SULORO TERMS OF SERVICE

Effective November 5, 2026

These Terms of Service create a legally binding agreement between you and Suloro. They govern your access to and use of all Suloro apps, websites and services.

1. Acceptance of Terms & Eligibility

By creating a Suloro Account, downloading our apps, visiting our websites, or using any Suloro service, you enter into a binding agreement with Suloro. If you do not agree to these Terms, you may not access or use our services.

Minimum Age and Eligibility Requirements: You must be at least 13 years of age to register an account or use Suloro services. If the law of your country or jurisdiction requires a higher minimum age (such as 14, 16, or the age of digital consent) for you to legally use online services without parental consent, that higher age requirement applies to you.

- **Mandatory True Date of Birth:** You must provide your accurate and true date of birth when creating an account.
- **Immediate Termination for False Information:** If you are under the minimum age, or if you provide a false, fabricated, or fake date of birth to bypass our age checks, Suloro may suspend or permanently terminate your account immediately without prior notice, and may permanently delete your data as allowed or required by law.
- **Legal Capacity:** You represent that you have full legal authority and capacity to enter into these Terms under the laws of your jurisdiction.

2. Account Registration, Security & Fair Use

A Suloro Account provides you with access to our applications and authorized services. When creating and managing an account, you agree to the following rules:

- **Accurate Information:** You agree to provide true, accurate, and current information during registration and to keep your profile details updated.
- **One Person, One Account:** Accounts are intended for individual, legitimate personal or authorized organizational use. Creating multiple abusive accounts to bypass limits, evade suspensions, or exploit promotions is prohibited.
- **Account Security:** You are responsible for maintaining the confidentiality of your password and credentials. You must immediately notify Suloro at support@suloro.com if you suspect any unauthorized access to your account.
- **Fair-Use and Security Limits:** To protect our systems and users against automated spam, credential stuffing, and bot registration, we enforce reasonable limits on account creation and authentication attempts.
- **Identity Verification and Locking:** Once your identity or date of birth is validated through official verification, key identity fields become locked to protect against unauthorized account transfer, theft, or impersonation.

3. Acceptable Use and Prohibited Conduct

You agree to use Suloro apps, websites and services only for lawful purposes in accordance with these Terms. You agree that you will NOT:

- **Violate Laws or Rights:** Use our services in any manner that violates applicable local, national, or international laws, or infringes the intellectual property, privacy, or publicity rights of others.
- **Harm Minors:** Exploit, harm, or attempt to exploit or harm minors in any way, or expose them to inappropriate content.
- **Disrupt Services:** Interfere with, disable, disrupt, or place an unreasonable load on our servers, networks, or connected systems.
- **Scrape or Harvest:** Use automated bots, spiders, scrapers, or scripts to collect data, extract content, or harvest user information without explicit written permission.
- **Malicious Code and Cyberattacks:** Introduce viruses, worms, trojans, ransomware, or other malicious software, or attempt unauthorized access, credential stuffing, or security probing.
- **Harassment and Abuse:** Post, transmit, or share abusive, defamatory, harassing, threatening, hateful, obscene, or fraudulent content.
- **Bypass Controls:** Bypass, circumvent, or defeat access controls, security limits, age verification gates, or security protections.

4. User Content and License

You may create, upload, store, or submit content through our applications and services ("User Content").

- **You Retain Ownership:** You retain full ownership and intellectual property rights in the content you create and upload. Suloro does not claim ownership over your files, documents, habit entries, or images.
- **Limited License to Operate Services:** To enable us to operate, host, synchronize, and display your content to you across your devices, you grant Suloro a non-exclusive, worldwide, royalty-free license to store, process, and transmit your content solely for the purpose of providing and maintaining our services to you.
- **Your Responsibility:** You are solely responsible for your content and represent that you have all necessary rights and permissions to upload and use it.
- **Content Moderation and Removal:** While Suloro does not actively monitor private user files, we reserve the right to review, restrict, or remove any content that violates these Terms, violates applicable law, or poses a risk to safety or platform security.

5. Intellectual Property of Suloro

All rights, title, and interest in and to Suloro services, including the Suloro brand, logos, software, design, interfaces, text, graphics, documentation, and underlying code, are owned exclusively by Suloro and are protected by applicable intellectual property laws.

Except as expressly permitted by these Terms, you may not copy, modify, distribute, sell, lease, reverse-engineer, decompile, or attempt to extract the source code of any portion of our software or services without our prior written authorization.

