

Terms of Service

EFFECTIVE DATE: JUNE 2026

These Terms of Service (the “Terms”) govern your use of this website and describe the general terms on which PK DIGITAL LLC, operating as NOREN Agency (“NOREN Agency”, “we”, “us”) provides its services. The specific scope, fees, and deliverables of any engagement are set out in the applicable plan, a private proposal, or a separate statement of work or services agreement, which prevails over these Terms in the event of a conflict.

01 Who we are

NOREN Agency is a brand operated by PK DIGITAL LLC, a limited liability company registered in the State of New Mexico, United States.

Business address: 2335 E. Atlantic Blvd, STE 200, Pompano Beach, FL 33062, United States.

Registered address: 412 W 7th St, Clovis, NM 88101, United States.

You can reach us at contact@norenagency.com or +1 (954) 676-1050.

02 Eligibility and use of the website

The website and our services are intended for businesses and professionals. By engaging us or submitting our contact form, you confirm that you are at least the age of majority in your jurisdiction and authorized to act for the business you represent. You agree to use the website lawfully and in line with our Acceptable Use Policy.

03 Scope of services

We provide digital growth and advisory services — strategy and positioning, content strategy and creative direction, community and distribution support, organic growth, implementation guidance, and analytics and reporting. The precise services, deliverables, and scope vary by engagement tier (see our Plans page) or by a custom private proposal or statement of work (“SOW”) agreed in writing. Depending on the engagement, we may provide access to a client portal or workspace; your use of those is also governed by our End User License Agreement. Nothing on this website constitutes an offer or a commitment to provide services on particular terms.

04 Plans, proposals and fees

Published engagement tiers are shown on our Plans page; purchasing a tier or accepting a proposal constitutes acceptance of these Terms. Engagements are purchased as a one-time, upfront payment through an approved checkout provider (for example, Whop), by invoice, or as set out in the applicable plan or private proposal. Unless stated otherwise, payment is due at or before commencement, and

access or work begins once payment is confirmed. Fees are exclusive of any applicable taxes and of any third-party media spend or third-party tool costs, which are funded separately as agreed. Custom scopes and alternative structures are arranged through a private proposal.

05 Digital delivery and third-party platforms

Our services are delivered digitally — there is no physical product and nothing is shipped (see our Digital Delivery Policy and Service Delivery information). We rely on third-party platforms to deliver and operate an engagement, which may include checkout and access providers (for example, Whop), email, analytics, scheduling, and workspace or client-portal tools. Your use of those platforms may be subject to their own terms, and their availability is outside our control.

06 Intellectual property

Subject to full payment of the relevant fees, final deliverables produced specifically for you under an engagement are assigned to you upon payment. We retain ownership of our pre-existing materials, tools, methods, and know-how — including the NOREN Framework — and of any general skills and experience developed in the course of the work. Access to any materials, client portal, or workspace is licensed under our End User License Agreement. You grant us the right to reference the engagement for our own portfolio and marketing unless agreed otherwise in writing.

07 Confidentiality

Each party may receive confidential information from the other. Both parties agree to keep such information confidential and to use it only for the purposes of the engagement, except where disclosure is required by law. This obligation survives completion of the engagement.

08 Responsibilities of the parties

We will perform our services with reasonable skill and care. You agree to provide timely access, approvals, brand assets, and information reasonably required for us to perform, and you are responsible for the accuracy of materials you supply and for ensuring you hold the rights to them. Delays in providing inputs or approvals may affect timelines.

09 Limitation of liability

We do not guarantee specific outcomes, reach, engagement, or growth results, as these depend on factors outside our control, including third-party platforms. To the maximum extent permitted by law, our total aggregate liability arising out of or relating to an engagement is limited to the total fees paid by you to us for the services giving rise to the claim, and neither party is liable for indirect or consequential losses.

10 Suspension and termination

We may suspend or terminate services and access for material breach, including non-payment, fraud, abuse, or a chargeback or payment dispute raised without first contacting us. Where an engagement is ended, you remain responsible for fees for services performed and work delivered up to that point, and

we will make paid-for work in progress available as reasonably practicable. Termination does not entitle you to a refund of fees for work already delivered (see our Refund Policy).

11 Governing law

These Terms and any engagement are governed by the laws of the State of New Mexico, United States, without regard to its conflict-of-laws rules, unless the applicable SOW specifies otherwise. The courts located in that jurisdiction will have exclusive jurisdiction, subject to any dispute-resolution process agreed in the SOW.

12 Contact

Questions about these Terms can be sent to contact@norenagency.com, by phone at +1 (954) 676-1050, or by mail to PK DIGITAL LLC, 2335 E. Atlantic Blvd, STE 200, Pompano Beach, FL 33062, United States.