

General Terms of Use

1. Introduction

Welcome to Reachaus. This document defines the General Terms of Use for the platform/website/app provided by Reachaus UG (haftungsbeschränkt), located at Ottweilerstr. 12, 81737, Munich, Germany (hereinafter also referred to as the " Company " for convenience). The Terms of Use govern your access to and use of the website www.reachaus.com, www.reachaus.de and its related subdomains, mobile apps, services, tools and their extensions, which you can access via smartphones or tablets or any other device that has an internet connection (hereinafter, for brevity, also the "Website", "Platform", "App", "Reachaus" or "Reachaus UG"). Before you start navigating the Website and before you register on it, as part of our correctness, transparency and in accordance with legal obligations, we invite you to carefully read these General Terms of Use (hereinafter, for brevity, also the "Terms of Use"), which regulate the use of the services offered through the website, the platform, the app or Reachaus UG (haftungsbeschränkt). For purposes of these agreements, the Terms of Use for Users shall be deemed to include any notices, legal notices, information or disclaimers posted on the site, as well as the terms and conditions accessed through links pointing to this page. These Terms of Use for Users shall become effective upon their acceptance. For better readability of personal names & personal words, we use the masculine form. These Terms of Use apply to all genders (m/f/d).

The access, navigation and use of the platform in its freely accessible functions (without prior registration) implies in any case the express acceptance of the terms and conditions set forth in these Terms of Use, as well as the resulting obligation for each user to comply with them. The use of the customer platform, which requires registration on the platform, implies the express and full acceptance of these Terms of Use and the consequent obligation for each user/service provider to comply with them. If you do not agree with these Terms of Use, please do not visit, register or use the website, the platform, the app or Reachaus UG (haftungsbeschränkt) and its related services in any way.

Note: Reachaus is a mediation platform on which service seekers/customers can look for service providers. Reachaus displays the upfront pricing from the service providers and hence Reachaus in no case must be hold responsible for the pricing on the platform. The customer sends a non-binding booking request to the service provider, who offers the services at displayed price, and the service provider alone decides whether a contract is formed. The contract is solely between customer and the service provider. The service provider and the customer are solely responsible for the respective contract content and terms and conditions and not Reachaus.

2. Keywords used in this Document

"**Website**", "**Platform**", "**App**", "**Reachaus UG**" or "**Reachaus**": the web portal www.reachaus.com, www.reachaus.de, the mobile application for Android and iOS. All websites, mobile or other applications, software, processes and any other services offered by or through the website of Reachaus or by Reachaus UG.

"**User**": natural or legal person who has reached the age of 18 and has legal capacity, who completes the registration procedure on the platform by creating an account with Reachaus in order to use the services offered (hereinafter also "Services"). A User may be both a customer and a service provider.

"Customer": natural or legal person who requires the help of a service provider registered on the platform for the provision of one of the services offered (hereinafter also referred to as "Service").

"Service Provider": natural or legal person who commercially/freelance performs one of the activities advertised on the platform and has registered with Reachaus in order to provide these services for the benefit of customers (hereinafter also referred to as "service offered").

"Content": text, graphics, images, music, software, audio, video, information or other materials, including but not limited to profile information, service requests, offers, messages, reviews and other information or materials available on or through the platform.

"Reachaus content": all content that Reachaus makes available on or through the platform, including content licensed from third parties, but excluding user content (defined below).

"User content": all content sent, posted, uploaded or transmitted on or through the platform by a user, including but not limited to photos, profile information, descriptions, postings, reviews and payments made through the site, excluding Reachaus content and Reachaus feedback.

"Collective content": the aggregate of user content and Reachaus content.

"Registration": the process of registering on the platform by creating a Reachaus account.

"Customer service": the totality of the services that include the possibility and option for the registered customer (non-exhaustive list):

- to make a request on the platform for the provision of certain services in order to book the available service provider.
- evaluating each service provider based on the parameters displayed on the platform; selecting the service provider he/she considers most suitable to perform the activity he/she is looking for by submitting the request; once the booking has been accepted by the service provider, the booking can be completed on the date and time slot indicated.
- leaving a rating (denoted by a "star rating") on the profile of the responsible service provider who has provided a service to the customer, after the completion of the job through the platform.

