

Terms of Service

Effective Date: June 1, 2026 · Last Updated: June 1, 2026

PLEASE READ THESE TERMS OF SERVICE ("TERMS") CAREFULLY BEFORE USING THE PLATFORM. These Terms constitute a legally binding agreement between you and Reactides LLC and Tyme Regenerative Wellness LLC (collectively, "Company," "we," "us," or "our") governing your access to and use of the telehealth wellness portal, mobile applications, and all related services (collectively, the "Platform"). By creating an account or using the Platform, you agree to be bound by these Terms and our Privacy Policy and HIPAA Notice, each incorporated by reference. If you do not agree, you must not access or use the Platform.

1. NATURE OF THE PLATFORM; NO PROVIDER-PATIENT RELATIONSHIP

The Platform is a technology service that facilitates access to independent licensed healthcare providers ("Providers") for telehealth wellness consultations. The Company is not a healthcare provider, does not practice medicine, nursing, or any other licensed health profession, and does not provide medical advice, diagnosis, or treatment.

Each Provider is an independent contractor and not an employee or agent of the Company. The Provider-patient relationship, if any, is solely between you and the Provider. All clinical decisions, assessments, and recommendations are made exclusively by the Provider in the exercise of their independent professional judgment, consistent with applicable professional standards and state law.

Emergency Disclaimer. The Platform is not designed for medical emergencies. If you are experiencing a life-threatening condition or medical emergency, call 911 or proceed immediately to the nearest emergency department. Do not use the Platform to seek emergency care.

2. ELIGIBILITY

You may use the Platform only if you:

- Are at least 18 years of age (or the age of majority in your jurisdiction, if higher)
- Are a current resident of a U.S. state or territory where the Platform's services are available
- Have the full legal capacity and authority to enter into these Terms

- Provide and maintain accurate, current, and complete registration and health information
- Are not prohibited from accessing the Platform under applicable federal, state, or local law

By using the Platform, you represent and warrant that all of the foregoing are true and will remain true for the duration of your use.

3. ACCOUNT REGISTRATION & SECURITY

You must create an account to access the Platform's services. You agree to: (a) provide accurate and complete registration information; (b) promptly update your information to keep it current and accurate; (c) maintain the confidentiality of your username and password; and (d) accept full responsibility for all activities occurring under your account.

You agree to notify us immediately of any unauthorized use of your account or any other security breach at **support@reactides.com**. The Company will not be liable for any loss or damage arising from your failure to comply with this Section.

You may not transfer, assign, or sublicense your account to any third party. You may not create accounts for or on behalf of other persons without express written authorization from the Company.

4. ACCURACY OF HEALTH INFORMATION; ASSUMPTION OF RISK

You acknowledge that the quality and safety of care received through the Platform depends on the accuracy and completeness of the health information you provide. You agree to disclose all relevant medical history, current medications, allergies, and other health information requested during intake and consultations.

YOU EXPRESSLY ASSUME THE RISK OF ANY ADVERSE OUTCOME ARISING FROM YOUR FAILURE TO PROVIDE ACCURATE, COMPLETE, OR TIMELY HEALTH INFORMATION. The Company and Providers are not liable for outcomes attributable to incomplete or inaccurate disclosures by you.

5. WELLNESS PRODUCTS & PEPTIDE PROTOCOLS

Certain protocols available through the Platform involve GMP-grade peptide compounds and wellness products distributed by Tyme Regenerative Wellness LLC. You acknowledge and agree that:

- These compounds are not FDA-approved drugs for the indications discussed unless expressly stated, and are offered for wellness and functional health optimization purposes only
- Use of any compound is contingent upon a Provider's independent clinical assessment and your execution of an informed consent

- The Company makes no representation or warranty regarding the efficacy, safety, or results of any protocol for your individual circumstances
- Individual outcomes vary materially based on health status, genetics, adherence, and other factors
- You are solely responsible for complying with all applicable federal, state, and local laws regarding acquisition and use of any compound

6. FEES, PAYMENT & NO INSURANCE BILLING

All applicable fees — including consultation fees, protocol subscription fees, and product charges — are disclosed at the point of purchase. All fees are denominated in U.S. dollars. By providing a payment method, you authorize the Company to charge all amounts due.

Consultation fees are non-refundable once a Provider has commenced review of your intake materials. Subscription and product fees are subject to the Company's then-current Refund Policy, available on the Platform. The Company reserves the right to modify fees upon at least 14 days' written notice.

THE COMPANY DOES NOT BILL HEALTH INSURANCE, MEDICARE, OR MEDICAID. Services provided through the Platform are cash-pay only. You are solely responsible for all fees charged. The Company will provide itemized receipts upon request; whether those receipts support any insurance claim is your responsibility.

7. PROHIBITED CONDUCT

You agree not to, directly or indirectly:

- Use the Platform for any unlawful purpose or in violation of these Terms or applicable law
- Submit false, misleading, or fraudulent health or identity information
- Access the Platform on behalf of another person without authorization
- Attempt to circumvent any authentication, security, or access control measure
- Introduce malware, viruses, or other harmful code
- Reverse engineer, decompile, disassemble, or create derivative works from any Platform software
- Use automated bots, scrapers, or similar tools to extract data from the Platform
- Harass, threaten, or abuse Providers, Company personnel, or other users
- Reproduce, distribute, or commercialize any Platform content without express written consent

8. INTELLECTUAL PROPERTY

The Platform and all content, software, trademarks, trade dress, protocols, and materials therein are the exclusive property of Reactides LLC, Tyme Regenerative Wellness LLC, or their respective licensors, protected by copyright, trademark, and other intellectual property laws.

