

RightPT Terms of Use (Providers)

Right Care Marketplace LLC — Version 2 (reissued July 25, 2026; content unchanged from Version 1, Effective Date: May 1, 2026)

SECTION 1 — DEFINITIONS

For purposes of these Terms of Use (the “Terms”), the following terms shall have the meanings set forth below. Defined terms shall apply equally in singular and plural form.

“Agreement” means these Terms of Use, including all policies, guidelines, schedules, notices, and additional terms incorporated by reference, each as may be updated from time to time.

“Applicable Law” means all federal, state, and local laws, regulations, rules, ordinances, licensing requirements, privacy laws, consumer protection laws, and professional practice standards applicable to the use of the Platform or the Services.

“Booking” means any appointment, reservation, or scheduled interaction between a User and a Provider initiated, confirmed, modified, or processed through the Platform.

“Provider” means an independent physical therapist or other healthcare professional who uses the Platform to offer Services to Users. Providers are independent contractors and are not employees, agents, partners, or representatives of the Platform.

“Platform” means Right Care Marketplace LLC, a California limited liability company doing business as RightPT, including its affiliates, owners, officers, employees, contractors, agents, successors, and assigns.

“Platform Services” means the technology, software, websites, mobile applications, communication tools, scheduling systems, payment processing tools, and related services provided by the Platform.

“Services” means physical therapy services or related healthcare services provided directly by Providers to Users.

“Transaction” means any payment, authorization, refund, adjustment, or financial activity processed through the Platform in connection with a Booking.

“User” means any individual who accesses, browses, registers for, or uses the Platform, including patients, caregivers, or authorized representatives.

“User Content” means any information, data, text, messages, communications, or materials submitted by a User through the Platform.

“Provider Content” means any information, credentials, descriptions, pricing, availability, or materials submitted by a Provider through the Platform.

“Third-Party Services” means services provided by external vendors, including but not limited to payment processors such as Stripe, communication tools, hosting providers, and calendar integrations.

SECTION 2 — PLATFORM ROLE; NO MEDICAL SERVICES; NATURE OF RELATIONSHIP

The Platform is a technology marketplace that facilitates connections between Users and independent Providers. The Platform does not provide medical care, physical therapy services, diagnosis, treatment, or clinical decision-making of any kind. The Platform does not supervise, direct, control, or influence the professional judgment of any Provider.

All Services made available through the Platform are provided solely by independent Providers.

Each Provider is solely responsible for the quality, safety, legality, appropriateness, and outcome of the Services they provide. The Platform does not verify, guarantee, or warrant the accuracy of Provider credentials beyond initial onboarding checks and does not ensure ongoing compliance with professional standards or licensing requirements.

No employment, agency, partnership, joint venture, or fiduciary relationship is created between the Platform and any Provider or between the Platform and any User. Providers are not employees or agents of the Platform, and Users acknowledge that the Platform is not responsible for the acts or omissions of any Provider.

Users acknowledge and agree that any reliance on Services is at their own risk. The Platform expressly disclaims all responsibility and liability for any injury, harm, loss, or damages arising from or related to Services provided by Providers.

The Platform's role is limited to providing technological tools that enable Users to discover Providers, schedule Bookings, and process Transactions. The Platform does not control whether or how Providers perform Services, does not guarantee availability or responsiveness, and does not assume any responsibility for missed appointments, cancellations, delays, or disputes between Users and Providers.

Users further acknowledge that the Platform does not provide emergency services and is not intended for use in medical emergencies. In the event of a medical emergency, Users must seek appropriate emergency care immediately.

SECTION 3 — USER ACCOUNTS; ELIGIBILITY; SECURITY; REPRESENTATIONS

To access certain features of the Platform, a User may be required to create an account. By creating an account or using the Platform, the User represents and warrants that they are at least eighteen (18) years of age or are using the Platform under the supervision and consent of a legal guardian with authority to bind the User to these Terms.

The User agrees to provide accurate, current, and complete information during registration and to maintain and promptly update such information as necessary. The User is solely responsible for maintaining the confidentiality of account credentials, including usernames, passwords, and authentication methods, and for all activities that occur under their account, whether authorized or unauthorized.