"Service(s) offered": a set of services that include the possibility and option for the user registering as a service provider (non-exhaustive list):

- to receive requests for the provision of certain services from customers.
- to evaluate which of the requests sent by customers are to be answered.
- to earn credits to respond to requests posted by customers on Reachaus.
- to respond to the requests posted by customers by using the corresponding chat on Reachaus;
- send quotes to customers and arrange times and methods for the performance of the services offered through the online booking platform; communicate with other registered users using Reachaus.

"Services": the totality of the services offered on the platform.

3. Membership

Reachaus wants to ensure that its members can enter into legally binding contracts and that minors do not acquire inappropriate content. Therefore, the platform and the services offered are intended for users who have reached the age of 18 (eighteen), have full business and legal capacity, and can enter into legally binding contracts and agreements for the use of services. It is at the user's discretion to fully understand and accept the clause, Reachaus UG does not explicitly verify nor verify the dates of birth and age of users at the time of profile registration. Without prejudice to any other rights or remedies of Reachaus under these Terms of Use or at law, Reachaus reserves the right to restrict or withdraw access to the app or membership of any person if Reachaus has

knowledge that such person is under 18 years of age or is unable to maintain a profile on Reachaus. The platform is not available to persons whose membership has been suspended or revoked by Reachaus.

4. Data Privacy

After the successful registration with Reachaus, Reachaus UG processes personal data that are necessary for the procurement of services. The processing of this data is subject to the General Data Protection Regulation (GDPR). The data privacy policy can be viewed [here](#).

5. Account and Registration Obligation

Navigation in some areas of the app can be performed free of charge even by non-registered users. However, for the full use and benefits of the services offered by the platform, the app or the Reachaus website, registration on the app and creation of an account verified with a mobile number ("account") is required. The customer is aware that in order to use the services of the platform and successfully complete the request, the verification of the mobile number entered during the account creation is required. To verify the mobile number, the user will receive an SMS containing the numeric OTP (One Time Password) or also called PIN, which must be entered in the registration process.

If the mobile number entered by the user is not verified, the Reachaus account cannot be created; no bookings can be made and subsequently sent to service providers.

The mobile number provided during the request is used, among other things, to verify that the mobile number provided is available to the customer. The mobile phone number will only be made available to the service provider when a booking has been successfully accepted by the service provider at the request of the customer. The customer is aware that, in addition to the mobile phone number, the address and name are also transmitted to the service provider in order to be able to perform the booked service upon acceptance by the service provider. This data is made available to the service provider exclusively for the performance of the service and for contacting the service provider. It will not be passed on to third parties. Please also note our privacy policy.

6. Electronic Communication

In accordance with the General Data Protection Regulation (GDPR) and local privacy policies, all customers and service providers agree that Reachaus may communicate with customers and service providers by email, text messages (SMS), by mail, by posting notices on the app, or through other communication channels. All customers and service providers agree that all agreements, notices, disclosures, and other communications that Reachaus provides electronically satisfy any legal requirement that they be in writing. Reachaus will provide notice of any new changes to the agreements or changes to the Terms of Use and make them available on Reachaus' website, app, or platform and provide notice when the changes become known. If the changes to the Terms of Use are not accepted, the app and the Platform can no longer be used.

7. Booking Options on the Platform

Reachaus offers two different ways of booking services. If the customer books a service via Reachaus with a service provider, this is only an inquiry. If the service provider accepts the booking/request, it is the responsibility of the service provider to conclude the legally binding contract with the customer. The terms and conditions, privacy policy and cancellation policy of the service provider shall then apply. Reachaus has no influence on this, as Reachaus is only an intermediary between customer and service provider. There is no contractual relationship between the customer and Reachaus.

Normal Bookings: Tasks that are easy to do and don't require any additional details can be booked in our "normal bookings" selection. You choose from a variety of standardized services, select your time and date window, and automatically see service providers that match your specifications. You'll also see upfront prices (either hourly or fixed) and ratings of the service providers. Now you can select a provider to send your request to. Once you submit your request, the service provider can accept or decline your request. The booking is set to "accepted" status in the customer's app and the service provider's app.

Custom Service Requests: Custom service requests give clients the ability to send an individual and customized booking to a variety of service providers/contractors. The request is publicly available to all service providers registered under the selected service category. Service providers can send you offers or quotes this way.

8. Payments

- The registered country of residence of Reachaus UG is Germany, the currency is Euro.
- Currently, no online payments are offered to customers on the platform.
- The customer must pay the service provider directly via cash, online bank transfer or any other payment method supported by the service provider outside the platform upon the successful completion of the service.
- The service provider is responsible for creating and sending the invoice to the customer for each completed service. Reachaus UG is not responsible for creating or sending invoices to customers for completed services. Users independently agree among themselves the manner and terms of use, delivery, payment and insurance, and Reachaus UG assumes no responsibility for such agreements.

