

TERMS OF SERVICE & REFUND POLICY

Last Updated: September 2026

1. Scope of Services

DocLively ("Platform", "We", "Us", or "Our") operates as an online platform providing care coordination, logistical, and administrative support for patients seeking medical consultations or treatments. The Platform facilitates interaction with independent medical providers (clinics and doctors), ensures secure transmission of medical records (including MRI scans), and offers medical translation support.

2. MEDICAL DISCLAIMER IMPORTANT NOTICE: THE DOCLIVELY PLATFORM IS NOT A MEDICAL PROVIDER, DOES NOT PROVIDE MEDICAL ADVICE, DOES NOT RENDER DIAGNOSES, AND DOES NOT PRESCRIBE TREATMENT. ALL INFORMATION ACCESSED THROUGH THE PLATFORM IS STRICTLY FOR INFORMATIONAL AND COORDINATION PURPOSES.

- All medical consultations, opinions, evaluations, and treatments are provided exclusively by independent, licensed doctors and partner clinics.
- The Platform shall not be held liable or responsible for the quality, accuracy, clinical outcomes, or negligence of any medical services rendered by third-party healthcare providers.
- Nothing contained on the Platform should be construed as a substitute for professional medical advice, examination, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

3. Account Registration and Security

To access our care coordination services, Users (Patients) or Providers (Clinics/Doctors) must create an account. You agree to provide accurate information and maintain the confidentiality of your account credentials.

4. Fees, Cancellation, and Refund Policy

4.1. Fees and Payment:

- **Platform Coordination Service Fee:** The fee for the Platform's administrative, logistical, and coordination support is **€79**. This fee is payable via a secure third-party payment gateway prior to the initiation of document processing and coordination.
- **Medical Fees:** The cost of medical consultations or treatments is set independently by the chosen Clinic/Doctor. While the Platform may provide technical infrastructure to facilitate split billing or split invoices, financial liabilities for clinical services remain strictly between the Patient and the Medical Provider.

4.2. Refund Policy for Platform Coordination Fee (€79):

- **Cancellation by User:** The Platform fee is fully refundable if the request is cancelled by the User *prior* to the coordination team commencing the review, audit, or translation of

medical records. Once the coordination team has commenced processing, auditing, or translating the uploaded medical records (e.g., MRI scans, clinical reports), the Platform fee is deemed fully earned and non-refundable.

- **Cancellation by Platform:** The Platform fee is **100% refundable** if care coordination services cannot be initiated or fulfilled due to the Platform's fault.

4.3. Remote Care & Online Consultations:

- **Cancellation by Client:** You may cancel or reschedule a scheduled online consultation **no later than 24 hours** before its scheduled start time for a full refund of the consultation fee. Cancellations made less than 24 hours prior to the scheduled consultation time are non-refundable.
- **Cancellation by Doctor/Provider or Platform:** If an online consultation is cancelled by the doctor, medical provider, or Platform and an alternative time slot is not suitable for the Client, **100%** of the paid consultation fee will be refunded.

5. Limitation of Liability

- To the maximum extent permitted by applicable law, the DocLively Platform shall not be liable for any direct, indirect, incidental, special, or consequential damages resulting from the use or the inability to use the Platform's services.
- We assume no liability for technical malfunctions, internet connection disruptions, or downtime caused by third-party service providers (including payment gateways and cloud hosting architecture).
- The Platform shall not be held responsible for changes in medical providers' availability, sudden clinic cancellations, or any force majeure events that disrupt the scheduling or rendering of medical treatments.

6. Force Majeure

Neither party shall be liable for any failure or delay in performing its obligations under these Terms if such failure or delay is caused by circumstances beyond their reasonable control (Force Majeure), including but not limited to: acts of war, natural disasters, cyber-attacks, utility/telecommunication blackouts, epidemics, or government restrictions.

7. Dispute Resolution and Governing Law

- Any disputes, claims, or controversies arising out of or relating to these Terms shall be settled through amicable, good-faith negotiations between the parties.
- If a resolution cannot be reached within 30 calendar days, the dispute shall be submitted to and resolved by the competent courts of the jurisdiction where the Platform's operating entity is incorporated, unless mandated otherwise by applicable international consumer protection laws.

8. Contact Information

If you have any questions, claims, or feedback regarding these Terms, cancellation guidelines, or billing inquiries, please contact our support team:

- **Email:** support@doclively.com