The Platform shall not be liable for any loss or damage arising from the User's failure to safeguard account credentials. The User agrees to notify the Platform immediately of any unauthorized access,

suspected breach, or misuse of their account.

The User represents and warrants that their use of the Platform will comply with all Applicable Law and that they will not use the Platform for any unlawful, fraudulent, abusive, or harmful purpose. The Platform reserves the right, in its sole discretion and without prior notice, to suspend, restrict, or terminate any account that it reasonably believes violates these Terms or creates risk to the Platform, Providers, or other Users.

SECTION 4 — BOOKINGS; APPOINTMENTS; PLATFORM FACILITATION

The Platform provides tools that enable Users to identify Providers, view availability, and request or confirm Bookings. A Booking is formed when a User selects a Provider and completes the required steps through the Platform, including any required payment authorization.

All Bookings are subject to Provider availability, Platform rules, and any applicable policies presented at the time of booking. The Platform does not guarantee that a requested Booking will be accepted, confirmed, or fulfilled by a Provider.

Once a Booking is confirmed, the User agrees to attend the scheduled appointment or to cancel or reschedule in accordance with the applicable cancellation policy. The Platform does not guarantee that Providers will fulfill Bookings as scheduled and is not responsible for cancellations, delays, no-shows, or other failures by Providers.

The Platform may, in its sole discretion, modify, cancel, or reschedule a Booking where necessary to address operational issues, compliance requirements, safety concerns, or disputes. The Platform may also communicate with Users and Providers regarding Bookings, including reminders, updates, or changes.

The User acknowledges that the Platform is not responsible for any interactions between the User and the Provider outside of the Platform and that all Services are delivered at the User's own risk.

SECTION 5 — PAYMENTS; PROCESSING; PLATFORM AUTHORITY; FINANCIAL RISK

All payments for Services initiated through the Platform must be processed exclusively through the Platform using approved payment methods. The Platform facilitates payments through third-party payment processors, including Stripe Connect, and may act as a limited payment collection agent for Providers solely for the purpose of processing Transactions.

By completing a Booking, the User authorizes the Platform and its payment processors to charge the User's selected payment method for the full amount of the Transaction, including any applicable fees, deposits, late cancellation charges, or no-show charges.

The User agrees not to make or attempt to make payments directly to Providers for any Services originating through the Platform. Any attempt to circumvent the Platform's payment system constitutes a material breach of these Terms.

The Platform reserves the right, in its sole discretion, to process, delay, hold, reverse, or adjust any Transaction in order to prevent fraud, address disputes, comply with Applicable Law or payment processor requirements, or protect the integrity of the marketplace.

The User acknowledges that payment processing is dependent on third-party services and that the Platform is not responsible for delays, errors, or failures caused by payment processors, banks, or card networks.

The User further agrees that the Platform may offset, deduct, or recover any amounts owed by the User, including fees, refunds, or damages, from any payment method on file or through other lawful means.

SECTION 6 — CANCELLATIONS; REFUNDS; NO-SHOWS; PLATFORM DISCRETION

All cancellations, rescheduling requests, and refund eligibility are governed by the policies presented to the User at the time of Booking, as well as any applicable Platform rules.

The User acknowledges and agrees that Booking fees, whether structured as flat fees or percentage-based fees, are earned upon confirmation of a Booking and are non-refundable unless explicitly stated otherwise by the Platform.

If a User cancels a Booking outside of the permitted cancellation window, fails to attend a scheduled appointment, or otherwise violates booking terms, the User may be charged the full amount of the Service or any applicable cancellation fee.

Rescheduling may be permitted within certain timeframes as defined by the Platform or Provider policies. However, if a Booking is canceled and rebooked outside of the permitted rescheduling process, the Platform may treat the new reservation as a separate Booking subject to additional fees.

