

Solouno Terms of Service

1. General

This document constitutes a binding legal agreement between **Solouno Ltd.** (“**Company**” or “**Solouno**”) and any person who registers for and uses the Company’s services as described below (the “**User**”).

Use of the Company’s services, including the program, the application, any accompanying products, and the community features (collectively, the “**service**”), is subject to the User’s acceptance of and compliance with the terms set forth in this document, as well as the Application's Terms of Use and Privacy Policy.

The services are intended for users over the age of 18 only, unless the services are provided as part of a special project intended for a younger audience, in which case use of the services is subject to the consent of a parent or legal guardian.

2. Services Offered by the Company

2.1. The Company offers behavioral coaching services to support habit change, designed for individuals who wish to address harmful behavioral patterns. Among other things, the Company may offer programs: (a) addressing habits classified as Body-Focused Repetitive Behaviors (BFRBs), such as nail biting, hair pulling, skin picking, lip peeling, and similar behaviors; and (b) supporting efforts to reduce or cease the use of addictive substances, such as marijuana.

It is hereby clarified that the Services do not constitute treatment and are not a substitute for treatment, and that nothing herein shall be construed as a commitment to any result or to an actual change in habit. The Company reserves the right to modify, reduce, or expand the scope of the Services offered by it at any time.

2.2. A program generally lasts four (4) weeks and includes:

- A digital application for monitoring habits, performing preventive exercises, and supporting the process.
- A set of physical products (such as fidget tools, gaming gloves, and a designated hat) to help reduce the performance of habits. The contents of the kit may change from time to time, at the Company’s sole discretion.

The kit is included only with certain programs, at the Company's sole discretion.

- Online meetings (optional): a WhatsApp group and weekly Zoom calls, which may include practical workshops in a group setting.
- Progress questionnaires (optional): for the purpose of self-monitoring change.

2.3. The Company makes ongoing efforts to improve the service for the benefit of its audience. Accordingly, the Company may, from time to time, make changes to the service, including developing add-ons, upgrades, updates, improvements, expansions, and other changes to the service or to the materials presented as part of the service, and/or removing any functionality or feature from the service (the “**Changes**”). The Company shall make reasonable efforts to provide the User with prior notice before implementing any material change to the service.

2.4. The Company may, at its sole discretion, implement and integrate any Changes into the service, and the User hereby provides advance consent to the Company to implement and integrate such Changes into the service at any time. The Company shall provide the User with prior notice of any material Changes that, in the Company's reasonable opinion, may materially and adversely affect the User's use of the service.

3. The Service Is Not Medical Advice; No Real-Time Monitoring

3.1. The services provided by the Company are not advice and are not intended to be personally tailored and/or medical advice. The service does not constitute, and cannot serve as a substitute for, individualized professional advice, medical diagnosis, or treatment. **Users bear full responsibility for their actions and decisions. Users should act with caution in making decisions and seek appropriate advice from qualified healthcare professionals whenever they deem it necessary.**

3.2. All information and content provided to Users through the service are provided for general informational purposes only. The service is not intended for, and must not be used for, the treatment of medical emergency situations. The service must not be used as a substitute for

emergency medical response, first aid, or emergency pre-medical treatment, nor may it be used to contact emergency services.

3.3. The service may include tools and features that use artificial intelligence (AI) modules intended to improve the user experience and to provide calculation tools or decision support within the framework of the service. Any content generated by an AI system is provided for general informational purposes only. The AI system operates using algorithms, information sources, and machine-learning techniques, and the generated content may be inaccurate, incomplete, outdated, or not tailored to the User's specific circumstances. Such content does not constitute professional or personalized advice. Accordingly, the Company recommends independently verifying any AI-generated content and consulting qualified professionals regarding any specific information or advice. The Company bears no responsibility whatsoever for any use of, reliance on, or interpretation of such content.

4. Payment; Cancellation and Refund Policy

4.1. Use of the service is subject to payment, in accordance with the plan to which the User has subscribed, as determined by the Company and disclosed to the User in advance. The fees, billing terms, payment methods, and any additional commercial terms shall be determined in accordance with the Company's policies, as updated from time to time.

4.2. The User undertakes to pay the Company all amounts due under the applicable payment terms, in full and on time. Failure to make timely payment may result in suspension of the User's access to the service or cancellation of the service, at the Company's discretion. In the event of non-payment, all remedies available to the Company under applicable law shall apply.