9. Using the Platform/App/Website

While using the platform, the website or the app, it is not allowed:

- Post information or content or a list of services in an inappropriate category or area on Reachaus UG's platform;
- Post services that you have no right to link to or include;
- Post any information that (in our sole discretion) is false, fraudulent, inaccurate, misleading, libelous, defamatory, unlawfully threatening, or may be considered harassment;

- Post comments, questions or answers that are not factual, including but not limited to racist comments, insults, name-calling of other users, disrespect for the culture of others, or other derogatory or inappropriate comments;
- Post fake or stolen services;
- Post information or services that violate the intellectual property rights of others, other proprietary rights, or privacy rights;
- Post obscene information or content, including, but not limited to, pornography or depictions that (in our sole discretion) may be considered indecent;
- Post information or content that may (in our sole discretion) constitute offensive or critical political content or content that is contrary to the public interest;
- Post information or content or list services that (in our sole discretion) may be considered culturally or religiously offensive in any way;
- Post any information or content or list services that (in our sole discretion) may be deemed to be inconsistent with the general laws and regulations, rules, morals, values, ethics and traditions of the EU;
- Publish information, content or list services that (in our sole discretion) may compromise national security;
- Publish information or content or list services that (in our sole discretion) promotes or may be deemed to promote gambling;
- Use "keyword spamming" when listing services for sale (when you place brand names or other inappropriate keywords in a title or description to attract attention or direct members to a listing);
- Fail to deliver the services you have purchased unless the customer fails to meet the specified conditions or you are unable to authenticate the customer's identity;
- Attempt to complete transactions related to a sales listing on the Platform (including cancelling a sales listing) outside of the platform;
- Use contacts made through purchases or sales on the Platform to solicit (including by email or otherwise) sales for other services directly and/or from another platform;
- Claim that a service has not been sold when, in Reachaus' sole discretion, the services have been sold in accordance with these Terms of Use and other policies;
- Manipulate or attempt to manipulate the platform in any way, including the prices of the services offered on the platform (either alone or in conjunction with other users);
- Circumvent or manipulate our fee structure, billing process, or fees owed to Reachaus UG;
- Take any action that may undermine the platform's feedback and rating system (including, without limitation, displaying, importing or exporting feedback information outside of the platform or using such information for purposes unrelated to Reachaus);
- Transfer your platform account (including feedback) and mobile phone number to another party without our consent;
- Distribute or post spam, unsolicited or mass electronic messages, chain letters or pyramid schemes;
- Distribute viruses, Trojan horses, worms, time bombs, cancelbots, easter eggs or other computer programming technologies that may harm the platform or the interests or property of users of the platform;
- Create liability for Reachaus UG or cause Reachaus to lose (in whole or in part) the services of Reachaus Intellectual Properties (IP/ ISP) or other providers;
- Take any action that (in our sole discretion) imposes or may impose an unreasonable or disproportionately large load on our infrastructure;
- Disrupt or attempt to disrupt the proper functioning of the platform;

- attempt to take over another user's account or hack or phish the platform or user accounts and related features;
- Export or re-export items through the platform, except in accordance with the export control laws of the relevant countries;
- Copy, modify or distribute any content of the platform or infringe the copyright and/or trademarks of the platform in any way;
- Violate any laws, rules, regulations, policies, third party rights or our policies;
- Violate any Reachus UG policies or Terms of Use posted on the platform from time to time;
- directly or indirectly offer, attempt to offer, trade, or include descriptions of or links to any of the following services:
 - Securities, including stocks, bonds, debentures or other financial instruments or assets of any kind
 - Living or dead living creatures and/or whole animals or parts of animals that have been artificially or naturally kept or preserved in any manner, including carpets, hides, taxidermy, antlers, horns, hair and feathers;

10. Copyright

All content included on the Platform, including but not limited to text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software, is the property and copyrighted work of either Reachus UG (haftungsbeschränkt), its customers and service providers, its content suppliers, or its licensors, and is protected by copyrights, trademarks, patents, or other intellectual property rights and laws. The compilation of the content on the platform is the exclusive property and copyright of Reachus UG (haftungsbeschränkt) and is protected by copyrights, trademarks, patents or other intellectual property rights and laws.