The Platform reserves full and unilateral discretion to determine refund eligibility, enforce or override Provider-specific policies, issue partial or full refunds, deny refund requests, or apply credits in lieu of refunds. Such discretion may be exercised to comply with payment processor requirements, prevent abuse, address disputes, maintain marketplace fairness, or protect the Platform's business interests.

The User acknowledges that the Platform's refund determinations are final to the fullest extent permitted by Applicable Law.

SECTION 7 — NON-CIRCUMVENTION; OFF-PLATFORM TRANSACTIONS; LIQUIDATED DAMAGES

The User agrees not to, directly or indirectly, circumvent, bypass, avoid, or undermine the Platform in connection with any Provider identified, discovered, or introduced through the Platform.

Without limiting the foregoing, the User shall not solicit, encourage, or engage any Provider for Services outside of the Platform where the initial interaction, discovery, or Booking originated through the Platform. The User shall not request, accept, or exchange contact information, payment details, or scheduling arrangements with a Provider for the purpose of conducting transactions outside of the Platform.

The User further agrees not to cancel a Booking for the purpose of rebooking directly with a Provider outside of the Platform, nor to engage in any conduct intended to avoid Platform fees, policies, or oversight.

Any attempt to engage in off-platform transactions or otherwise circumvent the Platform constitutes a material breach of these Terms.

In the event of such a breach, the User agrees that the Platform will suffer damages that are difficult to calculate with precision, including lost revenue, loss of marketplace integrity, and increased operational risk. Accordingly, the User agrees to pay liquidated damages in the amount of one hundred dollars (\$100) per violation, or the total value of the avoided transaction if greater. The parties agree that this amount represents a reasonable estimate of anticipated damages and is not a penalty.

The Platform reserves the right to pursue additional remedies, including injunctive relief, suspension or termination of access, and recovery of damages to the fullest extent permitted by Applicable Law.

SECTION 8 — CASH-PAY MODEL; NO INSURANCE BILLING; NO DUPLICATE PAYMENTS

The Platform operates as a cash-pay marketplace. All Services booked through the Platform are paid directly by the User and are not billed to insurance by the Platform.

The Platform does not submit insurance claims, does not verify insurance coverage, and does not guarantee reimbursement from any insurance provider. The User is solely responsible for determining whether any Services may be eligible for reimbursement and for submitting any such claims independently.

The User agrees not to seek reimbursement, submit claims, or otherwise represent to any insurer that a Service has not already been paid if doing so would constitute double billing, misrepresentation, or fraud.

The User further agrees not to make duplicate payments or attempt to recover funds through improper chargebacks, disputes, or reversals after receiving Services, except where such disputes are made in good faith and in compliance with Applicable Law and payment network rules.

The Platform reserves the right to investigate and respond to any payment dispute, including providing relevant transaction and communication records to payment processors, financial institutions, or regulatory authorities.

SECTION 9 — USER CONDUCT; PROHIBITED ACTIVITIES; ENFORCEMENT

The User agrees to use the Platform in a lawful, respectful, and responsible manner at all times.

The User shall not engage in any conduct that could harm the Platform, Providers, or other Users.

Prohibited conduct includes, but is not limited to, engaging in fraud, misrepresentation, harassment, abuse, threats, discrimination, or any unlawful activity. The User shall not provide false or misleading information, attempt to impersonate another individual, interfere with Platform operations, or use the Platform for unauthorized commercial purposes.

The User shall not attempt to reverse engineer, copy, exploit, or misuse any aspect of the Platform, including its technology, pricing structure, or marketplace model.

The Platform reserves the right, in its sole discretion, to investigate any suspected violation of these Terms and to take appropriate enforcement action. Such action may include suspension or termination of the User's account, cancellation of Bookings, withholding of refunds, and pursuit of legal remedies.

The Platform may cooperate with law enforcement or regulatory authorities and may disclose information as necessary to comply with legal obligations or to protect its rights and the safety of others.

SECTION 10 — DATA, PRIVACY, HEALTH INFORMATION; HIPAA POSITION; DATA OWNERSHIP

The Platform collects, stores, and processes information necessary to operate its services, including User account information, Booking details, communications, and Transaction data.

