Highlight Hub — End User License Agreement / Terms of Service

Last updated: September 23, 2026

This End User License Agreement ("Agreement") is a legal agreement between you ("User," "you," or "Client") and Ricky Hall, an individual doing business as Highlight Hub ("Highlight Hub," "we," "us," or "our"), governing your access to and use of highlighthub.tv, the Highlight Hub Discord server and bots, and all clipping, editing, voiceover, thumbnail, SEO, dubbing, tech-support, and related services offered under the Highlight Hub name (collectively, the "Services").

By creating an account, submitting a job, making a purchase, or otherwise using the Services, you agree to be bound by this Agreement. If you do not agree, do not use the Services.

1. Eligibility

You must be at least 18 years old, or the age of majority in your jurisdiction, to create an account, make a purchase, or otherwise enter into this Agreement. By using the Services, you represent that you meet this requirement.

2. The Services

Highlight Hub provides:

- Automated AI-driven clip generation from submitted video-on-demand ("VOD") links or uploaded recordings.
- Human-fulfilled editing services, including short-form and long-form video editing, thumbnails, SEO video descriptions, voiceover/audio work, and dubbing.
- Streamer and podcaster technical support services, quoted on request.
- A Discord bot service offered as an add-on subscription.

Some Services are automated; most are fulfilled manually by Highlight Hub. Estimated turnaround times, when given, are estimates only and not guarantees.

3. Accounts

You are responsible for maintaining the confidentiality of your account credentials and for all activity under your account. You may optionally link a Discord account to sign in or to receive notifications. Highlight Hub may suspend an account for violation of this Agreement, non-payment, abusive conduct, or other legitimate business reasons; suspension preserves your account data and does not delete it, and Highlight Hub will provide an explanation on request.

4. Submitted Content

4.1 Your responsibility. You are solely responsible for any video, audio, image, or other content you submit to the Services ("Submitted Content"), including that:

- You own it or have all necessary rights and permissions to submit it for processing and editing;
- Submitting it does not infringe any third party's intellectual property, privacy, or other rights; and
- The link or file you submit is a legitimate, publicly accessible source (for example, a public Twitch or YouTube video page) that Highlight Hub is technically able to retrieve. Links to private, account-restricted pages (such as a platform's own internal creator dashboard) will not work and may result in a failed job.

4.2 License to us. You grant Highlight Hub a limited, non-exclusive license to access, download, store, process, and edit your Submitted Content solely to fulfill the Services you've requested and deliver the resulting output to you.

4.3 Ownership of output. Your content stays yours. You retain full ownership of both your Submitted Content and every finished deliverable created from it, before and after payment. Highlight Hub claims no ownership interest in your content at any point - our role is limited to performing the processing and editing services you've requested on your behalf.

4.4 Promotional use. Unless you opt out (via Account Settings, or by telling Highlight Hub through support), you grant Highlight Hub a limited, non-exclusive license to post short excerpts (typically one clip, under 60 seconds) from your delivered clips on Highlight Hub's own marketing channels (e.g. its TikTok, YouTube Shorts, or Twitch accounts). Any clip Highlight Hub reposts this way will always be credited as your content, to your channel/handle. This is promotional use only - it does not transfer any ownership (Section 4.3 still applies in full), is separate from the license in Section 4.2, and you can withdraw consent for future posts at any time; anything already posted stays up unless you request its removal.

5. Privacy and Data

5.1 What we collect. To create and run your account, we collect the information you give us directly - your name, email address, and (if you choose to link it) your Discord account - plus records of the jobs, payments, and support conversations tied to your account. We do not use tracking cookies, ad pixels, or third-party analytics/advertising scripts on the site.

5.2 We do not sell your information. Highlight Hub does not sell, rent, or trade your personal information to any third party, for any purpose, ever.

5.3 We do not share your information with third-party companies. We do not share your name, email, Discord identity, or account activity with outside companies for their own marketing, advertising, or business purposes. The only outside parties that ever see any of your data are the service providers strictly necessary to run the Services themselves - for example, the payment processor that handles a charge you authorize (Stripe or PayPal), the email service used to deliver real account messages like your login info, and the AI processing services used to actually generate or edit the content you've submitted. These providers only ever receive what's needed to do that specific job, and never receive it for their own marketing use.