11. Trademarks

Reachus UG (haftungsbeschränkt), "Reachus", associated logos and other words and logos/symbols on the App are either unregistered trademarks or registered trademarks of Reachus and are protected by European trademark laws and other intellectual property rights and laws. Reachus UG (haftungsbeschränkt) trademarks may not be used in connection with any service that is not Reachus UG (haftungsbeschränkt), or in any manner that disparages or discredits Reachus UG (haftungsbeschränkt). All other trademarks not owned by Reachus UG (haftungsbeschränkt) that appear on the app are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Reachus UG (haftungsbeschränkt).

12. Abusing Reachus

Reachus reserves the right to restrict, suspend or revoke a user's access to the platform, the app and/or membership in the app, or to remove hosted content and data. In addition, Reachus may, in its sole discretion, take further technical and/or legal action against users and service providers who cause problems or potential legal liabilities of any kind, who infringe any third party intellectual property rights, or who act inconsistently with these terms or our policies. Please report any problems of any kind or violations of these Terms of Use to Reachus via the contact page on the platform or by email to team@reachaus.com. If you believe that your intellectual property rights have been infringed, please notify Reachus via our contact page on the platform.

13. Violation of the Terms of Use

Without prejudice to any other rights or remedies of Reachaus UG under these Terms of Use or at law or otherwise, Reachaus may immediately and without liability: restrict your activity, terminate your postings, warn other users of the actions, temporarily / indefinitely suspend, limit or revoke your membership, and/or restrict or revoke your access to the platform:

- if any user violates these Terms of Use;
- if Reachaus is unable to verify or authenticate any information you provide; or
- if Reachaus believes (in its sole discretion) that your actions may result in legal liability to you, other users or Reachaus.
- Reachaus may reinstate blocked users at any time in its sole discretion. A user who has been suspended indefinitely, or a user whose membership has been revoked, may not log in or attempt to log in to Reachaus or use the app in any manner until the user is reinstated by Reachaus. Notwithstanding the foregoing, in the event of a breach of these Terms of Use, Reachaus reserves the right to recover any loss or damage caused by you to Reachaus and to take such action, including legal action, against you as Reachaus deems necessary in its sole discretion. Reachaus' failure to act with respect to any breach by you or others shall not constitute a waiver of Reachaus' right to take action with respect to that or any subsequent or similar breaches. Reachaus does not guarantee that it will take action against all violations of these Terms of Use.

14. Withdrawal of Access and/or Membership

Without prejudice to any other rights or remedies of Reachaus under these Terms of Use or at law or otherwise, Reachaus UG may at any time and without notice limit, suspend or withdraw the User's membership and/or your access to the Platform for any reason, including, without limitation, for breach of these Terms of Use.

15. Quality/Performance/Guarantee/Warranty

Reachaus UG provides the platform and its services "as is" without any representation or endorsement and without warranty or guarantee of any kind, either express or implied, including, but not limited to, warranties of title, merchantability, fitness for a particular purpose, compatibility, security, accuracy and non-infringement. Reachaus UG does not warrant the accuracy, reliability or completeness of any content, information, software, text, graphics, links or communications provided on the platform, or that the operation of the app will be error-free and/or uninterrupted. Reachaus does not warrant that defects will be corrected or that the platform or its servers are free of viruses or other harmful or destructive elements. The nature of internet communications means that this platform may be susceptible to data corruption, interception, unavailability and delays. The platform may also be unavailable from time to time due to repairs, maintenance or development. All users and service providers agree that Reachaus has no obligation to provide support for the app. Users and service providers expressly agree that you use the app at your own risk.

Reachaus acts as an intermediary between the customer and the service provider and shall not be liable for the quality and performance of the services under any circumstances. Nor does Reachaus provide any warranty or guarantee for any work performed by the service providers. Reachaus is not responsible for the proper execution of the requested services and is also not liable for claims and damages resulting from the legal relationship between the customer and the service provider.

According to what has been said, Reachaus UG has neither the control nor the right or the possibility to control the services offered and provided by a service provider and the way they are performed. Adherence to deadlines, service provision and scope, communication with the customer, qualification of the service providers and the quality of the service provided are the sole responsibility of the service provider and Reachaus has no influence on these results at any time.

16. Limitation of Liability

If users are dissatisfied with the platform or the content contained therein, your sole and exclusive remedy is to discontinue using the platform. Further, you agree that any unauthorized use of the platform and its services as a result of your negligent act or omission would result in irreparable harm to Reachaus. The company will treat such unauthorized use as a violation of the Terms of Use. Reachaus assumes no liability for the accuracy and lawful performance of booked services.