Subject to your compliance with these Terms, the Company grants you a limited, personal, non-exclusive, non-transferable, revocable license to access and use the Platform solely for your personal, non-commercial wellness purposes. No rights are granted beyond those expressly stated herein. All rights not expressly granted are reserved.

9. DISCLAIMER OF WARRANTIES

THE PLATFORM AND ALL SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTY OF ANY KIND. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE COMPANY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. THE COMPANY DOES NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, SECURE, ERROR-FREE, OR FREE FROM VIRUSES OR OTHER HARMFUL COMPONENTS, OR THAT ANY DEFECTS WILL BE CORRECTED.

NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM THE COMPANY OR THROUGH THE PLATFORM CREATES ANY WARRANTY NOT EXPRESSLY STATED IN THESE TERMS.

10. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE COMPANY, ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, LICENSORS, OR SERVICE PROVIDERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF DATA, LOSS OF GOODWILL, SERVICE INTERRUPTION, COMPUTER DAMAGE, OR SYSTEM FAILURE, ARISING OUT OF OR IN CONNECTION WITH THESE TERMS OR YOUR USE OF OR INABILITY TO USE THE PLATFORM, EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE COMPANY'S TOTAL CUMULATIVE LIABILITY TO YOU FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THESE TERMS OR THE PLATFORM SHALL NOT EXCEED THE GREATER OF: (A) THE TOTAL FEES PAID BY YOU TO THE COMPANY IN THE THREE (3) MONTHS IMMEDIATELY PRECEDING THE CLAIM; OR (B) ONE HUNDRED U.S. DOLLARS (\$100.00).

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CERTAIN DAMAGES. IN SUCH JURISDICTIONS, OUR LIABILITY SHALL BE LIMITED TO THE GREATEST EXTENT PERMITTED BY LAW.

11. INDEMNIFICATION

You agree to defend, indemnify, and hold harmless the Company, its affiliates, licensors, and service providers, and their respective officers, directors, employees, contractors, agents, successors, and assigns from and against any claims, liabilities, damages, judgments, awards, losses, costs, expenses, or fees (including reasonable attorneys' fees) arising out of or relating to: (a) your violation of these Terms; (b) your use of the Platform; (c) your health information or any content you submit; or (d) your violation of any third-party right, including any intellectual property, privacy, or proprietary right.

12. DISPUTE RESOLUTION; BINDING ARBITRATION; CLASS ACTION WAIVER

Informal Resolution. Before initiating arbitration, you agree to contact us at legal@reactides.com and describe the dispute in reasonable detail. We will attempt to resolve the dispute informally within 30 days.

Binding Arbitration. If informal resolution fails, any dispute, claim, or controversy arising out of or relating to these Terms or the Platform — including questions of arbitrability — shall be finally resolved by binding arbitration administered by JAMS pursuant to its Streamlined Arbitration Rules and Procedures, or, for claims exceeding \$250,000, its Comprehensive Rules. The arbitration shall be conducted in Orange County, California, or by video conference if mutually agreed. The arbitrator's award shall be final and binding and may be entered as a judgment in any court of competent jurisdiction.

Class Action Waiver. YOU AND THE COMPANY EACH WAIVE ANY RIGHT TO BRING OR PARTICIPATE IN ANY CLASS, COLLECTIVE, CONSOLIDATED, OR REPRESENTATIVE ACTION OR ARBITRATION. Each party may only pursue claims in an individual capacity.

Exceptions. Either party may seek injunctive or other equitable relief in any court of competent jurisdiction to prevent irreparable harm pending arbitration. Claims within the jurisdictional limit of small claims court may be brought there.

Governing Law. These Terms are governed by the laws of the State of California, without giving effect to conflict-of-law principles. For matters not subject to arbitration, you consent to exclusive jurisdiction and venue in the state and federal courts located in Orange County, California.

13. TERMINATION

The Company may suspend or terminate your access to the Platform immediately, without notice or liability, for any violation of these Terms, fraudulent activity, or where we determine termination is necessary to protect the Company, Providers, or other users. We will provide reasonable advance notice of termination

absent emergency circumstances.

You may close your account at any time by submitting a written request to support@reactides.com. Termination does not relieve you of any payment obligations or other duties incurred prior to termination. Sections 4, 7–13, and any other provisions that by their nature should survive, shall survive termination.

14. MODIFICATIONS TO TERMS

The Company reserves the right to modify these Terms at any time. We will provide at least 14 days' advance notice of material changes via email to registered users and a prominent in-Platform notice. Non-material changes (e.g., grammatical corrections, clarifications that do not affect your rights) are effective upon posting. Your continued use of the Platform after any revised Terms take effect constitutes your acceptance of the changes.

15. MISCELLANEOUS

Entire Agreement. These Terms, together with our Privacy Policy and HIPAA Notice, constitute the entire agreement between you and the Company regarding the Platform and supersede all prior agreements and understandings.

Severability. If any provision of these Terms is held invalid or unenforceable, that provision shall be modified to the minimum extent necessary to make it enforceable, and the remaining provisions shall remain in full force.

Waiver. The Company's failure to enforce any right or provision of these Terms shall not constitute a waiver of that right or provision.

Assignment. You may not assign or transfer these Terms or any rights hereunder without the Company's prior written consent. The Company may freely assign these Terms.

Force Majeure. The Company shall not be liable for any failure or delay in performance resulting from causes beyond its reasonable control, including natural disasters, pandemics, governmental acts, or telecommunications failures.

Contact

Reactides LLC / Tyme Regenerative Wellness LLC — Legal

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