

Terms of service

Last updated: Sep 20, 2022

These Terms of Service (the “Terms”) apply to your use of the Nightli mobile application, our website at <http://www.nightli.se> (collectively with our apps and websites, the “Sites”), our platform to event organizer administration (the “Nightli Business”), and our other applications, software, features, tools, and services related to any of the foregoing (collectively, the “Services”). The Nightli Sites are made provided by Tribed Community AB, Reg. No 559216-5715, a company duly incorporated and organized under the laws of Sweden, having its registered address at Brantingsgatan 23, 115 35 Stockholm, Sweden (the “Nightli Sites Entity”). The Nightli Sites Entity and the Nightli Business Entity are referred to collectively as “Nightli.” As used herein, ‘Nightli’, ‘we,’ and ‘us’ refers to Nightli and/or Tribed Community AB., as applicable. You are referred to herein as “you.” Users of the Services are referred to herein as “Users.” The Nightli Sites, Services, and the Nightli Business related thereto are provided pursuant to the laws and jurisdiction of Sweden.

These Terms create a legal agreement directly between you and Nightli and explain the rules governing use of the Services. You agree to comply with, the Terms, our privacy policy located at <http://www.nightli.se> all updates to the foregoing, and any additional terms we may make available to you on the Services, and all applicable national laws.

BY ACCESSING, USING OR UPLOADING OR DOWNLOADING ANY INFORMATION OR MATERIALS TO OR FROM THE SERVICES, BY CREATING AN ACCOUNT, OR BY CLICKING “CREATE ACCOUNT” OR ANY SIMILAR MECHANISM, YOU ARE AGREEING TO THESE TERMS. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT ACCESS OR USE THE SERVICES.

1. Registration and accounts

The Services are intended solely for persons who are 16 years old or such higher age required in your country to use the Services. If you are under the legal age to form a binding contract in your jurisdiction, you represent that your parent or legal guardian has reviewed and agreed to these Terms on your behalf.

To use the Services, you must register. You agree to: (a) provide true, accurate, current and complete information about yourself (collectively, “Registration Data”) and (b) maintain and promptly update the User Data. You agree that Nightli may use your User Data to provide Services that you access or use and as otherwise set forth in these Terms. If you provide any User Data that is inaccurate or not current, or Nightli has reasonable grounds to suspect that such User Data is inaccurate or not current, Nightli has the right to suspend or terminate your account and refuse current or future use of the Services. In consideration of your use of the Services, you represent that you are not a person barred from receiving services under the laws of any applicable jurisdiction.

You are solely responsible for maintaining the confidentiality of the verification code associated with your account and for restricting access to your verification code sent via email, and for restricting access to your computer and your mobile device while logged into the Services. You accept responsibility for all activities that occur under your account or from your computer and mobile devices. We endeavor to use reasonable security measures to protect against unauthorized access to your account. We cannot, however, guarantee absolute security of your account, your Content (as defined below), or the personal information you provide, and we cannot promise that our security measures will prevent third-parties from illegally accessing the Services or its contents. You agree to immediately notify Nightli of any unauthorized use of your account or verification code, or any other breach of security, and confirm that you understand all risks of unauthorized access to User Data and any other information or content you provide to Nightli.

You acknowledge that you are fully responsible for fulfilling all nightclub or event requirements set by the Event Organizer or other authorizations needed in order to enter a nightclub or/and event at a location which may be presented to you in our Services. You agree not to use our Service in connection with any unpermitted, unauthorized, illegal, or dangerous (to you or others) partying or other activities.

2. Content

Nightli holds the qualities of respect for others and originality of creation in high regard. When you use or interact with our Services and/or with other Users of the Services, you may elect to send, display, distribute, use, submit, upload, communicate, transmit, or otherwise make available to us and/or to other Users of the Services content, including but not limited to information, data, photographs, video, text, sound, software, graphics, messages, posts, tags information on your geographical position ratings, reviews, comments, opinions, and other content (collectively, "Content") whether publicly posted, privately transmitted, or submitted through a third party API (e.g. a photograph submitted via Instagram).

For all Content you use, send, upload, communicate, transmit, or otherwise make available in connection with the Services, you grant to Nightli and our affiliates an unlimited, non-exclusive, irrevocable, worldwide, perpetual, royalty-free, fully sublicensable and fully transferable right to use, copy, reproduce, change, modify, adapt, edit, distribute, translate, transfer, host, store, display, create derivative works from, make publicly available and/or perform such Content in relation to our Services throughout the world in any media, including but without limitation for purposes of operating, developing, providing, promoting, and improving the Services and researching and developing new ones. To the fullest extent permitted under applicable law, you waive your moral rights (or 'droit moral') to and/or in the Content. You acknowledge and agree that we may share Content with our affiliates, partners, and companies that we cooperate with, as well as third party services such as Facebook and Instagram.

When you appear in, create, upload, post, or send Content via the Services, you also grant Nightli, our affiliates, and our business partners and licensees the unrestricted, worldwide, perpetual right and license to use your name, likeness, and voice, and information about your activities and actions you have taken, including your use of third party products, services, or devices, in ads, offers, and other commercial

contexts on the Services and otherwise in connection with commercial or sponsored content without compensation to you. This means, among other things, that you will not be entitled to any compensation from Nightli, our affiliates, or our business partners if your name, likeness, or voice is conveyed through the Services, either on the Nightli application or on one of our business partner's platforms.

You agree that the Content you send, upload, communicate, transmit, distribute, display, use, submit, or otherwise make available, and your use of the Services:

- is true and accurate and not false or misleading;
- is not threatening, disparaging, hate speech, an incitement to violence, defamatory, pornographic, racially or ethnically offensive, graphic violence, discriminatory, obscene, insulting, harassing, intimidating, bullying, slanderous or otherwise illegal, injurious, objectionable, or inappropriate;
- does not infringe or otherwise violate the intellectual property (including copyright), publicity, privacy, or other rights of any third party;
- is not information that you are not legally entitled to distribute (such as insider information or confidential information);
- does not contain any unsolicited or unauthorized advertising, commercial solicitation, political campaigning, promotional material, 'junk mail', 'spam', 'chain letters', mass mailing, 'pyramid schemes' or any other form of solicitation; and
- does not contain software virus or any other technology that may harm the Services, or the interests or property of our Services or the other Users of the Services.