5.4 No marketing emails, ever. Highlight Hub may email you real, account-related messages - your login info, for example - but never marketing, promotional, or advertising email of any kind, and we will not add you to any mailing list without your explicit request. Account and job communication otherwise

happens through the website itself and, if you've linked it, Discord. Any future email use will still follow the no-selling, no-third-party-sharing commitment above.

5.5 Submitted Content stays governed by Section 4. This Privacy section covers your account and personal information; how your actual submitted video/audio content is used is addressed separately in Section 4 above.

6. Highlight Hub's Intellectual Property

Highlighthub.tv, the Highlight Hub Discord bots, and all underlying software, tools, workflows, and systems used to build or provide the Services are the intellectual property of Highlight Hub. Nothing in this Agreement grants you any right to copy, reverse-engineer, resell, or redistribute the platform, its tools, or its underlying systems. This is separate from, and does not limit, your ownership of your own content under Section 4.

7. Payment, Hub Tokens, and Pricing

- Certain Services are purchased using "Hub Tokens," a prepaid credit redeemable within the Services at the rates shown on the site at time of purchase. Other Services are billed à la carte or via monthly retainer, per the pricing shown at time of purchase.
- Payments are processed via Stripe and/or PayPal. You authorize Highlight Hub (through these processors) to charge your chosen payment method for purchases you make.
- Prices are quoted in U.S. dollars and do not include sales tax; Highlight Hub is a service business, not a seller of goods, and does not collect sales tax on these Services.
- **Refunds/cancellations:** A Hub Token purchase is automatically refunded to your balance if a submission itself fails outright (for example, an invalid VOD link). Beyond that automatic case, refunds for completed services or for purchased Hub Tokens are not guaranteed; Highlight Hub grants them, if at all, solely at its own discretion, evaluated case by case.

8. Delivery and Approval

Automated jobs and manually fulfilled requests are reviewed by Highlight Hub before being released to you. A job is not available for you to view or download until it has been approved. Highlight Hub aims to review completed jobs promptly but does not guarantee a specific review time.

9. Discord Community and Bot Service

If you join the Highlight Hub Discord server, you agree to follow its posted rules in addition to this Agreement. The optional Discord bot add-on service, if purchased for your own server, is provided "as-is," subject to Discord's own platform availability and API limitations, which are outside Highlight Hub's control.

10. Acceptable Use

You agree not to use the Services to submit unlawful content, content you don't have the rights to, or content intended to harass, defraud, or infringe on others. Highlight Hub may decline or cancel any job

that appears to violate this section, at its discretion.

11. Disclaimer of Warranties

The Services are provided "as is" and "as available," without warranties of any kind, whether express or implied, including implied warranties of merchantability, fitness for a particular purpose, or non-infringement. Highlight Hub does not warrant that the Services will be uninterrupted, error-free, or that automated clip selection will meet your subjective creative expectations.

12. Limitation of Liability

To the maximum extent permitted by law, Highlight Hub's total liability to you for any claim arising out of or relating to this Agreement or the Services is limited to the amount you paid to Highlight Hub in the three (3) months preceding the claim. Highlight Hub is not liable for indirect, incidental, special, consequential, or punitive damages, including lost profits or lost content, even if advised of the possibility.

13. Termination

You may stop using the Services at any time. Highlight Hub may suspend or terminate your access for violation of this Agreement or non-payment. Sections of this Agreement that by their nature should survive termination (including Sections 4, 5, 6, 11, 12, and 14) will survive.

14. Governing Law

This Agreement is governed by the laws of the State of Georgia, without regard to its conflict-of-laws principles, and any dispute arising under it will be brought exclusively in the state or federal courts located in Georgia.

15. Changes to This Agreement

Highlight Hub may update this Agreement from time to time. Continued use of the Services after an update constitutes acceptance of the revised terms. Material changes will be reflected in the "Last updated" date above.

16. Contact

Questions about this Agreement can be directed to Highlight Hub through the support channel on highlighthub.tv, the Highlight Hub Discord server, or by emailing contact@highlighthub.tv.

Published 2026-09-19, updated 2026-09-24 (added the real contact@highlighthub.tv address to Section 16 now that Highlight Hub has a real monitored inbox) - linked in the site footer and posted in the Highlight Hub Discord's Client Chat category. Real open items remain below.