hypnoora

LEGAL

Terms and Conditions

LAST UPDATED	MB IT PIRKLIAI	EMAIL
June 1, 2026	Company code 304957766	help@hypnoora.com

The following are the terms and conditions (hereinafter referred to as the "Agreement") which govern your access and use of our product (hereinafter referred to as the "Product", "Services", "App"). This Product is owned and operated by **MB IT pirkliai**, company code 304957766, with our registered office at Žirmūnų g. 30E-2, Vilnius, the Republic of Lithuania (hereinafter referred to as the "Company"). The Company, its affiliates, partners, representatives, employees, and contractors (hereinafter referred to as "Hypnoora", "We", "Our", or "Us") provide you (hereinafter referred to as "You", "Your", "User", or "Users") access to the Product via website or mobile application.

By accessing or using the Product, You are entering into this Agreement. You should read this Agreement carefully before starting to use the Product. If You do not agree to be bound by any of the terms of this Agreement, You must not access or use the Product.

01

Privacy and security

Protecting and safeguarding any information You provide is important to Us. Information about Our security and privacy practices can be found in Our **Privacy Policy**.

By agreeing to this Agreement and/or by using the Product, You are also agreeing to the terms of the Privacy Policy. The Privacy Policy is incorporated into and deemed a part of this Agreement. The same rules that apply regarding changes and revisions of this Agreement also apply to changes and revisions of the Privacy Policy.

02

Subscription pricing and terms

Pricing may vary by country and actual charges may be converted to your local currency depending on your country of residence.

The Company may, at its discretion, provide a trial subscription for a fee. In the event that the subscriber does not exercise the right of cancellation prior to the expiration of the trial, the subscriber shall be subject to automatic billing at the full rate specified on the payment screen. Any trial offer will be clearly noted on the pricing page prior to completion of the transaction. If no such offer is made, the subscription shall be entered into without a trial period.

Deleting the app or your personal data does not cancel your subscription and does not entitle you to a refund.

If You do not wish for the subscription to renew automatically, You must cancel at least 48 hours before the end of the current subscription period. The Services will remain available until the end of the current paid period and will then be terminated unless You renew.

Cancelling your subscription

- **Subscriptions purchased on our website:** You may view the subscription status, renew, or cancel through the Manage Subscription page. To access this page, enter the email address used to purchase the account and the four-digit security code sent to that address. If you do not receive the code, check your spam folder or contact support at **help@hypnoora.com**. Alternatively, contact support directly — your cancellation request should clearly state your wish to cancel and be sent from, or include, the email address used to purchase the subscription.
- **Subscriptions purchased through Apple App Store or Google Play:** You must cancel through your Apple or Google Account.

Your payments are processed by **MB IT pirkliai**, company code 304957766, Žirmūnų g. 30E-2, Vilnius, the Republic of Lithuania.

If You have any concerns about a bill or a payment, please contact Us immediately at **help@hypnoora.com**. We will evaluate Your issue on a case-by-case basis and, at Our discretion, take steps to resolve it, including extending Your subscription at no cost or issuing partial or full refunds where applicable.

Unless You cancel, the Company will automatically renew the applicable service when it comes up for renewal and will take payment from the payment method associated with Your account.

03

Refund policy

We follow a no-refund policy unless the Product is proven to be faulty. If You believe the Product is faulty or there have been issues with its delivery, please contact our support at **help@hypnoora.com** within 14 days of purchase and provide:

- a detailed description of the issue; and
- supporting evidence, such as screenshots or other visual proof.

If the Product is confirmed to be faulty, We will offer an appropriate remedy, which may include repair, replacement, or refund, in accordance with applicable consumer laws. If You fail to contact Us within the 14-day window, We will be unable to offer a refund.

If You have purchased the Services through the Apple App Store or Google Play, for any questions related to refunds You should contact Apple or Google support directly.

Since Our Product constitutes Digital content, You acknowledge that once the provision of Services has commenced, the right of withdrawal from the Agreement ceases to apply. By completing payment for Digital content, You agree and consent to the immediate commencement of the Services, and confirm that once You receive the Digital content, We will have fully discharged Our obligations under these terms.

Nothing in this clause limits Your statutory rights under applicable EU consumer protection law, including your rights under the Lithuanian Law on Consumer Protection.

04

Disclaimer of warranty, limitation of liability, and indemnification

You understand, agree, and acknowledge that the Product is provided “as is” without any warranties of any kind, either express or implied, including but not limited to warranties of merchantability, non-infringement, security, fitness for a particular purpose, or accuracy. To the fullest extent permitted by applicable law, We expressly disclaim all warranties and make no guarantees that:

- the Service will meet your specific requirements;
- the Service will be uninterrupted, timely, secure, or error-free;
- the results obtained from the use of the Service will be accurate or reliable;

- the quality of any products, services, or information obtained through the Service will meet your expectations.

The Service is intended only as a tool to assist in achieving your lifestyle goals. You acknowledge and agree that any activities inspired by the Service that involve risks are undertaken at Your own risk, and You assume full responsibility for Your health and well-being.

We shall not be liable for any indirect, incidental, consequential, special, punitive, or exemplary damages. Our aggregate liability for damages arising under this Agreement will not exceed the total amount paid by You in the 12 months prior to the claim, to the extent permitted by applicable law.