If your Content violates these Terms or is otherwise objectionable, you may bear legal responsibility for that Content. As between you and Nightli, any Content will be non-confidential and non-proprietary and we will not be liable for any use or disclosure of Content. You acknowledge and agree that your relationship with Nightli is not a confidential, fiduciary, or other type of special relationship, and that your decision to submit any Content does not place Nightli in a position that is any different from the position held by members of the general public, including with regard to your Content. Use of your Content is governed by Nightli's Privacy Policy located at <https://nightli.se/>.

Nightli appreciates the opportunity to be notified of any objectionable or unauthorized use of Content, and Users, rights holders and licensees are invited to inform Nightli of any potential violations by sending an email to us at contact@Nightli.se.

Nightli hereby reserves the right in its absolute discretion, at any time and for any reason, including to provide and develop the Services or if we think your Content violates these Terms or is otherwise objectionable, to screen, monitor, refuse, remove or edit any Content or activity from the Services, but is not required to do so. Nightli is not responsible, and assumes no liability, for any third party content or Content provided by you, nor information contained therein or made available or otherwise used in connection with the Services, and is not responsible for the deletion or loss of any content or the failure of any content to comply with these Terms.

Nightli reserves the right to disprute advertising content, at any time and for any

reason. Advertising may be placed at any location inside such as but not exclusive to the nightclub profile, map, event scroller, or inside a published event.

3. Use of the services

3.1 User conduct

Certain rules must be complied with in order to maintain the integrity, legality, and safety of the Services and to promote the User experience. By using the Services you agree that:

- You are sixteen(16) years of age or above; no one under 16 may create an account or use the Services;
- You can form a binding contract with Nightli; This means if you are between sixteen (16) and eighteen (18) years, you need consent from a parent or guardian.
- You will use the Services and Content only as expressly permitted in these Terms; you will not use the Services or Content for any purpose that is illegal or prohibited by these Terms or enable or assist anyone else to do so, nor will you encourage or promote any activity that violates these Terms;
- You will use the Services and Content for your own private, personal purposes only and not for any commercial use or for any business or other entity without the written consent from Nightli.
- You will only send, upload, communicate, transmit, distribute, display or otherwise make available Content that you own or otherwise have all necessary rights in and are permitted to make available in the Services;
- You will not use another person or entity's name or e-mail address or identity when you use our Services or mislead as to the origin of Content, nor will you solicit login credentials from another User or use or attempt to use another User's account, username, or verification code;
- If you create a User account, you will only create one account per platform, provide your full name and a valid e-mail address through which we will be able to contact you as well as any other step required in order to sign up for an account; you agree to keep your login details to your User account secure and confidential, which includes but is not limited to not disclosing your login details to anyone else or allowing someone else to use your login details or account; you will not create another account if we disable your account; you will not buy, sell, rent or lease access to your account; and you accept full responsibility for the activities carried out by the use of your account or credentials;
- You will not use any robot, spider, crawler, scraper, or other automated means or interface to access the Services, gather or extract data, or collect any personal or other information (**such** as User name, phone number, and e-mail address) regarding users of our Services;
- You will not decompile, disassemble or reverse engineer the Services or attempt to extract the source code of software that is part of the Services, or circumvent, deactivate or otherwise interfere with any technological

measure or security-related feature of the Services;

- You will not copy, modify, distribute, sell, archive, download, upload, syndicate, broadcast, perform, display, make available, or lease any part of our Services or content;
- You will not use or develop any third-party applications that interact with the Services or other users' content or information without our written consent;
- You will not use the Services in a way that could interfere with, disrupt, negatively affect, or inhibit other users from fully enjoying the Services, or that could damage, disable, overburden, or impair the functioning of the Services;
- You will not upload viruses or other malicious code or otherwise compromise the security of the Services;
- You will not attempt to circumvent any content-filtering techniques we employ, or attempt to access areas or features of the Services that you are not authorized to access;
- You will not probe, scan, or test the vulnerability of our Services or any system or network and
- You will not remove or amend any copyright or other proprietary notices, or use branding, logos, designs, photographs, videos or any other materials used in our Services unless you own or otherwise have the express right to use such content for such purpose.

3.2 Interactions with Users

The Services function, among other things, as a venue to connect users in a virtual information place. As a neutral facilitator, Nightli is not directly involved in the actual interactions between users of the Services. As a result, Nightli has no control over the truth, accuracy, quality, legality, or safety of postings made by users of the Services and Nightli has no responsibility for such postings. Nightli shall have no responsibility to confirm the identity of users. Nightli shall also have no responsibility to confirm or verify the qualifications, background, or abilities of users of the Services. You shall at all time exercise common sense and good judgment when dealing with any User of the Services.

If you elect to use our features to inform your contacts about the Services or share your information with others, Nightli may require you to provide contact information. You represent that you are authorized to provide any third party contact information that you provide to Nightli, that you are authorized to use such information to contact (including for Nightli to contact on your behalf) the third party, and that Nightli may process it pursuant to the <https://app.nightli.se/all-terms-conditions>

4. Privacy

When you sign up for an account you provide personal details to us that may be deemed as personal information under the applicable legislation. By using our Services, you agree to our collection and use and sharing of personal and other data in accordance with our Privacy Policy, which is published at: <https://app.nightli.se/all-terms-conditions>

[terms-conditions](#)

In addition, if you enable the Services to interact with any third party (such as social network sites), you give us permission to use information which that third party shares with us. You are advised to read third party terms carefully to see what information they might share with us.

5. Cookies

When you visit or interact with our Services, Nightli uses and our authorized services providers may use cookies to store certain types of information for each time you visit or interact with our Services. By accepting these Terms you agree to Nightli using cookies in accordance with our Cookie Policy, which is published at: <https://app.nightli.se/all-terms-conditions>

6. Termination and cancellation

You may terminate your account and use of the Services at any time.

