

TERMS OF USE

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These Terms of Use (“Terms”) govern your use of the Rinse, Inc. (“Rinse”) website, www.Laundry.wales (“Site”), mobile app (“App”), mobile messaging services, and or other online or offline communications (collectively, the “Services”). By using the Services, you agree, without limitation or qualification, to be bound by these Terms. If you do not agree, please do not use the Services.

Apollo may modify these Terms at any time. Your continued usage of the Services will mean you accept those changes, and you agree to comply with all applicable laws and regulations.

Quick Guide to Contents

1. OUR SERVICES

Apollo provides pick-up and delivery services for dry cleaning, laundry, and related services. Apollo interacts with Dry Cleaners, Laundromats, and related partners (“Cleaners”) to clean and care for clothes and other items

that you give to Apollo. Pick-up and delivery may be requested through the Site or App, or via email or SMS messaging.

2. ELIGIBILITY

You must be 18 years of age or older to visit or use the Services in any manner. By visiting or using the Services and/or accepting these Terms of Use, you represent and warrant that you are 18 years or older, and that you have the right, authority, and capacity to agree to and abide by these Terms. You also represent and warrant that you will use the Services in a manner consistent with any and all applicable laws and regulations.

3. USE OF THE SITE OR APP

3.1 Use Restrictions

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3.2

User Submissions

The personal information you submit to Apollo is governed by the Privacy Policy. To the extent there is an inconsistency between the Terms of Use and the Privacy Policy, the Privacy Policy shall govern. We may, in our sole discretion, permit you to post, upload, input, publish, submit or transmit information or material through the Service ("Submission"). Submission will be deemed non-confidential and non-proprietary. Accordingly, Apollo shall have the non-exclusive, royalty-free, right to use, copy, distribute and disclose to third parties any Submission for any purpose, in any medium and throughout the world ("License Grant").

You are solely responsible for your Submission, the consequences of making a Submission, and your reliance on any Submissions. Apollo is not responsible for the consequences of any Submission. Apollo is not responsible for screening or monitoring Submissions made through the Services by users. If notified by a user of a Submission allegedly in violation of these Terms of Use, Apollo may investigate the allegation and determine in good faith and its sole discretion whether to remove such Submission.

Apollo will have no liability or responsibility to users for performance or nonperformance of such activities.

3.3 Your Account

If you use the Services, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your devices. You agree to accept responsibility for all activities that occur under your account or password. Apollo reserves the right to refuse service, terminate accounts, remove or edit content, or cancel orders in its sole discretion.

4. TERMS OF SERVICE

To use the Services, you must first sign up with Apollo. When signing up, we request that you provide Apollo with certain personal information so that we can provide you with the requested Services (such information may include name, email address, mobile telephone number, address for pick-up and delivery, and/or credit card data). Upon successful completion of your signing up with Apollo, Apollo will provide you with a personal account, which may be accessible by you with a password of your choice.

4.1 Use of the Service

You warrant that the information you provide to Apollo is accurate and complete. Apollo is entitled at all times to verify the information that you have provided and to refuse the Services without providing notice.

You may only access the Services using authorised means. It is your responsibility to check to ensure you are using the correct App and App version for your device. Apollo is not liable if you do not have a compatible mobile device or if you download the wrong version of the App for your mobile device. Apollo reserves the right to terminate the Services and the use of the App if used with an incompatible or unauthorised device.

4.2

Use of the Site and App is free of charge. Apollo reserves the right to introduce a fee for the use of these Services. If Apollo decides to introduce such a fee, Apollo will inform you accordingly and allow you to either continue or terminate the Services.

Apollo charges for the services that you request, which may include dry cleaning, laundered shirts, wash & fold, or related services ("Cleaning"). You agree that you will pay for all Cleaning you purchase through Apollo, and that Apollo may charge your credit card account as provided by you when registering for the Services for the Cleaning (including any taxes, late fees, or additional fees as applicable) that may be accrued by or in connection with your account. You are responsible for the timely

Payment

payment of all fees and for providing Apollo with a valid credit card account for payment of all fees at all times. Any payment made is non-refundable.

Apollo may use a third-party payment processor (the "Payment Processor") to link your credit card account to the Services. The processing of payments or credits, as applicable, in connection with your use of the Services will be subject to the terms, conditions and privacy policies of the Payment Processor and your credit card issuer in addition to these Terms. Apollo is not responsible for any errors by the Payment Processor.