4.3. The Company reserves the right to update the prices for the service, subject to prior notice and in accordance with applicable law.

4.4. A User who registered for a program, paid the full consideration, and subsequently changed their mind may be entitled to a refund, as detailed below:

- 4.4.1. Cancellation no later than seven (7) days before the program start date - the User shall be entitled to a full refund, without deduction of the cost of the kit (if the program for which the User registered includes a kit).
- 4.4.2. Cancellation starting seven (7) days before the program start date and ending on the seventh (7th) day of the program at 12:00 noon (Israel time) (the “**Final Deadline**”) - the User shall be entitled to a full refund, less the cost of the kit and shipping costs (if the kit was prepared for shipment by the Company).
- 4.4.3. After the Final Deadline, no refund shall be granted for cancellations.
- 4.4.4. In the event of cancellation by the Company, other than due to the User's breach of these Terms, the User shall be entitled to a full refund.

4.5. It is hereby clarified that the Company reserves the right to cancel a planned group, including, without limitation, if the minimum number of participants required to operate the group has not been reached, at the Company's sole discretion. In such case, Users who registered and paid shall receive a full refund.

4.6. If you wish to receive a refund, please send an email to: omer@solouno.io.

5. Missed Sessions and Alternative Participation

5.1. The User acknowledges and agrees that participation in the weekly program sessions is an integral part of the service, and that missing a session does not entitle the User to a refund, except as set forth in the cancellation policy above.

5.2. If the User misses a group session as part of the program, the Company shall make reasonable efforts to offer the User an opportunity to attend an alternative session during the same week in a parallel group, provided that a suitable active group exists and that the session topics are similar. Participation in an alternative session is subject to availability and capacity in such group, the Company's prior approval, at its sole discretion.

5.3. It is hereby clarified that the Company has no obligation to offer an alternative session in the event that the User misses a session. If no suitable group exists, or if there is no availability during the same week, no alternative session will be provided.

5.4. It is hereby clarified that the sessions are not recorded in order to protect participant privacy and safeguard the group environment. Accordingly, the Company does not provide an option to view or replay missed sessions.

5.5. The User understands that any refund (if available) is determined based on the timing of the User's cancellation, as set forth in Section 4 above, and not based on the number of sessions the User did or did not actually attend, for any reason whatsoever.

6. Termination and Suspension of Use

6.1. The Company may, at its sole discretion, temporarily or permanently suspend or terminate the User's access to the service if any of the following occurs: (a) a breach of these Terms or any applicable law; (b) unauthorized, abusive, or unlawful use of the service; (c) provision of false or misleading information during registration or use of the service; or (d) failure to pay any amounts due to the Company under these Terms or any other agreement with the User.

6.2. The User may discontinue use of the service at any time by sending an email to the Company, provided that the User has satisfied all financial obligations accrued up to and including the date of termination.

6.3. Upon termination or suspension, the Company may delete, disable, or restrict access to any information or content entered, uploaded, or stored within the service, except to the extent the Company is required by applicable law to retain such information.

6.4. Termination of these Terms for any reason shall not affect any rights or obligations that accrued prior to the effective date of termination.

7. Mutual Representations and Undertakings. Each of the Company and the User represents and warrants that: (a) it has full power, authority, and legal capacity to enter into these Terms, perform its obligations hereunder, and

comply with these Terms; and (b) its acceptance of these Terms and its performance of its obligations hereunder do not breach or conflict with any agreement, contract, order, judgment, regulation, or law to which it is a party or by which it is bound.

8. Representations and Undertakings of the User

The User represents and undertakes that:

- 8.1. The User acknowledges that the Company's services do not constitute medical advice, psychological advice, diagnosis, or treatment of any kind, and do not replace the opinion of qualified professionals. The User acknowledges that they bear sole and exclusive responsibility for their own health, and that they should exercise discretion and seek qualified advice whenever a medical need arises. The User further acknowledges that the services must not be used in medical emergency situations. If the User experiences a medical emergency, the User must immediately contact emergency medical services.
- 8.2. The User acknowledges that the Company, including its service providers (including workshop facilitators in the online sessions), does not monitor user data in real time, does not conduct ongoing monitoring, and is not responsible for monitoring the health condition of Users. The service is intended to provide Users with practical tools for coping with habits and addictions; however, it does not constitute a medical system, cannot identify signs of distress or deterioration in a health condition, and does not issue alerts or operate in real time in medical or emotional situations. The User further acknowledges that data entered into the system is not received or analyzed immediately by the Company or its representatives, and that no immediate response or real-time intervention will be provided, even in cases that may indicate an emergency. In such cases, the User must immediately contact emergency services or obtain qualified professional assistance.
- 8.3. The User shall not use the service for any unlawful or unauthorized purpose, and shall not infringe, misappropriate, or encourage the infringement or misappropriation of any intellectual property rights, proprietary rights, or any other rights of any third party. The User undertakes to comply with all applicable laws and regulations (including,

without limitation, import and export laws, copyright laws, and privacy laws) in connection with the use of and access to the service.