You agree that Nightli may, without prior notice, immediately terminate your account and/or access to the Services for causes that include but are not limited to, the following: (a) breaches or violations of the Terms or other applicable agreements, policies or guidelines, (b) requests by law enforcement or other government agencies, (c) a request by you (self-initiated account deletions), (d) discontinuance or material modification to the Services (or any portion thereof), (e) unexpected technical or security issues or problems, (f) extended periods of inactivity, and/or (g) nonpayment of any fees owed by you in connection with the Services. Termination of your account may include (x) removal of access to all offerings within the Services, (y) deletion of your information, files, and Content associated with your account, and (z) barring of further use of the Services. All terminations for cause shall be made in Nightli's sole discretion and that Nightli shall not be liable to you or any third party for any termination of your account or access to the Services.

All license grants set forth in these Terms and expressly identified as "perpetual" will, along with the following Sections, survive termination for any reason of your account, these Terms, and/or of the Services: Sections 4 (Privacy), 10 (Third Party Services), 13 (Disclaimer of Warranties and Liability), 14 (Indemnity), 15 (Dispute Resolution and Forum – Nightli Business), and 17 (General).

7. Site policies, modifications, and severability

Nightli may change the Services at any time, such as by adding or removing features or discontinuing the Services. We may also suspend or stop the Services altogether. We may take any of these actions at any time, and when we do, we may not provide you with any advance notice.

Please review our other policies, including but not limited to our privacy policy and cookie policy displayed on our website www.nightli.se, as well as our Nightli FAQ posted on our site. These policies also govern your use of Services. We reserve the right to make changes to our site, policies, and these Terms at any time without notice, effective upon posting or as otherwise required by applicable law. You are advised to regularly review the latest version which is published at

<https://app.nightli.se/all-terms-conditions>. If you do not wish to accept such Terms, you can terminate your account. Any continued use by you of the Services following the notification of modified Terms shall constitute acceptance by you of such Terms. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.

8. Subscriptions

8.1 Memberships

You may purchase Nightli's premium service "Nightli Gold" and "Nightli Plus". If you are between 16 and 18 years of age your legal guardian must consent thereto and purchase the subscription for you and you may use the Services only with the involvement of a parent or guardian. Nightli Gold costs 129 SEK per Month and Nightli Plus costs 29 SEK per month. We may change our membership fees and the Nightli's premium service from time to time by posting the changes on the Nightli app. If you continue to use the Services after the new fees apply you accept and agree to pay the new fees. You may cancel the membership at any time, if you choose to cancel your membership Nightli will charge you its memberships fees in full for the ongoing month.

8.2 Refunds

You may request a refund after purchasing a membership. However, Nightli does not make any refunds for you, instead, you agree to contact Google Pay or Apple Pay when requesting refunds and follow their refund policies. Here are two links to their refund websites: <https://support.google.com/googleplay/answer/2479637?hl=en> or <https://support.apple.com/en-gb/HT212779>.

Please read the Google Pay and Apple Pay return policy before making a purchase.

8.3 Subscribing to your favourite venue

You may also subscribe to an Event Organizer. By subscribing to an event organizer or adding a venue and/or partner as a "favourite" you agree to receive extra notifications from the Event Organizer and that Nightli may share your contact information with that third-party. Nightli is not responsible for any fee or other costs such third-party may charge. Please also view our privacy policy for more information: <https://app.nightli.se/all-terms-conditions>

9. Nightli Business

Through the Services, a User can gain access to Nightli business (nightclub profile) and become an Event Organizer. The Event Organizer will be able to upload attendees to its Events and thereby enable Guests to gain guestlist to and/or table services at the Event. The Event Organizer is also able to use the Services to create new events including event information such as but not limited to pictures, description, guestlists, tables, external website links, age restrictions, themes and search on individual Users and giving them Nightli Business access. The Event Organizer is not obliged to accept any Guest. Nightli's sole obligations under these

TERMS OF SERVICES shall be (i) to include Events uploaded by the Event Organizer in the Nightli app or on the Nightli website, and (ii) to administer guestlist access between the Event Organizer and Guests. Nightli has no responsibility for, and does not in any way warrant that, the Event Organizer's use of the Services will result in any guestlist admissions and/or table services at the Event Organizer's Events, or that Guests who have received guestlist and/or table services will actually attend the Events. In addition, Nightli does not pre-screen or monitor the Guests who attend events and has no responsibility to ensure that such Guests meet any requirements or expectations that the Event Organizer may have in respect of its Events. The Event Organizer is solely responsible for ensuring that all Guests are made aware of any requirements or restrictions applicable to its Events. In the event a Guest is denied entry to an Event on the basis of non-fulfilment of the Event Organizer's requirements, the Event Organizer shall notify Nightli thereof in the manner provided for in the App or on the Nightli website. The Event Organizer understands and acknowledges that these TERMS OF SERVICES only regulate the Event Organizer's use of the Services, and the limited obligations of Nightli contemplated thereby. The Event Organizer further understands and acknowledges that the performance of its Events is outside the scope of these TERMS OF SERVICES. Nightli has no responsibilities in respect of the Event Organizers' Events and cannot be held responsible or liable in any way for the performance of such Events towards the Event Organizer, Guests or any third party. ___

9.1 External links

Through the Services, the Event Organizer can add an external website link ("link") to an event. By doing so the Event Organizer agrees that Nightli may charge the full amount displayed in Nightli Business. Nightli will invoice the Event Organizer via email at the end of each month per used link uploaded. Payment terms will be displayed in the invoice that is sent to the users email address. The Event Organizer is fully responsible for the link functionality and the content display on the external website.

