Axle Help & Support Policy

Effective Date: [Insert Date]  
Governing Law: Delaware, U.S.A.

# 1. Contacting Support

Axle provides customer support through the Help & Support tab, FAQ resources, and email at support@axleapp.com. Support requests are handled during business hours and Axle will make reasonable efforts to respond within 48 hours.

# 2. Scope of Support

Axle’s support services are limited to Platform functionality and general fitness guidance. Support representatives are not licensed medical providers and cannot provide medical advice.

# 3. Emergency Disclaimer

Axle does not provide emergency or medical services. If you are experiencing a medical emergency, please call 911 immediately.

# 4. Communications & Privacy

When you contact Axle through the Help & Support tab, we collect and store your communications (e.g., support emails, chat transcripts). This information is used solely to address your request and improve customer service. Support communications are subject to the Axle Privacy Policy.

# 5. Liability

Axle is not liable for injuries, damages, or losses related to the use of workouts, fitness programming, or reliance on information provided by support staff. All fitness activities carry inherent risks, and users voluntarily assume these risks by using the Platform.