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1 Relivra terms of service and license agreement

PLEASE READ THESE TERMS CAREFULLY

These Terms of Service and License Agreement (“**Terms**”) govern your access to and use of:

- the **Relivra mobile application** (the “**App**” or “**Licensed Application**”), and
- the **Relivra website located at www.relivra.ai** (the “**Website**”),

collectively referred to as the “**Service**”.

The Service is provided by **Paindrainer AB**, a Swedish company located at Medicon Village, SE-223 81 Lund, Sweden (Organization No. 559156-5196) (“**Paindrainer**,” “**we**,” “**us**,” or “**our**”).

By clicking “**Accept**,” installing the App, creating an account, or using the Service, you confirm that you have read, understood, and agree to be bound by these Terms and our **Privacy Policy**, which is incorporated by reference.

The application marketplaces (including Apple App Store and Google Play) are **not parties to these Terms and bear no responsibility for the Service**.

If you do not agree to these Terms, **do not install, access, or use the Service**.

1.1 Eligibility

The Service is intended only for **adult users with a valid United States postal address**.

By using the Service, you represent and warrant that:

- you are **at least 18 years old**, and
- you meet the eligibility requirements stated above.

1.2 Intended purpose and medical disclaimer

Relivra is an **AI-powered digital companion** designed to support individuals experiencing persistent pain in planning their daily activities, reflecting on their habits and experiences and exploring strategies for navigating everyday challenges and engaging more fully in meaningful activities.

Relivra is intended for lifestyle and wellbeing support only. It is **not intended to diagnose, treat, monitor, predict, or alleviate disease**.

Paindrainer AB is **not a licensed medical care provider**.

The Service is **not a substitute for professional medical advice, diagnosis or treatment**.

DO NOT USE THE SERVICE FOR URGENT OR EMERGENCY MEDICAL NEEDS.

If you believe you are experiencing a medical emergency, **call 911 immediately**.

All health decisions are **your sole responsibility**.

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1.3 Artificial Intelligence (AI) functionality disclaimer

The Service may include features powered by artificial intelligence (“AI”), including automated responses, suggestions, summaries, or insights generated by machine learning systems.

AI-generated outputs are produced automatically based on patterns in data and algorithms and may not always be accurate, complete, reliable, or appropriate for every situation.

You acknowledge and agree that:

- AI-generated content is provided for informational and wellbeing support purposes only.
- AI outputs may contain errors, omissions, or outdated information.
- AI-generated responses do not constitute medical advice, diagnosis, or treatment recommendations.
- You should not rely solely on AI-generated information when making health, safety, financial, or other important decisions.

You are solely responsible for evaluating any information provided by the Service and determining whether it is appropriate for your situation.

Paindrainer does not guarantee that AI-generated outputs will be accurate, safe, or suitable for your specific circumstances.

The Service should be used as a supportive digital tool, not as a substitute for professional medical or healthcare advice.

1.4 The Service

The Service is designed to assist users in planning activities and reflecting on daily behaviors with the aim of improving quality of life.

Paindrainer may:

- update, modify, improve, or discontinue the Service
- change system requirements
- release updates or new versions of the App
- implement usage limits or system safeguards to ensure fair and reliable operation of the Service

at any time and without prior notice.

Compatibility with older operating systems or devices is not guaranteed.

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1.5 User accounts

To access the Service, you must create a **User Account**. Your account is personal and **must not be shared**.

You're responsible for:

- maintaining the confidentiality of your login credentials
- keeping your account information accurate and up to date
- notifying Paindrainer of unauthorized access or suspected misuse

Paindrainer may **suspend or terminate your account** if it believes the account has been compromised or used in violation of these Terms.

You are responsible for all activity conducted through your account.

1.6 License grant

The App is licensed, not sold.

Paindrainer grants you a limited, non-exclusive, non-transferable, revocable license to download, install, and use the Licensed Application on **Apple-branded or Android-branded devices that you own or control**, and as permitted by the **App Store Terms of Service or Google Play Terms of Service**, solely for personal, non-commercial use.

"Use" means running, executing, or displaying the Licensed Application in executable form.

All rights not expressly granted are reserved by Paindrainer.

1.7 License restrictions

You agree **not to**:

- sell, lease, sublicense, distribute, or commercially exploit the Service
- share the App with third parties or make it available to others
- modify, adapt, translate, or create derivative works of the Service
- reverse engineer, decompile, or attempt to extract source code except where permitted by law
- copy features, functions, or graphics of the Service
- bypass usage restrictions or fees
- use bots, scrapers, or automated systems to access the Service
- interfere with network security or infrastructure
- use the Service for illegal, harmful, or malicious purposes
- impersonate another person or commit fraud

If you sell or transfer a device containing the App, you must **remove the App before doing so**.

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1.8 Permitted use

You agree to:

- provide accurate information
- use the Service only as intended
- follow instructions for use provided by Paindrainer
- comply with all applicable laws

Misuse of the Service may result in **account termination and liability for damages**.

1.9 Prohibited conduct

You must not use the Service to:

- violate laws or regulations
- infringe intellectual property rights
- collect or disclose another person's personal data without authorization
- publish unlawful, offensive, or misleading content
- damage Paindrainer's reputation
- interfere with the functionality or security of the Service

1.10 Personal data and privacy

Paindrainer collects and processes **personal information and personal health information (PHI)**.

Details about how data is collected, used, and protected are described in our **U.S. Privacy Policy**, which forms part of these Terms.

Paindrainer may collect **non-personally identifiable technical data**, such as:

- device type
- operating system version
- system performance information

to improve functionality and support.

You retain ownership of your personal data.