9.2 Grant of license by Nightli

Subject to compliance with these TERMS OF SERVICES, Nightli grants the Event Organizer a limited, non-exclusive, non-sub-licensable, revocable, non-transferable license (i) to access and use the App on compatible device(s) solely in connection with the Event Organizer's use of the Services, and (ii) to use the Nightli trademark to inform third parties of its use of the Services, such use to always comply with all then-current trademark guidelines or similar instructions provided by Nightli or made available on the Nightli website. The Event Organizer acknowledges and agrees that all material, including, without limitation, information, data, software, text, design elements, graphics, images and other content contained in or delivered via the Services or otherwise made available by Nightli in connection with the Services (jointly, "Nightli Content") is protected by copyrights, trademarks, service marks, trade secrets or other intellectual property rights and laws. Except as expressly authorised by Nightli in writing or in connection with the Event Organizer's use of the intended functionality of the Services, the Event Organizer agrees not to sell, sublicense, rent, modify, distribute, copy, reproduce, transmit, publicly display,

publicly perform, publish, adapt, edit, attempt to derive the source code of, or create derivative works of, any Nightli Content. The Event Organizer shall use the Nightli Content only for purposes that are permitted by these TERMS OF SERVICES and any applicable laws and regulations. The license is effective until terminated by the Event Organizer or Nightli. The Event Organizer's rights under this license will terminate automatically without notice if the Event Organizer fails to comply with any term of this license.

9.3 Notice Regarding Apple and Google Play

The Event Organizer acknowledges that these TERMS OF SERVICES are between the Event Organizer and Nightli only, not with Apple or Google Play, and Apple or Google Play is not responsible for the Services and the content thereof. Apple or Google Play has no obligation whatsoever to furnish any maintenance and support services with respect to the Services. In the event of any failure of the Services to conform to any applicable warranty, then the Event Organizer may notify Apple or Google Play and Apple or Google Play will refund any applicable purchase price for the App to the Event Organizer; and, to the maximum extent permitted by applicable law, Apple or Google Play has no other warranty obligation whatsoever with respect to the Services. Apple or Google Play is not responsible for addressing any claims by the Event Organizer or any third party relating to the Service or the Event Organizer's possession and/or use of the Services, including, but not limited to: (i) product liability claims; (ii) any claim that the Services fail to conform to any applicable legal or regulatory requirement; and (iii) claims arising under consumer protection or similar legislation. Apple or Google Play is not responsible for the investigation, defense, settlement and discharge of any third party claim that the Services and/or the Event Organizer's possession and use of the App infringe that third party's intellectual property rights. The Event Organizer agrees to comply with any applicable third party terms, when using the Services. Apple or Google Play, and Apple's or Google Play's subsidiaries, are third party beneficiaries of these TERMS OF SERVICES, and upon the Event Organizer's acceptance of these TERMS OF SERVICES, Apple will have the right (and will be deemed to have accepted the right) to enforce these TERMS OF SERVICES against the Event Organizer as a third party beneficiary of these TERMS OF SERVICES.

9.4 Event Organizer Content and trademarks

Through the Services, the Event Organizer is able to upload digital invites to Events and other content, including photographs and other images, ("Event Organizer Content"). Any Event Organizer Content provided by the Event Organizer will remain the property of the Event Organizer. However, by providing Event Organizer Content to Nightli, the Event Organizer grants Nightli a non-exclusive, worldwide, transferable, sub-licensable, royalty-free license to use, copy, distribute, publicly display and otherwise exploit in any manner such Event Organizer Content, solely in connection with the provision or promotion of the Services, in all formats and distribution channels now known, or hereafter devised, without further notice to or consent from the Event Organizer, and without the requirement of payment to the Event Organizer or any other person or entity. The Event Organizer represents and warrants that (i) the Event Organizer either is the sole and exclusive owner of all

Event Organizer Content or the Event Organizer has all rights, licenses, consents and releases necessary to grant Nightli the license to the Event Organizer Content as set forth above, and (ii) neither the Event Organizer Content, the Event Organizer's submission of such Event Organizer Content, or Nightli's use of the Event Organizer Content as permitted herein will infringe, misappropriate or violate a third party's intellectual property rights, or rights of privacy, or result in the violation of any applicable law and regulation. Nightli will not accept any Event Organizer Content which: a. is defamatory, abusive, harassing, threatening, or an invasion of a right to privacy of another person, bigoted, hateful, or racially or otherwise offensive, violent, vulgar, obscene, pornographic or otherwise sexually explicit, or otherwise harms any person or entity; b. infringes or violates any right of a third party, including without limitation, copyright, patent, trademark, trade secret or other proprietary or contractual rights, or which violates any other confidentiality obligations; c. contains a virus or other harmful component, or otherwise tampers with, impairs or damages the Services or any connected network, or otherwise interferes with any person or entity's use or enjoyment of the Services. The Event Organizer is solely responsible for any content and other material that the Event Organizer submits, transmits, or displays through the Services. Nightli does not pre-screen or monitor Event Organizer Content, but reserves the right to remove Event Organizer Content for any or no reason, without notification to the Event Organizer, including but not limited to Event Organizer Content that, in Nightli's sole discretion, violates these TERMS OF SERVICES or any applicable laws and regulations. Nightli's rights under the license to the Event Organizer Content are effective until the Event Organizer terminates the Agreement. The Event Organizer further grants Nightli a non-exclusive, worldwide, transferable, sublicensable, royalty-free license to use the Event Organizer's trademarks in connection with and for the purpose of the distribution of the App and provision of the Services, including for promotional purposes. Nightli shall duly consider any reasonable instructions or trademark guidelines provided by the Event Organizer which may apply to such usage of the Event Organizer's trademarks.