9. Equipment and Communication Services

The User is responsible for ensuring that they have all equipment necessary to access and use the Company's services, including a stable internet connection and a compatible device with a camera and speakers. The Company shall not be responsible for any reduction in the quality of the service resulting from technical issues with the User's equipment or internet connection.

10. Use of Technology and Artificial Intelligence (AI)

- 10.1. The service may include the use of artificial intelligence to enhance the user experience and provide tools for evaluating habit-change processes.
- 10.2. Any content generated by AI systems as part of the services is provided for informational purposes only and does not constitute professional advice.
- 10.3. AI-generated content may not be accurate, complete, up to date, or relevant to the User's specific circumstances.
- 10.4. The User is responsible for verifying the accuracy of any information and for seeking advice from qualified professionals where necessary.
- 10.5.** The Company shall not be liable for any use of, reliance on, or damage arising from AI-generated content provided as part of the services.

11. Rules of Conduct Within the Services and the Community

- 11.1. Users are required to maintain respectful and supportive discourse in any interaction related to the program.
- 11.2. Within the framework of the program, the User is prohibited from:
 - Recording, duplicating, or sharing content from the sessions without the prior consent of all participants in the session.
 - Publishing offensive, pornographic, violent, or unlawful content.

- Disclosing personal information of other participants in the program or of any other person without their explicit consent.
 - Using the services to promote commercial or unlawful purposes.
 - Engaging in harassing, threatening, or bullying behavior, and inciting others to engage in such or similar behavior. Any use of the service for the purpose of deliberate abuse of a person, threats of serious harm, or unwanted sexual objectification constitutes a material breach of these Terms.
 - Engaging in explicit or implicit sexual behavior or any other inappropriate conduct while using the services. The User shall not publish, distribute, display, or link to intimate images or videos of a sexual nature, even if not explicit.
- 11.3. The Company reserves the right to report any unlawful activity to relevant healthcare providers and/or the applicable local authorities.
- 11.4. The User shall not transmit viruses, malware, or any other harmful or destructive code through use of the service. The User shall not distribute any content that harms or interferes with the operation of the service, its servers, or other infrastructure, whether of the service itself or of others. The User shall not use the service for phishing or similar fraudulent purposes.
- 11.5. The User shall not publish or disseminate misleading or deceptive content intended to confuse or mislead other Users. This includes, without limitation, impersonating any person or organization, or making false representations (including providing false information regarding the User's identity or implying affiliation with, or endorsement by, another person or organization without a factual basis).
- 11.6. Restrictions on Use of the service. When using the service, the User shall refrain from performing, and shall not permit any other party to perform, one or more of the following actions:
- Scanning, testing, or attempting to circumvent any security or authentication measures of any systems or networks.

- Interfering with or disrupting (or attempting to interfere with or disrupt) the access of any users, hosts, or networks, or creating an unreasonable burden on the service or its users.
- Attempting to modify, copy, adapt, duplicate, disassemble, decompile, create derivative works from, or reverse engineer any information, software, or features made available to the User through the service.
- Removing any proprietary rights notices or markings from the service.
- Using, transmitting, uploading, or displaying any content to which the User was exposed through the service, in breach of these Terms or any applicable law.
- Developing other products or services based on ideas or principles contained in the service, or using the service to develop a similar or competing service.
- Taking, directly or indirectly, any action intended to undermine, compete with, or infringe the Company's intellectual property rights.
- Allowing any third party to access the service without the Company's prior written consent.