6. Purchases, Subscriptions and Advertising

Certain Suloro applications and features may offer in-app purchases, paid features, subscriptions, or ad-supported access:

- **In-App Purchases and Billing:** Purchases and subscriptions made within our mobile applications are processed securely through the authorized app store platform (such as Google Play Billing). Billing terms, renewal dates, and payment methods are governed by the respective store platform.
- **Subscriptions and Renewals:** Paid subscriptions automatically renew at the end of each billing cycle unless cancelled before the renewal date through your device or app store account settings.
- **Refund Policy:** Refund requests for in-app purchases and subscriptions are handled in accordance with the standard refund policies of the app store platform through which the purchase was made.
- **Advertising:** Certain free applications may display advertising to support service availability. You agree not to manipulate, artificially click, or use automated means to generate fraudulent ad impressions. We do not sell your personal profile data to advertisers.

7. Service Availability, Changes and Discontinuation

We continually improve our applications and services. We may:

- Update, enhance, modify, or refine features to improve performance, add capabilities, or address security needs.
- Temporarily suspend services for scheduled maintenance, urgent security patches, or system upgrades.
- Modify or discontinue specific features or services with reasonable notice where practicable.

We strive to provide reliable and uninterrupted availability, but services are provided on an "as is" and "as available" basis without guarantees of uninterrupted operation.

8. Suspension and Termination

You may stop using our services at any time. You may permanently delete your Suloro Account through the Data & Privacy section of your account dashboard.

Suloro reserves the right to suspend or permanently terminate your account, or restrict your access to any or all services, immediately and without prior notice, if:

- You breach these Terms, our policies, or applicable laws.
- You are found to be below the minimum legal age, or have submitted a false, fabricated, or fake date of birth.
- Your account is involved in fraudulent, abusive, disruptive, or malicious activities.
- We are required to do so by a court order, legal process, or regulatory authority.
- Your account poses an active security threat to our servers or other users.

If your account is suspended, you will see a notice upon signing in directing you to our appeals flow at https://accounts.suloro.com/suspended, where you can submit a review request if you believe the suspension occurred in error.

9. Reporting Abuse and Safety

We are dedicated to maintaining a safe, lawful, and reliable environment across all Suloro services. If you encounter content or conduct that violates these Terms, infringes your copyright or trademark, or poses a safety risk, please notify us immediately:

Abuse & Safety Reports: Email support@suloro.com with a description of the issue, relevant links or identifiers, and any supporting documentation.

Copyright / Takedown Notices: Include details identifying the copyrighted work, the infringing material, and your contact information.

10. Disclaimers and Limitation of Liability

Warranty Disclaimer: To the maximum extent permitted by applicable law, Suloro apps, websites and services are provided "AS IS" and "AS AVAILABLE," without warranties of any kind, whether express, implied, statutory, or otherwise, including but not limited to implied warranties of merchantability, fitness for a particular purpose, non-infringement, accuracy, or uninterrupted service.

To the maximum extent permitted by applicable law, in no event will Suloro, its affiliates, directors, employees, or agents be liable for any indirect, incidental, special, consequential, punitive, or exemplary damages, including loss of profits, data, goodwill, or business interruption, arising out of or related to your use of or inability to use our services.

Where local laws do not allow the exclusion or limitation of certain warranties or damages, our liability will be limited to the maximum extent permitted by such applicable law.

11. Indemnification

You agree to defend, indemnify, and hold harmless Suloro, its officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, costs, and expenses (including reasonable legal fees) arising out of or in any way connected with:

- Your access to or use of Suloro apps, websites and services.
- Your User Content.
- Your violation of these Terms or any applicable law.
- Your violation of any third-party rights, including privacy or intellectual property rights.

12. Governing Law and Dispute Resolution

These Terms, and any dispute, controversy, or claim arising out of or relating to them or your use of Suloro services, shall be governed by and construed in accordance with the laws of India, without regard to conflict of law principles.

In the event of any dispute or disagreement, we encourage you to contact us first at support@suloro.com to seek an informal, amicable resolution. If a dispute cannot be resolved informally within thirty (30) days, the competent courts located in Uttarakhand, India, shall have jurisdiction to adjudicate such dispute, subject to applicable mandatory consumer protection laws that may grant you dispute rights in your local jurisdiction.

13. General Terms and Changes

- **Entire Agreement:** These Terms, together with our Privacy Policy and any supplemental terms applicable to specific services, constitute the entire agreement between you and Suloro regarding your use of our services.
- **Severability:** If any provision of these Terms is found to be invalid, unlawful, or unenforceable, that provision will be modified to the minimum extent necessary to make it valid, and the remaining provisions will continue in full force and effect.
- **No Waiver:** Our failure to enforce any right or provision of these Terms will not be considered a waiver of that right or provision.
- **Modifications to Terms:** We may revise these Terms from time to time to reflect operational, legal, or regulatory changes. The updated version will be published on this portal with an updated "Effective November 5, 2026" date. Your continued use of our services following the effective date of revisions constitutes your acceptance of the updated Terms.

14. Contact Information

If you have any questions, comments, or legal notices concerning these Terms of Service, please reach out to us:

Email: support@suloro.com

Portal: https://policies.suloro.com

Account Management: https://accounts.suloro.com