9.5 Prohibited conduct

By using the Services, the Event Organizer agrees not to:

- a. use the Services for any illegal purpose, or in violation of the applicable law.
- b. interfere with security-related features of the Services, including without limitation by (i) disabling or circumventing features that prevent or limit use or copying of any content, or (ii) reverse engineering or otherwise attempting to discover the source code of the Services or any part thereof except to the extent that such activity is expressly permitted by applicable law;
- c. interfere with the operation of the Services or any user's enjoyment of the Services, including without limitation by (i) taking any action (directly or indirectly) that imposes or may impose (as determined by Nightli in its sole discretion) an unreasonable or disproportionately large load on Nightli's or its third party providers' infrastructure; or (ii) interfering with or disrupting any networks, equipment, or servers connected to or used to provide the Services, or violating the regulations, policies, or procedures of such networks, equipment, or servers;
- d. perform any fraudulent activity including impersonating any person or entity,

claiming false affiliation; misrepresenting the source, identity or content of information transmitted via the Services; accessing the Services accounts of others without permission, or falsifying your age or date of birth;

e. sell or otherwise transfer the access granted under these TERMS OF SERVICES, or any right or ability to view, access, or use any part of the Services; or

f. attempt to do any of the foregoing in this Prohibited conduct section, or assist or permit any persons in engaging or attempting to engage in any of the activities described in this section.

9.6 Indemnity

The Event Organizer agrees to indemnify and hold Nightli, and its affiliates, and each of Nightli's and its affiliates' respective officers, directors, agents, and employees, harmless from any and all claims, demands, damages, losses, liabilities and expenses (including attorneys' fees) arising out of or in connection with (i) the Event Organizer's use of the Services, (ii) the Event Organizer's breach or violation of these TERMS OF SERVICES, (iii) Nightli's use of the Event Organizer Content, (iv) the Event Organizer's violation of the rights of any third parties, or (v) any disputes between the Event Organizer and any third parties, including any Guests.

9.7 Disclaimer of warranties

THE SERVICES AND ALL MATERIALS AND CONTENT AVAILABLE THROUGH THE SERVICES ARE PROVIDED "AS IS" AND ON AN "AS AVAILABLE" BASIS, WITHOUT WARRANTY OR CONDITION OF ANY KIND, EITHER EXPRESS OR IMPLIED. NIGHTLI AND ITS OFFICERS, DIRECTORS, EMPLOYEES, CONSULTANTS, AFFILIATES, SUBSIDIARIES, AND AGENTS (COLLECTIVELY, THE "NIGHTLI ENTITIES") SPECIFICALLY (BUT WITHOUT LIMITATION) DISCLAIM ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, RELATING TO THE SERVICES AND ALL MATERIALS AND CONTENT AVAILABLE THROUGH THE SERVICES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, OR NON-INFRINGEMENT. THE NIGHTLI ENTITIES DO NOT WARRANT THAT THE SERVICES OR ANY PART THEREOF, OR ANY MATERIALS OR CONTENT OFFERED THROUGH THE SERVICES, WILL BE UNINTERRUPTED, SECURE, OR FREE OF ERRORS, VIRUSES, OR OTHER HARMFUL COMPONENTS, AND DO NOT WARRANT THAT ANY OF THE FOREGOING WILL BE CORRECTED. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY THE EVENT ORGANIZER FROM THE SERVICES OR ANY MATERIALS OR CONTENT AVAILABLE ON OR THROUGH THE SERVICES WILL CREATE ANY WARRANTY REGARDING ANY OF THE NIGHTLI ENTITIES OR THE SERVICES THAT IS NOT EXPRESSLY STATED IN THESE TERMS OF SERVICES. THE EVENT ORGANIZER ASSUMES ALL RISK FOR ALL DAMAGES THAT MAY RESULT FROM THE EVENT ORGANIZER'S USE OF OR ACCESS TO THE SERVICES, THE EVENT ORGANIZER'S DEALINGS WITH OTHER USERS OF THE SERVICES, AND ANY MATERIALS OR CONTENT AVAILABLE THROUGH THE SERVICES. THE EVENT ORGANIZER UNDERSTANDS AND AGREES THAT THE EVENT ORGANIZER USES THE SERVICES AND USES, ACCESSES, DOWNLOADS, OR OTHERWISE

OBTAINS MATERIALS OR CONTENT THROUGH THE SERVICES AND ANY ASSOCIATED SITES OR SERVICES AT THE EVENT ORGANIZER'S OWN DISCRETION AND RISK, AND THE EVENT ORGANIZER WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO ITS PROPERTY (INCLUDING THE COMPUTER SYSTEM USED IN CONNECTION WITH THE SERVICE) OR LOSS OF DATA THAT RESULTS FROM THE USE OF THE SERVICES OR THE DOWNLOAD OR USE OF SUCH MATERIALS OR CONTENT. SOME JURISDICTIONS MAY PROHIBIT A DISCLAIMER OF WARRANTIES AND THE EVENT ORGANIZER MAY HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.

9.8 Limitation of liability

IN NO EVENT WILL THE NIGHTLI ENTITIES BE LIABLE TO THE EVENT ORGANIZER FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF OR RELATING TO THE EVENT ORGANIZER'S ACCESS TO OR USE OF, OR THE EVENT ORGANIZER'S INABILITY TO ACCESS OR USE, THE SERVICES OR ANY MATERIALS OR CONTENT ON THE SERVICES, WHETHER BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), STATUTE OR ANY OTHER LEGAL THEORY, WHETHER OR NOT THE NIGHTLI ENTITIES HAVE BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGE. UNDER NO CIRCUMSTANCES WILL NIGHTLI BE LIABLE FOR ANY DIRECT OR INDIRECT DAMAGES ARISING OUT OF OR RELATING TO THE CONDUCT OF THE EVENT ORGANIZER OR ANYONE ELSE IN CONNECTION WITH THE USE OF THE SERVICES, INCLUDING WITHOUT LIMITATION, BODILY INJURY, EMOTIONAL DISTRESS, AND/OR ANY OTHER DAMAGES RESULTING FROM COMMUNICATIONS OR MEETINGS WITH OTHER USERS OF THE SERVICES OR PERSONS THE EVENT ORGANIZER MEETS THROUGH THE SERVICES. THE EVENT ORGANIZER AGREES THAT THE AGGREGATE LIABILITY OF THE NIGHTLI ENTITIES TO THE EVENT ORGANIZER FOR ANY AND ALL CLAIMS ARISING OUT OF RELATING TO THE USE OF OR ANY INABILITY TO USE THE SERVICES (INCLUDING ANY MATERIALS OR CONTENT AVAILABLE THROUGH THE SERVICES) OR OTHERWISE UNDER THESE TERMS, WHETHER IN CONTRACT, TORT, OR OTHERWISE, SHALL NOT EXCEED ONE THIRD OF THE SWEDISH PRICE BASE AMOUNT. EACH PROVISION OF THESE TERMS OF SERVICES THAT PROVIDES FOR A LIMITATION OF LIABILITY, DISCLAIMER OF WARRANTIES, OR EXCLUSION OF DAMAGES IS TO ALLOCATE THE RISKS UNDER THESE TERMS OF SERVICES BETWEEN THE PARTIES. THIS ALLOCATION IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN THE PARTIES. EACH OF THESE PROVISIONS IS SEVERABLE AND INDEPENDENT OF ALL OTHER PROVISIONS OF THESE TERMS. THE LIMITATIONS IN THIS SECTION WILL APPLY EVEN IF ANY LIMITED REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