12. Intellectual Property

12.1. As between the User and the Company, the services, the information, the content, and all intellectual property rights included in the service (including the Company's trademarks) are and shall remain the exclusive property of the Company and its affiliated companies, including, without limitation, any modification, adaptation, or feature that is customized, developed, or made available by the Company for the benefit of its users - whether such modification is made at the User's request, inspired by the User's ideas (as referenced below in this Section), or otherwise - even if the User specifically paid for such modification (unless otherwise expressly agreed in a separate written agreement between the Company and the User that explicitly refers to this Section). These rights also include derivative works of the service and the materials, as well as any physical embodiments thereof that may be developed by the Company from time to time, including

third-party content or products that are integrated into, used in connection with, or attached to the service or the materials.

- 12.2. Any report of errors or malfunctions, additions, ideas, requests, feedback, recommendations, comments, concepts, or other suggestions related to the service that are provided by the User to the Company (collectively, the “**Ideas**”) shall be the exclusive property of the Company. The User hereby irrevocably assigns and transfers to the Company, without consideration, all intellectual property rights in and to such Ideas.
- 12.3. All trademarks, service marks, logos, domain names, copyrights, and any other proprietary rights associated with the Company and the services, whether registered or unregistered, shall be referred to collectively as the “Company Marks.” The User undertakes not to, directly or indirectly (and not to permit any third party to): (a) use the Company Marks for any purpose unless the Company's explicit prior written consent has been obtained; or (b) register, attempt to register, or assist another in registering the Company Marks or any mark confusingly similar thereto.

13. Confidentiality

- 13.1. The parties undertake to maintain the confidentiality of any confidential or sensitive information to which they are exposed in the course of, or as a result of, use of the service, whether technological, business, personal, or otherwise, provided that such information has not become public other than as a result of a breach of these Terms. For the purposes of this Section, “Confidential Information” means any information that is not clearly public and that a reasonable party would consider should be kept confidential, including, without limitation, Users’ personal information, the Company’s commercial information, technical information regarding the service, and any information designated as confidential by either party.
- 13.2. The User undertakes not to transfer, publish, or disclose any Confidential Information of the Company or of third parties, unless the prior written consent of the Company (or the applicable third party, as relevant) has been obtained.

- 13.3. The Company undertakes not to disclose the User's personal information or Confidential Information to unauthorized parties, except as required by applicable law and as set forth in its Privacy Policy.
- 13.4. The confidentiality obligation shall not apply to information that: (a) has become public knowledge other than as a result of a breach of these Terms; (b) was lawfully received from a third party not subject to a confidentiality obligation; or (c) is required to be disclosed by law or pursuant to a demand of a competent authority.

14. Disclaimer of Liability

- 14.1. The Company, its service providers (including workshop facilitators in the online sessions), and its affiliates do not represent or warrant that: (a) the service will meet the User's requirements or expectations; (b) use of the service will be uninterrupted or error-free; or (c) any defects, if and when discovered, will be corrected.
- 14.2. The service is provided by the Company on an AS-IS basis. By agreeing to these Terms, the User acknowledges and agrees that the service is provided without any warranty of any kind, whether express or implied, including, without limitation, warranties of availability, fitness for a particular purpose, non-infringement, accuracy, completeness, performance, or quality.

15. Limitation of Liability

- 15.1. In no event shall the Company, its service providers (including workshop facilitators in the online sessions), or its affiliates be liable for any content made available through the service, including, without limitation, any errors or omissions therein, or for any loss or damage of any kind incurred as a result of the use of, or reliance on, any such content.
- 15.2. The Company, its service providers (including workshop facilitators in the online sessions), and its affiliates shall not be liable for any damages or losses, whether arising under law, contract, warranty, indemnity, tort, statute, or otherwise, including, without limitation, indirect, incidental, consequential, or special damages, or damages resulting from loss of data or loss of access to the service. In any

event, the Company's total and cumulative liability shall not exceed the amount of consideration actually paid by the User to the Company in connection with the User's participation in the program.

15.3. The User understands and agrees that the foregoing limitations of liability constitute an essential basis of the bargain between the parties and shall apply even if any remedy fails of its essential purpose. Absent these limitations, the commercial and economic terms of these Terms would be materially different.

15.4. The User agrees that, notwithstanding any other provision of law, any claim or cause of action related to the service or these Terms must be filed within two (2) years from the date such claim or cause of action arises, and in any event no later than the date of termination of the User's participation in the program. If such claim or cause of action is not brought within the time specified above, the User irrevocably waives the right to bring such claim or cause of action in the future.