5. TEXTING TERMS AND CONDITIONS

You may opt in to receive Apollo's text messages (using autodialer technology) at the mobile number you provide to us. Your consent to receive our promotional texts is not a condition of purchase or use of the cleaning services. Message and data rates may apply. If you have any questions about your text plan or data plan, please contact your wireless provider. You can opt out of receiving our texts by following the instructions provided in those messages or otherwise reply to our texts with the "STOP" command.

6. PROMOTIONS

Any and all offers or promotions advertised on the Services are void where prohibited, and are subject to the posting of any official rules to such offers or promotions.

7. LIABILITY

You understand that there is inherent risk in Cleaning and there is potential for clothing and related items to get lost or damaged. Apollo will do its best to ensure situations like this do not happen, and in the instances they do

happen, will work with you to help rectify the situation when you provide us with written notification identifying the concern with the Cleaning within fourteen (14) days of receiving your cleaned clothes and items. Without prejudice to the foregoing, and insofar as allowed under mandatory applicable law, Apollo's aggregate liability in no event shall exceed an amount of £50.00 or, where applicable, the equivalent of that amount in the currency used by you for the payment for Cleaning.

In addition, the information, recommendations and/or services provided to you on or through the Services is for general information purposes only. The use of the Site or the Contents is at your own risk. The Contents in this Site could include technical inaccuracies or typographical errors. Apollo may make changes or improvements at any time.

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9. INDEMNITY

You agree to defend, indemnify, and hold Apollo, its affiliates, its licensors, and each of their officers, directors, other users, employees, attorneys, agents, and partners harmless from and against any claims, costs, actions, demands, damages, losses, liabilities, expenses, and settlements including,

without limitation, reasonable legal and accounting fees, arising out of or in connection with: (a) your violation or breach of any term of these Terms or any applicable law or regulation, whether or not referenced herein; (b) your violation of any rights of any third party, or (c) your misuse of the Services.

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You agree that Apollo may, in its sole discretion and at any time, modify, discontinue, or suspend its operation of the Services, any part thereof or any Contents, temporarily or permanently, without notice or liability to you.

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These Terms of Use are governed in accordance with the laws of the UK, without regard to its conflict of law provisions. If any provision of these Terms of Use is found to be invalid by any court having competent jurisdiction, the

invalidity of such provision shall not affect the validity of the remaining provisions of these Terms of Use, which shall remain in full force and effect.

No waiver of any of these Terms of Use shall

be deemed a further or continuing waiver of such term or condition or any other term or condition.

13. MANDATORY AGREEMENT TO ARBITRATE ON AN INDIVIDUAL BASIS

Any and all controversies, disputes, demands, counts, claims, or causes of action (including the interpretation and scope of this clause, and the arbitrability of the controversy, dispute, demand, counts, claim, or cause of action) between you and the Company or the Company's employees, agents, successors, or assigns, shall exclusively be settled through binding and confidential arbitration, except that you or the Company may take claims to small claims court if the dispute qualifies for hearing by such a court. In addition, each party retains the right to seek injunctive or other equitable relief in a court of competent jurisdiction to prevent the actual or threatened infringement, misappropriation or violation of a party's copyrights, trademarks, trade secrets, patents, or other intellectual property rights.

There is no judge or jury in arbitration and arbitration procedures are simpler and more limited than rules applicable in court. YOU ACKNOWLEDGE AND AGREE THAT, APART FROM THE NARROW EXCEPTIONS ABOVE, YOU AND THE COMPANY ARE EACH WAIVING YOUR RIGHTS TO SUE IN

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CLASS MEMBER IN ANY PURPORTED CLASS ACTION LAWSUIT, CLASS-WIDE ARBITRATION, PRIVATE ATTORNEY-GENERAL ACTION, OR ANY OTHER REPRESENTATIVE PROCEEDING.

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If you believe any Submission accessible on or from the Site infringes your copyright, you may request removal of those materials (or access thereto) from this Site by contacting us (address identified below) and providing the following information: (A) identification of the copyrighted work that you believe to be infringed. Please describe the work, and where possible include a copy or the location (e.g., URL) of an authorised version of the work; (B) identification of the Submission that you believe to be infringing and its location; (C) your name, address, telephone number, and email address; (D) a statement that you have a good faith belief that the complained of use of the work is not authorised by the copyright owner, its agent, or the law; (E) a statement that the information you have supplied is accurate, and indicating that “under penalty of perjury,” you are the copyright owner or authorised representative; and (F) signature or the electronic equivalent from the copyright holder or authorised representative.

Our address for copyright issues relating to this website is as follows:

Apollo Laundry

16 Crwys Road Cardiff CF24 4NJ, UK

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