However, you grant Paindrainer a **worldwide, royalty-free license** to:

- access and use data internally to operate and improve the Service
- create de-identified data and derivatives
- use or share such de-identified data for internal or commercial purposes.

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1.11 Intellectual property rights

All intellectual property rights in the Service, including:

- software
- algorithms
- design
- content
- trademarks
- documentation

are owned by **Paindrainer AB or its licensors**.

You obtain **no ownership rights** in the Service.

1.12 Subcontractors and third party services

Paindrainer may use **third-party providers and subcontractors**, including affiliates, to provide or support the Service.

1.13 Term and termination

These Terms remain in effect while your account is active.

You may terminate the agreement at any time by cancelling your account through the App.

Paindrainer may terminate or suspend access if you violate these Terms.

Certain provisions will **survive termination**, including those relating to:

- intellectual property
- liability limitations
- indemnification
- dispute resolution.

Paindrainer may retain certain personal data for **up to 24 months** to enable account restoration where permitted by law.

1.14 Indemnification

You agree to **indemnify and hold harmless Paindrainer AB** from any claims, damages, liabilities, costs, compensation, losses or expenses (including reasonable legal fees) arising from:

- your use of the Service
- violation of these Terms
- violation of applicable laws
- misuse of the Service.

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1.15 Disclaimer of warranties

Paindrainer provides the Service “as is” and “as available” and makes no warranties, express or implied, regarding the accuracy, functionality, availability, or reliability of the Service.

Paindrainer does not guarantee **continuous, uninterrupted, or secure access** to the Service, nor that the Service will be free of **errors, defects, viruses, or other harmful components**.

The User acknowledges that technical issues may interfere with the use of the Service, and Paindrainer shall not be held liable for any such disruptions, service unavailability, or data loss, except where liability is required by mandatory law.

1.16 Limitation of liability

To the maximum extent permitted by applicable law, Paindrainer disclaims all liability for any **direct, indirect, incidental, consequential, or special damages**, including but not limited to loss of profits, loss of income, business interruption, loss of data, or loss of goodwill, arising out of or related to:

- the use or inability to use the Service;
- the performance or non-performance of the Service;
- any content or material available through the Service;
- the conduct of other users.

This limitation of liability also applies to any third-party claims brought against the User as a result of their use of the Service.

Paindrainer **assumes no liability** for any damages arising from:

- errors or omissions caused by the User;
- use of the Service in a manner inconsistent with these Terms;
- situations beyond Paindrainer’s control.

Unless caused by **intentional misconduct or gross negligence**, Paindrainer’s total cumulative liability to the User shall be **limited to two thousand five hundred U.S. dollars (\$2,500)**.

Any claim for compensation must be submitted **within one (1) year** from the date the User became aware, or should reasonably have become aware, of the event giving rise to the claim.

1.17 Export restrictions

You agree not to export or re-export the App except in compliance with U.S. export laws and applicable international regulations.

You certify that you are not located in a restricted country or on any prohibited government list.

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1.18 Force majeure

Paindrainer shall not be liable for delays or failure to perform due to events beyond its reasonable control, including:

- fire or natural disasters
- war or terrorism
- pandemics
- general labor disputes
- power failures
- regulatory changes
- supplier failures

1.19 Changes to the terms and the service

Paindrainer may change these Terms or the Privacy Policy at any time. Significant changes will be communicated via the App, Website, or email.

Continued use of the Service means you accept the updated Terms. If you do not accept changes, you must stop using the Service.

Paindrainer may also modify or discontinue the Service at any time without prior notice .

1.20 Assignment

The User may not assign or transfer any rights, obligations, or licenses arising from these User Terms.

To fulfill its obligations under these User Terms, Paindrainer has the right to use subcontractors. Paindrainer may also assign and transfer these User Terms to another party without the User's consent and without prior notice to the User.

1.21 App store terms

If the Licensed Application is downloaded from the Apple App Store, you acknowledge that:

- these Terms are concluded between you and Paindrainer AB only, not with Apple.
- Apple is not responsible for the Licensed Application or its content.
- Apple has no obligation to provide maintenance or support services.
- Apple will have no warranty obligations with respect to the App.

If the App fails to conform to an applicable warranty, you may notify Apple and Apple may refund the purchase price of the App where applicable.

Apple and Apple's subsidiaries are **third-party beneficiaries of these Terms** and may enforce them against you.

Paindrainer is solely responsible for **maintenance, support, and addressing claims relating to the Licensed Application**, including intellectual property claims.

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1.22 Governing law and dispute resolution

These Terms are governed by the **laws of the State of New York**, excluding:

- the Uniform Computer Information Transactions Act (UCITA)
- the United Nations Convention on Contracts for the International Sale of Goods (CISG).

Most disputes will be resolved through **binding arbitration administered by the American Arbitration Association (AAA)** under its Commercial Arbitration Rules.

The arbitration will be conducted by a **single neutral arbitrator**. Arbitration may occur:

- by telephone
- online
- based on written submissions.

If a claim proceeds in court, it must be brought in the **state or federal courts located in New York County, New York**.

Both parties waive the right to a **jury trial**.

1.23 Communication and contact information

For questions or complaints, contact us:

Mail: support@relivra.ai

Telephone: +46 766-324222

Address: Paindrainer AB, Medicon Village, SE-223 81 Lund, Sweden

The User agrees to receive all communications from Paindrainer **electronically**. This may include **emails, in-app messages or push notifications, SMS, or phone calls**.

Any message sent by Paindrainer will be considered **received by the User at the time it is sent**, regardless of when the User opens or reads it.

1.24 Effective date

Mars 19, 2026