According to what has been said, Reachaus UG has neither the control nor the right or the possibility to control the services offered and provided by a service provider and the way they are performed. Adherence to deadlines, service provision and scope, communication with the customer, qualification of the service providers and the quality of the service provided are the sole responsibility of the service provider and Reachaus has no influence on these results at any time.

- Reachaus, at its sole discretion, will not activate service providers for customers until their verification documents have been submitted (ID, business card, etc.). Reachaus is not liable for the information in the profile or the verification documents of the service provider.
- Reachaus is also not liable for whether the service provider complies with the necessary legal requirements to perform the service.
- Reachaus does not assure any condition about the suitability of the service providers, availability or quality of the service offered by the service providers and does not assume any responsibility in this regard.
- Reachaus acts as an intermediary between the customer and the service provider and shall not be liable under any circumstances for any disputes arising from the use of the platform, the app, the website or the related platform by the customer or the service provider. Reachaus is not responsible for the proper performance of the requested services, nor is it liable for any claims or damages arising from the legal relationship between the customer and the service provider.
- If Reachaus provides its own services to the customer within the scope of its offer, liability is generally limited to intent and gross negligence. This does not apply to damages to life, body and health, to the violation of obligations that make the performance of the services possible in the first place (so-called cardinal obligations) as well as to obligations for which Reachaus has assumed a guarantee.

17. Relativity of the contractual Relationships

Nothing in these Terms of Use shall constitute a partnership or agency between the service providers and Reachaus UG, and the service providers shall have no authority to bind Reachaus UG in any way. The service providers are in no way employees, partners or agents of Reachaus, nor is Reachaus authorized to give instructions

to the service providers. Reachaus acts as an intermediary, the service providers act on their own account and decide independently which requests to accept and which work to perform. The service providers hereby acknowledge that Reachaus does not instruct, supervise, or limit the work of the service providers.

Reachaus has, according to what has been said, neither the control nor the right or the possibility to control the services offered and provided by a service provider and the way they are performed. Timeliness, service delivery and scope, communication with the customer, qualification of the service providers and the quality of the service provided are the sole responsibility of the service provider and Reachaus has no influence on these results at any time.

18. Dispute Resolution

Reachaus is not responsible for ensuring that the mediation of services is protected from fraud by a service provider on the app or vice versa. If disputes and legal matters arise, contract law and criminal law between the customer and the service provider will apply. If a customer has purchased a service on the app and never received it or has received a service whose value is significantly less than described by the service provider, the customer may contact Reachaus via the preferred communication platform or email team@reachaus.com. Reachaus may, without obligation, investigate the matter and attempt to mediate. If it is determined (by Reachaus in its sole discretion) that the service provider intentionally defrauded customer with respect to the service, Reachaus will assist customer to obtain a refund from the service provider. There is no legal right to do so, the assistance in dispute resolution is non-binding and without legal claim. Reachaus may restrict, suspend or revoke service provider's access to the platform and/or service provider's membership and Reachaus may charge service provider Reachaus' costs for the refund process, any processing, shipping and other operational/overhead costs. Reachaus reserves the right to take any further action it deems necessary, including but not limited to legal action.

If any dispute, claim, controversy or difference (including in respect of tort or statutory claims) ("Dispute") arises out of or in connection with these Terms of Use, including (without limitation) any question concerning the formation, existence, scope, performance, interpretation, validity or termination of these Terms of Use or this clause, or questions concerning the legal relationships created by these Terms of Use or the consequences of their invalidity, the parties shall first attempt to resolve the dispute amicably by negotiating in good faith for a period of thirty (30) calendar days, commencing on the date one party first provides written notice of the dispute to the other party.

If a dispute has not been amicably resolved after the expiration of this sixty (60) calendar day period, the parties hereby agree that even after the expiration of the sixty (60) day period, before seeking legal counsel, they will attempt to resolve the dispute out of court by appointing a third party mediator. If the dispute is not resolved, the dispute shall be submitted to binding arbitration in accordance with the recognition rules of German law and finally settled. The arbitration shall be conducted in the English language and the award shall be in the English language. The foregoing provisions of this clause shall be without prejudice to Reachaus' right to seek interim relief at any time from a court of competent jurisdiction (whether or not an arbitrator has been appointed) and Reachaus shall not be deemed thereby to have breached this arbitration agreement or to have violated the arbitrator's powers.