9.9 Term and termination

These TERMS OF SERVICES will continue to apply unless terminated by either the Event Organizer or Nightli. Nightli may terminate these TERMS OF SERVICES or

suspend the Event Organizer's account and/or access to the Services at any time, including in the event of actual or suspected unauthorised use of the Services, misuse of the Services or non-compliance with these TERMS OF SERVICES. If the Event Organizer or Nightli terminates these TERMS OF SERVICES, or if Nightli suspends the Event Organizer's account and/or access to the Services, Nightli shall **thereafter have no liability or responsibility to the Event Organizer or any third party.**

9.10 Privacy policy for Event Organizers

The Event Organizer's use of the Services will entail processing of personal data in respect of Guests, for example when sending invites to Events, administering guest lists or otherwise in connection with the Event Organizer's administration of the relationship with Guests. Through the Event Organizers use of the Services, Nightli will process Guests' personal data when, for example, Nightli is administering Guests' accounts in the App, subscriptions, completing guestlist requests, sending marketing materials etc. The Event Organizer acknowledge that the Event Organizer will act as a data controller in respect of Guest personal data which the Event organizer have collected.

As such, the Event Organizer is responsible for ensuring that it has obtained all necessary consents from data subjects in respect of personal data collected by the Event Organizer from the data subjects and that it is otherwise entitled to process such personal data (including transfer of such personal data to Nightli) prior to transferring any personal data to Nightli. The Event Organizer acknowledge and accept that the Event Organizer will process such personal data regarding guests that is collected by Nightli, and made available for the Event Organizer, on behalf of Nightli. Nightli is data controller and the Event Organizer is data processor.

The Parties undertake to process the Personal Data in accordance with the Data Protection Regulation (Regulation (EU) 2016/679) ("GDPR") and data protection legislation in force at any time.

Likewise, the Event Organizer acknowledges and agrees that it will comply with all applicable responsibilities and obligations required of a data controller in its jurisdiction. The Event Organizer further understands and acknowledges that Nightli will in no event be responsible or liable for the Event Organizer's use or other processing of Guest personal data.

Should either Party receive a request from a Data Subject or supervisory authority relating in whole or in part to the other Party's Processing of Personal Data, the receiving Party shall notify the other Party without undue delay. If the request concerns both Parties processing, the Parties shall cooperate in good faith in handling the request.

The Event Organizer and, during transmission, also Nightli, shall implement appropriate technical and organisational measures to ensure the security of the Personal data, including protection against a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure or

access of the Personal Data.

9.11 Personal data relating to the Event Organizer's employees

When registering an account in the App or on the Nightli website, individuals employed with, or otherwise acting on behalf of the Event Organizer (each an "Employee") must (i) submit certain personal data, such as the Employee's name, email address, and telephone number and (ii) choose a user name and verification code. Nightli will process Employee personal data in order to administer the relevant account and to allow the Employee to make use of the Services. Nightli will treat Employee personal data confidentially. Such personal data will be stored until the relevant account has been terminated and will thereafter be deleted. Nightli is the data controller in respect of Employee personal data. As such, Nightli is responsible for treating the personal data in accordance with the Swedish Personal Data Act and other applicable legislation. Employee account holders are entitled to, once per year and without charge, receive information about what personal data about him/her that Nightli processes, as well as information on the extent and purpose of such processing. Nightli is also obliged to, at the relevant Employee's request, correct any personal data about him/her that is incorrect, incomplete or misleading. The Employees personal data will be processed in order to provide the Services under the Agreement and to improve the experience of the Services, for example by providing customized or localized content. The Employees personal data may also be processed for market and customer analyses and for business and method development. Nightli will also collect the IP address of the device from which the Employee uses the Services. An IP address is a number that is automatically assigned to the device and is automatically identified to our server when the Services are used. Nightli will not use personal data to send spam e-mails. In order to offer the Event Organizer and Event Organizer's business all of the Nightli App features Nightli will ask the Employee to give it permission to gather information from the phone on which they use the App. The Employee will be asked to give Nightli access to the address book contacts and the camera. Nightli will not receive any of this information unless the Employee agrees to give Nightli access to these features. The camera: Nightli will ask the Employee to give the Nightli App permission to access the phone camera. The camera can be used to add a profile picture to the Nightli account and Scan QR codes. Address book contacts: Nightli will ask the Employee to give the Nightli App access to the contacts in the address book in order to provide the Services in accordance with the Agreement.

9.12 Security measures implemented by Nightli to protect the personal data

Nightli is committed to protecting the security of the personal data Nightli collects. Nightli will take reasonable technical and organizational measures to protect the personal data it stores or processes. Nightli use a variety of industry-standard security technologies and procedures to help protect personal data from unauthorized or unlawful access, use or disclosure and accidental loss, destruction and damage. Even though Nightli has taken significant steps to protect the personal data, no security measures are completely secure, and Nightli do not guarantee the security of the personal data it collects.