16. Indemnification. The User undertakes to defend, indemnify, and hold harmless the Company, its shareholders, officers, directors, agents, employees, and representatives, from and against any and all damages, losses, liabilities, costs, expenses, and claims (including reasonable attorneys' fees) asserted by any third party, arising out of or in connection with: (a) the User's use of the service, except to the extent caused by the Company's breach of these Terms or willful misconduct; or (b) the User's violation of applicable law.

17. Privacy and Information Security

17.1. The Company's use and processing of the User's information shall be carried out in accordance with the Company's Privacy Policy, available at: [insert link], and in accordance with applicable law, including the Protection of Privacy Law, 5741-1981, and the Protection of Privacy Regulations (Data Security), 5777-2017.

17.2. Without limiting the generality of the foregoing, the Company reserves the right to access, review, retain, and disclose any information as it reasonably believes necessary to: (a) comply with any applicable law, regulation, legal process, or requirement of competent authorities; (b)

enforce the Terms, including investigating potential violations; (c) detect, prevent, or address fraud, security issues, or technical malfunctions; (d) respond to User support inquiries; (e) protect the rights, property, or safety of the Company, its Users, or the general public.

18. Links to Third-Party Websites

18.1. For the purpose of providing certain functionalities within the service, the Company uses services provided by external service providers (the “**Third-Party Providers**”) that are integrated into the service. Use of such functionalities may be subject to the terms applicable to the products or services provided by such Third-Party Providers.

18.2. The service may include links to Third-Party Providers' websites. When the User clicks a link to a third-party website, the User's use of, and activity on, the linked website are subject to that website's privacy policy and terms of use, and not to the Company's policies. The Company does not operate or supervise such third-party websites or the content contained therein, and bears no responsibility in connection therewith, including with respect to any content, products, or services offered through such websites. Accordingly, Users are advised to review the privacy policies and terms of use of such websites prior to using them.

19. Updates and Notices

19.1. The Company reserves the right to update these Terms of service from time to time.

19.2. Any update shall become effective upon its publication on the Company's website or upon the Company's delivery of notice to registered Users, as applicable.

20. Miscellaneous

20.1. No failure or delay by either party to enforce any term or provision of these Terms shall be deemed a waiver thereof. No waiver of any provision shall constitute a waiver of such provision in the future or of any other provision. No waiver of any breach shall be deemed a waiver of any prior or subsequent breach, whether of the same or any

other provision. No delay or failure to exercise any right or remedy shall constitute a waiver of such right or remedy.

- 20.2. If any provision of these Terms is held to be invalid, illegal, or unenforceable, such provision shall be deemed severed from these Terms, and the validity and enforceability of the remaining provisions shall not be affected.
- 20.3. The Company may assign, transfer, or delegate its rights and obligations under these Terms without notice to the User. The User may not assign, transfer, delegate, or sublicense any of their rights or obligations under these Terms without the Company's prior written consent.
- 20.4. These Terms, together with the Company's Privacy Policy, constitute the entire agreement between the User and the Company with respect to the subject matter hereof and supersede all prior or contemporaneous agreements, representations, and understandings, whether oral or written.
- 20.5. Section headings are included for convenience only and shall not affect the interpretation of these Terms.
- 20.6. The Company reserves the right to amend these Terms at any time. Any amendment shall become effective upon publication on the Company's website or upon delivery of notice by email to the User, as applicable. Continued use of the service after the effective date of the amendment shall constitute the User's acceptance of the amended Terms.
- 20.7. Any dispute arising out of or in connection with these Terms shall be governed by the laws of the State of Israel and shall be subject to the exclusive jurisdiction of the competent courts in Tel Aviv-Jaffa, Israel. Notwithstanding the foregoing, either party may seek temporary, preliminary, or injunctive relief, or relief for the protection of intellectual property rights, in any court of competent jurisdiction.

- 20.8. The Company may send notices to Users under these Terms by: (a) publication on the Company's website; and (b) sending an email message to the email address provided by the User at the time of registration. Notices published on the website shall become effective upon publication. Notices sent by email shall be deemed received upon sending, even if the User did not actually open or read them. The User is responsible for ensuring that their email address is up to date.
- 20.9. Except for either party's payment obligations, neither party shall be liable to the other or to any third party for any failure or delay in performing its obligations hereunder to the extent such failure or delay results from circumstances beyond its reasonable control, including, without limitation, governmental actions, fires, floods, natural disasters, pandemics, wars, acts of terror, civil unrest, sanctions, or threats to human life or property.

Last Updated: January 14, 2026