The User acknowledges that Providers are solely responsible for maintaining clinical records, including any documentation required for medical, legal, or regulatory purposes. The Platform does not assume responsibility for maintaining comprehensive medical records unless explicitly stated otherwise in future services.

The Platform may store limited health-related information necessary for scheduling, coordination, or operational purposes and may expand its functionality to include Provider-generated notes or documentation in the future. Any such expansion shall be subject to additional policies, safeguards, and compliance requirements as determined by the Platform.

To the extent applicable, Providers—not the Platform—are responsible for compliance with the Health Insurance Portability and Accountability Act ("HIPAA") and other health privacy laws. The Platform does not represent that all communications or data transmissions through the Platform are HIPAA-compliant and disclaims responsibility for any unauthorized access, transmission errors, or data breaches not caused by its own gross negligence or willful misconduct.

The User acknowledges that electronic communications, including messaging through the Platform, may not be fully secure and that the User assumes any associated risk.

As between the parties, the Platform retains ownership of all Platform data, including system data, transaction records, and aggregated or anonymized data. Users retain ownership of their personal information, subject to the Platform's rights to use such information as described in its Privacy Policy and these Terms.

The Platform implements reasonable administrative, technical, and physical safeguards to protect data but does not guarantee absolute security.

SECTION 11 — PLATFORM RIGHTS; INVESTIGATIONS; ENFORCEMENT AUTHORITY

The Platform reserves broad and unilateral rights to protect the integrity, safety, and operation of the marketplace.

Without limitation, the Platform may monitor activity on the Platform, review communications, investigate disputes, audit usage patterns, and take any action it reasonably deems necessary to prevent fraud, abuse, or violations of these Terms.

The Platform may, in its sole discretion and without prior notice, cancel or modify Bookings, suspend or restrict access to Platform Services, block Transactions, or remove Users from the Platform where it determines that such action is necessary to protect Users, Providers, third parties, or the Platform itself.

The Platform may request information, documentation, or cooperation from Users in connection with investigations, disputes, or compliance matters. The User agrees to provide such information promptly and accurately.

Failure to cooperate with a Platform investigation or request may result in immediate suspension or termination of access.

The Platform may also communicate with Providers, payment processors, financial institutions, or regulatory authorities regarding any suspected violation, dispute, or unlawful activity, and may disclose relevant information to the extent permitted or required by Applicable Law.

SECTION 12 — DISCLAIMERS; NO WARRANTIES; SERVICE LIMITATIONS

THE PLATFORM SERVICES ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS TO THE MAXIMUM EXTENT PERMITTED BY LAW.

THE PLATFORM EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY, RELIABILITY, OR AVAILABILITY.

THE PLATFORM DOES NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE FROM VIRUSES OR OTHER HARMFUL COMPONENTS.

THE PLATFORM DOES NOT WARRANT OR GUARANTEE THE QUALITY, SAFETY, LEGALITY, OR OUTCOME OF ANY SERVICES PROVIDED BY PROVIDERS, NOR DOES IT GUARANTEE THAT PROVIDERS WILL MEET USER EXPECTATIONS OR PERFORM SERVICES IN A PARTICULAR MANNER.

THE PLATFORM IS NOT RESPONSIBLE FOR ANY DELAYS, INTERRUPTIONS, FAILURES, OR ERRORS CAUSED BY THIRD-PARTY SERVICES, INCLUDING PAYMENT PROCESSORS, COMMUNICATION SYSTEMS, OR INTERNET PROVIDERS.

THE USER ACKNOWLEDGES THAT USE OF THE PLATFORM AND ANY SERVICES IS AT THE USER’S OWN RISK.

SECTION 13 — LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE PLATFORM SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF DATA,

LOSS OF BUSINESS OPPORTUNITIES, PERSONAL INJURY, OR EMOTIONAL DISTRESS, ARISING OUT OF OR RELATED TO THE USE OF THE PLATFORM OR SERVICES.