9.13 International transfer of personal data

If the disclosure of Personal Data from Nightli to the Event Organizer entails a transfer to a third country that does not ensure an adequate level of protection, the Parties shall ensure that appropriate safeguards have been taken in accordance with Article 46 GDPR. The Event Organizer shall not disclose the Personal Data to a third party located in a third country unless that transfer is made in accordance with the GDPR.

9.14 Consent to electronic communications

By using the Services, the Event Organizer consents to receiving certain electronic communications from Nightli as further described in our Privacy Policy. The Event Organizer agrees that any notices, agreements, disclosures, or other communications that Nightli sends to the Event Organizer electronically will satisfy any legal communication requirements, including that such communications be in writing.

9.15 No agency

Nightli and the Event Organizer are independent organisations, and no agency, partnership, employee-employer or joint venture relationship is intended or created by the Agreement or these TERMS OF SERVICES.

10. Third party services

In addition to Event Organizers in the Nightli Business, Nightli may also include links to, or otherwise make available through the Services, products, services, features, and/or functionality operated by a third party (with the Event Organizers in the Nightli Business, collectively, "Third Party Services"). Third Party Services made available on the Services are made and offered directly by the applicable third party. When you pursue or purchase any such product or service, you acknowledge that you are contracting directly with such third party and not with Nightli (example ticketing website). Your interaction with, or participation in promotions of, third parties found on or through the Services, including payment and delivery of goods or services (except as otherwise specified in the Nightli Business) and any other terms, are solely between you and such third party and are subject to such third party's terms and conditions. You are advised to read third party terms, including terms of use/service and privacy policy, carefully as they constitute an agreement between you and the third party. You acknowledge and agree that Nightli is not responsible or liable for a third party's terms, products, content or actions, including their failure to comply with their terms of use/service or privacy policy.

YOU AGREE THAT NIGHTLI SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGES OF ANY KIND INCURRED BY YOU AS THE RESULT OF ANY OF YOUR DEALINGS WITH THIRD PARTY SERVICE PROVIDERS OR ADVERTISERS AVAILABLE THROUGH THE SERVICES.

Nightli or third parties may provide links to other internet sites or resources through the Services. Nightli does not endorse and is not responsible or liable for any content, information, advertising, products or other materials on or available from such sites or resources. You acknowledge and agree that Nightli is not responsible

for the availability of such external sites or resources.

11. Intellectual property

You acknowledge and agree that the Services, any necessary software used in connection with the Services, any data based on content on the Services, and any content available or made available on the Services contain proprietary and confidential information that is protected by applicable intellectual property and other laws. Except as expressly permitted by applicable law or authorized by Nightli or applicable third party service providers or advertisers, you agree not to modify, rent, lease, loan, sell, distribute or create derivative works based on the Services, the software or Content available on the Services (other than Content that you may submit), in whole or in part.

Nightli grants you a personal, revocable, non-transferable, non-sublicensable, non-exclusive right and license to access and use the Services; -provided that you do not (and do not allow any third party to) copy, modify, create a derivative work from, reverse engineer, reverse assemble or otherwise attempt to discover any source code, sell, assign, sublicense, grant a security interest in or otherwise transfer any right in the Services, except where permitted by law.] You agree not to access the Services by any means other than through the interfaces that are provided by Nightli. The term "NIGHTLI," the Nightli logo and other Nightli logos and product and service names are the exclusive trademarks of, and are owned by, Tribed Community AB., and you may not use or display such trademarks in any manner without Nightli's prior written permission. Any third party trademarks or service marks displayed on the Services are the property of their respective owners. Nightli reserves all rights not expressly granted hereunder.

We make it easy for you to report suspected copyright infringement. If you believe that anything on the Services infringes a copyright that you own or control, please file a notice with our designated agent by emailing contact@Nightli.com.

12. Your feedback

We welcome your comments, feedback, suggestions, and other communications regarding the Services and the information and services we make available through the Services (collectively, "Feedback"). If you provide Feedback, you hereby grant to Nightli a worldwide, non-exclusive, transferable, assignable, sub- licensable, perpetual, irrevocable, royalty-free license to copy, distribute, create derivative works of, publicly display and perform and otherwise exploit such Feedback and to use, make, have made, sell, offer for sale, import and export products and services based on such Feedback. For this reason, we ask that you not send Nightli any Feedback that you do not wish to license to us as set forth above.

13. Disclaimer of warranties and liability

THE INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND CONTENT AVAILABLE THROUGH THE SERVICES ARE PROVIDED TO YOU "AS IS" AND

WITHOUT WARRANTY. NIGHTLI AND ITS SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS AND LICENSORS HEREBY DISCLAIM ALL WARRANTIES WITH REGARD TO SUCH INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND CONTENT, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NONINFRINGEMENT. NIGHTLI AND ITS SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS AND LICENSORS MAKE NO WARRANTY THAT: (a) THE SERVICE WILL MEET YOUR REQUIREMENTS; (b) YOUR CONTENT WILL BE AVAILABLE OR THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR-FREE; (c) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE WILL BE ACCURATE OR RELIABLE; (d) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICE WILL MEET YOUR EXPECTATIONS; (e) SELLERS AND OTHER THIRD PARTY PROVIDERS WILL COMPLY WITH THEIR RESPECTIVE COMMITMENTS, TERMS OR POLICIES, AND (e) ANY ERRORS IN THE SERVICES WILL BE CORRECTED.

Neither Party shall be liable to the other Party for indirect or consequential loss or damage, including any loss of business, loss of profits or loss of anticipated savings, whether arising from breach of contract, negligence or otherwise.

The Service Provider shall, except for in the event of its gross negligence or wilful misconduct, in no event be liable for any loss of profit, revenue, business savings or goodwill, loss of data, or the Customer's obligation to compensate any third-party or any indirect or consequential damage whatsoever.

The Account holder assumes the sole responsibility and liability in relation to any Content and the Service Provider does not assume any responsibility for any Content used, published or uploaded into the Service by Customer and Customer agrees to indemnify and hold harmless Service Provider against any claims for infringement or otherwise in relation to any materials or Content provided by or on behalf of Customer.

