

The Quiet Frame — Full Terms of Use

Effective date: June 2025

1. Introduction & Acceptance

The Quiet Frame is a digital space offered by Ignea Sàrl, based in Nyon, Switzerland. By accessing or using any part of The Quiet Frame ecosystem—including Reflect, Coach, or Companion experiences—you agree to these Terms of Use. If you do not agree, please do not use the service.

2. Scope of Service

The Quiet Frame provides tools for personal reflection, presence, and awareness. These tools are offered as-is, with no guarantee of outcome. The service includes:

- Reflect: a visual meditation experience
 - Coach: ephemeral coaching sessions
 - Companion: an optional journal-like tool, if consented to
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3. No Medical or Therapeutic Claims

The Quiet Frame is not a provider of therapy, mental health treatment, or medical care. It does not diagnose, treat, or advise on mental health or physical conditions. All use is voluntary and for personal development purposes only.

If you are experiencing mental health difficulties, we encourage you to seek support from a qualified professional.

4. Coaching Scope and Responsibility

The Coach experience involves guided questions and human- or AI-facilitated reflection. These sessions are:

- Ephemeral (not recorded or stored)
- Not substitutes for clinical or therapeutic sessions

Users take full responsibility for any insights or outcomes.

5. Subscriptions & Billing

Access to The Quiet Frame Coach may require a paid subscription, processed via Stripe.

- Subscriptions are billed monthly
- You may cancel anytime through the Stripe customer portal
- No refunds are given for partial billing periods

It is your responsibility to manage your subscription status.

6. Cancellation & Refunds

You may cancel your subscription at any time to prevent future billing. We do not offer refunds for any unused portion of the current billing cycle. Cancellation takes effect at the end of the current term.

7. Legal Responsibility & Limitation of Liability

By using The Quiet Frame, you acknowledge and agree:

- You are using the service at your own discretion
- Ignea Sàrl is not liable for any loss, harm, or decisions made based on reflections or coaching experiences
- All content is provided without warranty, express or implied

We do not guarantee uninterrupted service or specific results.

8. Contact

If you have questions about these Terms, you can reach us at:

Email: hey@thequietframe.com