THIS LIMITATION APPLIES REGARDLESS OF THE THEORY OF LIABILITY, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE, AND EVEN IF THE PLATFORM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

WITHOUT LIMITING THE FOREGOING, THE PLATFORM SHALL NOT BE LIABLE FOR ANY CLAIMS ARISING FROM OR RELATED TO PROVIDER CONDUCT, SERVICE OUTCOMES, MISSED APPOINTMENTS, CANCELLATIONS, PAYMENT DISPUTES, OR DATA TRANSMISSION ISSUES.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE PLATFORM'S TOTAL AGGREGATE LIABILITY FOR ALL CLAIMS ARISING OUT OF OR RELATED TO THESE TERMS OR THE USE OF THE PLATFORM SHALL NOT EXCEED THE TOTAL AMOUNT PAID BY THE USER THROUGH THE PLATFORM IN THE THREE (3) MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM.

THE USER ACKNOWLEDGES THAT THE LIMITATIONS SET FORTH IN THIS SECTION ARE A FUNDAMENTAL BASIS OF THE BARGAIN BETWEEN THE USER AND THE PLATFORM.

SECTION 14 — INDEMNIFICATION

The User agrees to defend, indemnify, and hold harmless the Platform and its affiliates, officers, directors, members, employees, contractors, agents, successors, and assigns from and against any and all claims, demands, actions, proceedings, damages, losses, liabilities, costs, and expenses, including reasonable attorneys' fees, arising out of or related to the User's use of the Platform.

This obligation includes, without limitation, claims arising from or related to the User's violation of these Terms, misuse of the Platform, interactions with Providers, failure to comply with Applicable Law, submission of false or misleading information, payment disputes, chargebacks, or any harm caused to Providers or third parties.

The Platform reserves the right to assume the exclusive defense and control of any matter subject to indemnification, and the User agrees to cooperate fully with such defense.

The User shall not settle any claim that affects the Platform without the Platform's prior written consent.

SECTION 15 — SUSPENSION; TERMINATION; EFFECT OF TERMINATION

The Platform may suspend, restrict, or terminate the User's access to the Platform at any time, with or without notice, for any reason or no reason, including but not limited to violation of these Terms, suspected fraud, abuse, risk to the Platform, or legal or regulatory concerns.

Upon suspension or termination, the User's right to access or use the Platform shall immediately cease. The Platform may cancel or refuse pending Bookings, restrict access to funds where necessary to resolve disputes, and take any action it deems appropriate to protect its interests.

The Platform may retain and use User data as necessary to comply with legal obligations, resolve disputes, enforce agreements, or protect its rights.

All provisions of these Terms that by their nature should survive termination shall survive, including but not limited to provisions relating to payments, non-circumvention, limitation of liability, indemnification, and dispute resolution.

SECTION 16 — DISPUTE RESOLUTION; MANDATORY ARBITRATION

Any dispute, claim, or controversy arising out of or relating to these Terms, the use of the Platform, any Booking, any Transaction, or the relationship between the User and the Platform shall be resolved exclusively through final and binding arbitration.

Prior to initiating arbitration, the User agrees to first provide written notice to the Platform describing the nature of the dispute and the relief sought. The parties shall attempt to resolve the dispute informally for a period of at least thirty (30) days following receipt of such notice.

If the dispute is not resolved informally, it shall be submitted to binding arbitration administered by a reputable arbitration organization selected by the Platform, in accordance with its applicable rules. The arbitration shall be conducted before a single arbitrator and shall take place in Santa Clara County, California, unless otherwise required by Applicable Law.

The arbitrator shall have the authority to award any remedies available under Applicable Law, except as limited by these Terms. The arbitrator shall not have the authority to award relief on a class, collective, or representative basis.

The decision of the arbitrator shall be final and binding on the parties and may be entered as a judgment in any court of competent jurisdiction.

SECTION 17 — WAIVER OF JURY TRIAL; CLASS ACTION WAIVER

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE USER EXPRESSLY WAIVES ANY RIGHT TO A JURY TRIAL IN CONNECTION WITH ANY DISPUTE ARISING OUT OF OR RELATED TO THESE TERMS OR THE USE OF THE PLATFORM.