This limitation of liability shall survive the termination or expiration of this Agreement. Where applicable law does not allow this limitation, it shall be modified solely to the extent necessary to comply with that law.

The Company is not a medical organisation and does not provide medical advice or assistance. Nothing in the Services should be taken as, or understood as, medical advice, nor should it be used instead of seeking appropriate advice from a qualified healthcare provider. You are solely responsible for evaluating your own health and any need to seek professional guidance.

You will indemnify, defend, and hold Us harmless from and against any claims, losses, liabilities, costs, or expenses (including reasonable legal fees) arising out of: Your access to or use of the Product; actions made with Your account; Your violation of any provision of this Agreement; non-payment for services provided through the Product; or Your violation of any third-party right, including intellectual property rights. This clause shall survive expiration or termination of this Agreement.

05

Your account, representations, conduct, and commitments

You confirm that You are legally able to consent to receive Our Services, or have the consent of a parent or guardian, and that You are legally able to enter into this Agreement.

You confirm that all information You have provided through the Product is accurate, true, current, and complete, and that You will maintain and update this information during the term of this Agreement.

You are responsible for maintaining the confidentiality of Your account credentials (“Account Access”). You agree to notify Us immediately of any unauthorised use of Your Account Access. We will not be liable for any loss or damage incurred as a result of someone else using Your account, with or without Your knowledge.

You are solely and fully responsible for all activities performed using Your Account Access and agree to indemnify Us for any damage or loss resulting from use of Your Account Access by any person, whether authorised by You or not.

You agree and commit not to:

- use another person’s account or Account Access for any reason;
- use the Product for any purpose other than your own personal use;
- interfere with or disrupt any of Our systems, services, servers, networks, or infrastructure, including obtaining unauthorised access;
- use the Product to send unsolicited email or advertisements; distribute malicious software; post unlawful, harassing, abusive, threatening, obscene, racist, or harmful content; infringe third-party intellectual property rights; or engage in or encourage any criminal activity;
- violate any applicable local, national, or international law or regulation in relation to Your use of the Product.

You agree to use only payment means which You are duly authorised to use, and that all payment-related information You provide is and will remain accurate, current, and correct. By providing Us with Your payment means, You authorise Us to bill and charge You accordingly.

06

Modifications, termination, and disruptions to the Product

We may modify, suspend, disrupt, or discontinue the Product, any part of it, or access to it — whether for all users or for You specifically — at any time with or without notice. We will not be liable for any such actions or for any losses or damages they may cause.

While We make commercially reasonable efforts to ensure the Product's reliability and accessibility, We cannot guarantee that access will be uninterrupted, consistent, timely, or error-free at all times.

07

AI and coaching features

To improve the quality of our coaching experience and monitor for misuse, We may use automated tools or artificial intelligence. Conversations within any coaching or AI feature may be reviewed and analysed to ensure quality and relevance. By using these features, You acknowledge and agree to this practice.

We reserve the right to suspend or terminate Your access to coaching or AI features, in whole or in part, at Our sole discretion and without prior notice, if We determine that Your use is inappropriate, abusive, or in violation of these terms.

Any information or statements provided through coaching or AI features are for informational and general wellness purposes only. They are not intended to replace professional medical, legal, financial, or other specialised advice. You should always use your own judgement and consult a qualified professional where appropriate.

08

Notices

We may provide notices or other communications to You regarding the Agreement or the Product by email to the address We have on record, or by posting them within the Product. The date of receipt shall be deemed the date on which such notice is given. Notices sent to Us must be delivered by email to **help@hypnoora.com**.

09

Dispute resolution

This Agreement and Our relationship with You shall be interpreted in accordance with the laws of the Republic of Lithuania.

Before filing any formal claim, You agree to first attempt to resolve the dispute informally by submitting a complaint to **help@hypnoora.com**. In your complaint, please include: (i) date of purchase; (ii) the email address used to purchase; (iii) your name and surname; (iv) a description of the issue and any relevant supporting evidence.

If the dispute cannot be resolved informally, You may refer the matter to the State Consumer Rights Protection Authority of the Republic of Lithuania (*Valstybinė vartotojų teisių apsaugos tarnyba*) at **vvtat.lt**, or use the EU Online Dispute Resolution platform at **ec.europa.eu/consumers/odr**.

The exclusive venue for any court proceedings arising from this Agreement shall be courts located in the Republic of Lithuania. Nothing in this Agreement, including the choice of Lithuanian law, affects Your statutory rights as a consumer to rely on mandatory consumer protection provisions of the country in which You reside.

Each party shall only bring claims in its individual capacity and not as a plaintiff or class member in any class or representative action.

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Changes to this Agreement

We may change this Agreement by posting modifications on the website or application. Unless otherwise specified, all modifications shall be effective upon posting. You are encouraged to check the terms of this Agreement regularly. By using the Product after changes become effective, You agree to be bound by such changes. If You do not agree to the changes, You must stop using the Product.

If any provision of this Agreement is held by a court of competent jurisdiction to be illegal, invalid, or unenforceable, the remaining provisions shall remain in full force and effect.

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Contact

For questions about the Services or Product, or for general support:

MB IT pirkliai

Company code: 304957766
Žirmūnų g. 30E-2, Vilnius, Lithuania
Email: **help@hypnoora.com**