Neither Party shall be responsible if non-performance is caused by pandemic, strike, labour disturbances, fire, flood, riot, act or ordinance of any governmental or local authority, terrorism, or by any other cause beyond the reasonable control of that Party (a "**Force Majeure Event**"). The Party who is affected by a Force Majeure Event shall immediately inform the other Party of such event and use reasonable commercial efforts to remove or overcome the hindrance for performance.

If, as a result of a Force Majeure Event, the performance by either Party of such Party's obligations under this Agreement is only partially affected, such Party shall nevertheless remain liable for the performance of those obligations not affected by the Force Majeure Event.

YOU EXPRESSLY AGREE TO RELEASE NIGHTLI, ITS SUBSIDIARIES, AFFILIATES, OFFICERS, AGENTS, REPRESENTATIVES, EMPLOYEES,

PARTNERS AND LICENSORS (THE “RELEASED PARTIES”) FROM ANY AND ALL LIABILITY IN CONNECTION WITH YOUR NIGHTCLUB/EVENT/NIGHTLIFE ACTIVITIES AND/OR USE OF THE NIGHTLI WEBSITES, MOBILE APPLICATIONS, CONTENT, SERVICES OR PRODUCTS, INCLUDING PRODUCTS PURCHASED ON THE SHOP AND PROMISE NOT TO SUE THE RELEASED PARTIES FOR ANY CLAIMS, ACTIONS, INJURIES, DAMAGES, OR LOSSES ASSOCIATED WITH SUCH USE. YOU ALSO AGREE THAT IN NO EVENT SHALL THE RELEASED PARTIES BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN ANY WAY CONNECTED WITH (a) YOUR USE OR MISUSE OF THE SERVICES, (b) YOUR USE OR MISUSE OF EQUIPMENT OR PROGRAMS CREATED OR LICENSED BY NIGHTLI WHILE ENGAGED IN NIGHTCLUB/EVENT/NIGHTLIFE ACTIVITIES, (c) YOUR DEALINGS WITH THIRD-PARTY SERVICE PROVIDERS OR ADVERTISERS AVAILABLE THROUGH THE SERVICES, (d) ANY DELAY OR INABILITY TO USE THE SERVICES EXPERIENCED BY YOU, OR (e) ANY INFORMATION, SOFTWARE, PRODUCTS, SERVICES OR CONTENT OBTAINED THROUGH THE SERVICES, WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, EVEN IF NIGHTLI HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES.

NIGHTLI DOES NOT ENDORSE YOUR CONTENT OR ANY OTHER USER’S CONTENT AND SPECIFICALLY DISCLAIMS ANY RESPONSIBILITY OR LIABILITY TO ANY PERSON OR ENTITY FOR ANY LOSS, DAMAGE (WHETHER ACTUAL, CONSEQUENTIAL, INDIRECT, PUNITIVE OR OTHERWISE), INJURY, CLAIM, LIABILITY OR OTHER CAUSE OF ANY KIND OR CHARACTER BASED UPON OR RESULTING FROM ANY CONTENT ON THE SERVICES. THE COMPANY’S MAXIMUM AGGREGATE LIABILITY TO YOU PURSUANT TO THESE TERMS SHALL NOT EXCEED THE GREATER THAN THE AMOUNT OF FEES PAID BY YOU TO NIGHTLI IN THE 12-MONTHS PRIOR TO DATE THE CLAIM.

14. Indemnity

You agree to indemnify and hold Nightli and its subsidiaries, affiliates, officers, agents, representatives, employees, partners and licensors harmless from any claim or demand, including reasonable attorneys’ fees, made by any third party due to or arising out of Content you submit, post, transmit or otherwise seek to make available through the Services, your use of the Services, your use of any products published by Event Organizers, external website links, your nightlife activities which generate the Content you post or seek to post on the Services, your connection to the Services, your violation of the Terms, your violation of any data protection or privacy or other laws, or your violation of any rights of another person or entity.

15. Dispute resolution - Nightli Business

Any dispute, controversy or claim arising out of or in connection with this Agreement, or the breach, termination or invalidity thereof, shall be subject to the jurisdiction of Swedish courts, with the Stockholm District Court as the court of first instance.

This Agreement and any non-contractual obligations arising out of or in connection therewith shall be governed and constructed in accordance with the substantive laws of Sweden.

16. Previous Nightli App versions

You agree that Nightli does not take responsibility for any previous versions of the app and that any previously created account falls under the new Terms of Service.

17. General

You agree that no joint venture, partnership, joint controllership, employment or agency relationship exists between you and Nightli as a result of the Terms or your use of the Services. The Terms constitute the entire agreement between you and Nightli with respect to your use of the Services. The failure of Nightli to exercise or enforce any right or provision of the Terms shall not constitute a waiver of such right or provision. If any provision of the Terms is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of the Terms remain in full force and effect. You may not assign, delegate or otherwise transfer your account or your obligations under these Terms without the prior written consent of Nightli.

Nightli has the right, in its sole discretion, to transfer or assign all or any part of its rights under these Terms and will have the right to delegate or use third party contractors to fulfill its duties and obligations under these Terms and in connection with the Services. Nightli's notice to you via email, regular mail or notices, posts, or links on the Services shall constitute acceptable notice to you under the Terms. A printed version of the Terms and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to the Terms to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. Section titles and headings in the Terms are for convenience only and have no legal or contractual effect. Any rights not expressly granted herein are reserved.

Nightli and its third party service providers may make improvements and/or changes in the Services, products, Services, mobile applications, features, programs, and prices described at any time and for any reason in its sole discretion. The mobile application may download and install upgrades, updates and additional features in order to improve, enhance, and further develop the Services. Nightli reserves the right at any time to modify or discontinue, temporarily or permanently, the Services or any portion thereof with or without notice. You agree that Nightli shall not be liable to you or to any third party for any modification, suspension or discontinuance of the Services.

SUPPORT AND QUESTIONS. We will respond to any questions regarding the Services and these Terms via contact@nightli.se. We generally respond to support requests within 10-14 days after the request is placed.