THE USER AGREES THAT ANY CLAIM SHALL BE BROUGHT ONLY IN THE USER'S INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, COLLECTIVE, REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL ACTION.

THE USER FURTHER AGREES THAT THE ARBITRATOR SHALL NOT CONSOLIDATE CLAIMS OR PRESIDE OVER ANY FORM OF CLASS OR REPRESENTATIVE PROCEEDING.

IF ANY PORTION OF THIS CLASS ACTION WAIVER IS FOUND TO BE UNENFORCEABLE, THE REMAINING PROVISIONS SHALL REMAIN IN FULL FORCE AND EFFECT TO THE MAXIMUM EXTENT PERMITTED BY LAW.

SECTION 18 — INJUNCTIVE RELIEF; EQUITABLE REMEDIES

Notwithstanding the foregoing arbitration provisions, the Platform reserves the right to seek injunctive relief, equitable relief, or other provisional remedies in any court of competent jurisdiction to prevent or address actual or threatened violations of these Terms.

Such remedies may include, without limitation, actions to enforce non-circumvention obligations, protect intellectual property, prevent fraud, recover unpaid amounts, or preserve the integrity of the Platform.

The pursuit of injunctive or equitable relief shall not constitute a waiver of the Platform's right to require arbitration of any underlying claims.

SECTION 19 — GOVERNING LAW

These Terms and any dispute arising out of or relating to these Terms or the use of the Platform shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflict of laws principles.

To the extent that any claim is permitted to proceed in court notwithstanding the arbitration provisions, such claim shall be brought exclusively in the state or federal courts located within Santa Clara County, California.

SECTION 20 — MODIFICATIONS; UPDATES; CONTINUED USE

The Platform reserves the right to modify, update, or revise these Terms at any time in its sole discretion.

Updated Terms may be provided by posting on the Platform, by email, or through other reasonable means of notice. Unless otherwise required by Applicable Law, such updates shall become effective immediately upon posting.

The User's continued use of the Platform following the effective date of any modifications constitutes acceptance of the updated Terms.

SECTION 21 — NOTICES

The Platform may provide notices to Users through email, in-app notifications, or other contact information provided by the User.

The User is responsible for maintaining accurate and current contact information and for monitoring communications from the Platform.

Notices to the Platform shall be sent to the contact information designated by the Platform, including the email address provided on the Platform for legal or support inquiries.

SECTION 22 — SEVERABILITY

If any provision of these Terms is found to be invalid, illegal, or unenforceable by a court or arbitrator of competent jurisdiction, such provision shall be modified to the minimum extent necessary to make it enforceable, or, if modification is not possible, shall be severed from these Terms.

The remaining provisions shall remain in full force and effect.

SECTION 23 — WAIVER

The failure of the Platform to enforce any right or provision of these Terms shall not constitute a waiver of such right or provision.

Any waiver must be in writing and signed by an authorized representative of the Platform to be effective.

SECTION 24 — ASSIGNMENT

The User may not assign, transfer, or delegate any rights or obligations under these Terms without the prior written consent of the Platform.

The Platform may assign or transfer these Terms at any time without restriction, including in connection with a merger, acquisition, financing, or sale of assets.

SECTION 25 — ENTIRE AGREEMENT

These Terms constitute the entire agreement between the User and the Platform with respect to the subject matter herein and supersede all prior or contemporaneous agreements, communications, or understandings, whether written or oral.

SECTION 26 — INTERPRETATION

Headings are for convenience only and do not affect interpretation. The terms “including” and “including without limitation” shall be interpreted broadly. These Terms shall be interpreted fairly and not strictly for or against any party.

SECTION 27 — CONTACT INFORMATION

If you have any questions regarding these Terms of Use, you may contact the Platform at:

Right Care Marketplace LLC d/b/a RightPT — Email: admin@rightpt.com

All legal notices, disputes, or formal communications required under these Terms must be sent to the contact information listed above, unless the Platform designates an alternative contact method or address by providing notice through the Platform or by other reasonable means.

Notices shall be deemed given upon confirmed receipt.