

## **TERMS OF SERVICE**

This document serves as an electronic record in accordance with the Information Technology Act, 2000, the rules framed thereunder, and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures.

This document is published pursuant to Rule 3 (1) of the Information Technology (Intermediaries guidelines) Rules, 2011, requiring the publication of rules and regulations, privacy policy, and Terms for access or usage of Mindze (the "Website").

### **Ownership**

The Website is operated by Mindze, a platform currently in the process of formal business registration, offering both psychological and spiritual counseling services.

### **Acceptance of Terms**

By accessing or using the Website or Services, you agree to be bound by these Terms, including any future modifications. If you do not agree to these Terms, do not use the Website or Services. These Terms constitute a legal agreement between you and Mindze.

### **Eligibility**

Use of the Website and Services is available only to individuals over eighteen (18) years of age. If you are under eighteen (18) years, you may use the Website only with the involvement of a parent or guardian.

### **User Account**

**Registration:** You may need to provide Personal Information to use certain features of the Website. You agree to provide accurate, current, and complete information about yourself.

**Responsibility:** You are responsible for all activities that occur under your account. Keep your account details confidential.

### **Payment**

**Services Charges:** Charges apply for certain counseling sessions. You will be informed of applicable charges beforehand.

**Refund Policy:** All payments made to Mindze are generally non-refundable. Nonetheless, should you find yourself dissatisfied with the services received, we encourage you to reach out to us via email at [info.mindze@gmail.com](mailto:info.mindze@gmail.com). Mindze commits to assessing each case with care and may issue a refund at its discretion, based on the circumstances presented. The determination made by Mindze in these matters is conclusive and binding.

**Payment Methods:** Payments can be made via major credit/debit cards, UPI, net banking, and digital wallets.

## **Website Ownership**

All content on the Website is owned or licensed by Mindze. Reproduction, modification, or exploitation of Mindze content is strictly prohibited without prior written consent.

## **Use of the Website**

**Lawful Use:** The Website must be used for lawful purposes only and in accordance with these Terms.

**Prohibited Activities:** You agree not to engage in activities such as transmitting spam, attempting to interfere with the Website's integrity, or infringing on others' privacy.

## **User Content**

You are responsible for the content you create, share, or post. Mindze reserves the right to remove any content deemed inappropriate.

## **Disclaimers**

- The advice provided by counselors is for informational purposes and not a substitute for professional medical advice.
- Mindze is not liable for the counseling services provided.
- The Website is not for emergency use. In emergencies, contact local emergency services or helplines.

## **Privacy and Security**

By using the Website, you consent to the collection and use of your information as outlined in our Privacy Policy.

## **Disclaimer of Warranties**

- The Services are provided on an "as is" and "as available" basis. Mindze makes no warranties, expressed or implied, and hereby disclaims and negates all other warranties including, without limitation, implied warranties or conditions of merchantability, fitness for a particular purpose, or non-infringement of intellectual property or other violation of rights.
- Further, Mindze does not warrant or make any representations concerning the accuracy, likely results, or reliability of the use of the materials on its Website or otherwise relating to such materials or on any sites linked to this site.

## **Indemnification**

You agree to defend, indemnify, and hold Mindze, its affiliates, and their respective directors, officers, employees, and agents harmless from and against all claims, losses, costs, and expenses, including attorney's fees, arising out of your use of the Website, breach of these Terms, or infringement of any rights of a third party. This indemnity includes any costs related to the defense of any claims that fall under these terms. You must not settle any claim without Mindze's prior written consent.

## **Limitation of Liability**

In no event shall Mindze or its suppliers be liable for any damages (including, without limitation, damages for loss of data or profit, or due to business interruption) arising out of the use or inability to use the Services, even if Mindze or a Mindze authorized representative has been notified orally or in writing of the possibility of such damage.

## **Amendments to Terms**

Mindze reserves the right, at its sole discretion, to modify or replace these Terms at any time. It is your responsibility to check these Terms periodically for changes. Your continued use of the Services following the posting of any changes to these Terms constitutes acceptance of those changes.

## **Grievance Redressal**

Mindze is committed to ensuring a respectful and fair resolution process for any concerns or grievances its users may experience. In accordance with the Information Technology Act, 2000, and the rules made thereunder, we have established a dedicated Grievance Redressal Mechanism. If you have any grievances or are dissatisfied with any aspect of our services,

website functionality, or matters related to the violation of your rights as a user, you are encouraged to reach out to our Grievance Redressal Officer at [info.mindze@gmail.com](mailto:info.mindze@gmail.com). We are dedicated to resolving all grievances within 30 days from the date of receipt.

## **Governing Law**

These Terms are governed by the laws of India, and any disputes will be subject to the jurisdiction of the courts in India.

## **Contact Us**

For any queries regarding these Terms, please contact us at [info.mindze@gmail.com](mailto:info.mindze@gmail.com).