19. Transfer of Rights and Obligations / Assumption of Contract

Customers hereby grant Reachaus the right and irrevocably agree that Reachaus may transfer all or any of their rights, data, benefits, obligations or liabilities (whether express or assumed) under these Terms of Use to an affiliates of Reachaus at any time without any further express consent from the user, customer or service provider. Users and customers are not entitled to transfer all or any part of your rights, benefits, data, obligations or liabilities (whether express or assumed) under these Terms of Use without 30 days prior written consent from Reachaus UG

20. Severability Clause

If any provision of these Terms of Use is invalid, void or for any reason unenforceable, that provision shall be deemed severable and shall not affect the validity and enforceability of any remaining provisions of these Terms of Use. No person who is not a party to these Terms of Use shall have any right to enforce any term or provision of these Terms of Use. If the Terms of Use are translated into a language other than German or English in the platform or otherwise, the German or English text will prevail.

21. Governing Law

These Terms of Use are governed by German law, but you agree that it is mandatory to use a translator or intermediary in English. This clause shall survive the expiration or termination of these Terms of Use.

22. Device Warranty & Repair related Information

Reachaus UG is only an intermediary between users and service providers and is in no way affiliated with any manufacturer (OEM - Original Equipment Manufacturer).

Repairs or technical support performed by a professional may void the manufacturer's warranties. Reachaus UG assumes absolutely no liability in the event that manufacturer warranties are voided, each service provider may provide its own warranty on the parts and/or services performed. All warranty related issues must be discussed and agreed upon bilaterally between customers and service providers, users must not hold Reachaus UG responsible for any issues, disputes, problems, etc. that arise due to warranty or repair issues.

23. By ordering services from Reachaus you agree with the following points:

- The customer/user is responsible for his own property and should remain with the service providers during the personal visit time. In case of loss or damage of property, Reachaus is not responsible for any compensation to the customer and it will be acted in accordance with the applicable local legal measures in customer residence country.
- If the receipt of the service provider by the customer is delayed for any reason, it is at the discretion of the service provider how to proceed. The cancellation conditions of the respective service providers apply.

- The customer may reschedule or cancel the visit only based on the cancellation terms defined during the booking process. The cancellation conditions of the respective service providers may apply.
- Acceptance of the rescheduling is subject to the availability of the service by the service provider and taking into account the cancellation conditions defined within the platform during the booking process.
- The respective service provider is responsible for the pricing. Reachaus cannot exert any influence on pricing.

24. Cancellation & Rescheduling

- The service provider is responsible for setting the cancellation and rescheduling period for the booking within the platform. Common cancellation period will be taken into account for all service categories which the service provider offers.
- If the cancellation and rescheduling period has been changed, all existing/future accepted bookings will be subject to the periods that were in effect at the time of booking by the customer. The changed period will be only applicable on the future new bookings.
- The customer may reschedule or cancel the service only based on the cancellation terms defined during the booking process within the platform. The cancellation conditions of the respective service providers apply.

25. Amendments to this Terms of Use

Reachaus reserves the right to update, incorporate and modify these Terms of Use and each of the documents to which they refer, including the Privacy Policy, the Data Policy and any other related documents, in whole or in part, at any time. These changes will be sent to customers by email. Within a 14-day period, the customer may object to the Terms of Use/Privacy Policy and his/her account will be deleted. After expiry of the 14-day period, the terms of use/data protection provisions shall be deemed to have been accepted.

Full use of the platform by the customer can only take place if the customer accepts the Reachaus Terms of Use. Insofar as the customer uses the Reachaus website, platform, app or Reachaus on behalf of third parties, the customer declares and guarantees that it is authorized to represent, obligate and bind third parties; in such cases, the acceptance of the Terms of Use for customers shall also be deemed to have been made vis-à-vis third parties who are obligated to comply with them.

If you do not agree with the changes, modifications, amendments, updates and additions made to the Terms of Use, we ask you not to use the Reachaus website, platform or app and, if you have already registered on the website as a customer or service provider, to delete your profile by accessing the "profile" section and clicking on "delete profile". If the information provided by the user is found to be fraudulent, we will delete that user's profile. We have the right to monitor the active accounts and to pause the services of any account that appears suspicious.

In any case, Reachaus is an intermediary between the user and the service provider and shall not be liable under any circumstances for any disputes arising from the use of the app, the website or the platform of Reachaus by the user or the service provider.