Our Commitment to Customers**

Beast Holdings LLC is committed to treating every customer with respect, fairness, and transparency. We aim to build long-term trust through clear communication, reliable services, and inclusive practices.

## **2. Your Rights**

Customers have the right to: clear and transparent pricing; accessible services; protection of personal data in accordance with our Privacy Policy; access to privacy rights under applicable laws; and fair dispute resolution processes.

## **3. Your Responsibilities**

Customers are expected to: provide accurate information; use our services lawfully; respect intellectual property; and interact respectfully with staff and other users.

## **4. How We Support You**

Our Operations team responds to inquiries within 48 hours. Legal matters are addressed within 5 business days. Press inquiries are handled within 2 business days. Investor communications are responded to within 5 business days. Escalations may be directed to [operations@beast-llc.com](mailto:operations@beast-llc.com).

## **5. Payments and Refunds**

All sales are final and non-refundable. See [Beast\\_Holdings\\_Refund\\_Shipping\\_Policy.pdf](#) and [Beast\\_Holdings\\_Payment\\_Billing\\_Policy.pdf](#) for details.

## **6. Privacy and Data Protection**

Customer data is processed according to [Beast\\_Holdings\\_Privacy\\_Policy.pdf](#) and [Beast\\_Holdings\\_US\\_State\\_Privacy\\_Addendum.pdf](#). Customers may exercise their rights using [Beast\\_Holdings\\_Data\\_Subject\\_Request\\_Form.pdf](#).

## **7. Accessibility**

Beast Holdings LLC is committed to WCAG 2.2 AA compliance and provides alternative access channels where possible. See [Beast\\_Holdings\\_Accessibility\\_Feedback\\_Procedure.pdf](#).

## **8. Dispute Resolution**

Customers should first contact [operations@beast-llc.com](mailto:operations@beast-llc.com) for resolution. If unresolved, [legal@beast-llc.com](mailto:legal@beast-llc.com) may be contacted. Formal disputes are subject to arbitration under [Beast\\_Holdings\\_Arbitration\\_Class\\_Action\\_Waiver.pdf](#).

## **9. Governing Law**

This Customer Charter is governed by the laws of the State of California, with venue in Alameda County courts.

## **10. Contact Directory**

General: [info@beast-llc.com](mailto:info@beast-llc.com) | Operations: [operations@beast-llc.com](mailto:operations@beast-llc.com) | Legal: [legal@beast-llc.com](mailto:legal@beast-llc.com) | Press: [press@beast-llc.com](mailto:press@beast-llc.com) | Investors: [investors@beast-llc.com](mailto:investors@beast-llc.com)

Customer Charter. Sets out rights, responsibilities, and support commitments.