



Terms of Service for Users

These Terms of Service (hereinafter called “Terms”) are a binding legal agreement between you (the “User”) and Resilia Services LTD (hereinafter “Resilia”) that governs the use of our website <https://resiliaservice.com>, all the related websites and connected websites to <https://resiliaservice.com>, and to its affiliates and associates (hereinafter jointly called “Website”) and Resilia’s mobile application (hereinafter called “App”). Resilia fully owns and control the Website and App. By using the Website and/or App, you expressly agree to these Terms, if you do not agree please do not use it.

Through this document, Resilia offers to the Users the Resilia’s Website and App (hereinafter jointly called “Platform”).

In accordance with the applicable law, and for convenience of the Users, here below the identification information of the Website and App owner:

- Entity name: Resilia Service LTD
- Registered office: Bank Studios Unit 3.1 – Park Royal Road, 10NW 7LQ London

Resilia is a service provider, which main activity consists in the development and management of a technological platform through which freelancers and/or merchants may offer their products and/or services on a mobile application or website.

Resilia has developed an App through which the merchants, who have entered into a commercial agreement (hereinafter called “Merchants”), may use to offer a selection of goods and/or services (hereinafter called “Merchant’s Services”).

Resilia acts only and exclusively as a collection agent and denies any responsibility and/or liability for the products and for the services, which are directly offered by the Merchants and/or authorized third parties. Any liability and/or responsibility for the products and/or services shall be exclusively beard by the specific Merchant.

Resilia’s scope is to offer an online place that enables Merchants to publish and offer their Services, as also enable Users who wishes to enjoy said services by acquiring them directly from the specific Merchant.

Resilia’s App and/or Website offers the possibility to Merchants to perform their services where the User and the Merchant agrees to, meaning that the Services may be performed outside the place of business of the Merchant (i.e. delivery). Resilia shall not be responsible for any service as they totally depends on the agreement executed between the Merchant and the User.



Through this document, Resilia warrants that it has obtained all the necessary licenses in order to perform its commercial activities in the countries in which it operates.

Users and Merchants hereinafter jointly “Members”.

1. Terms of use

By accessing the Platform, and voluntarily creating a profile, all Members expressly recognize and agree to these Terms as well as those of the Privacy Policy and Cookie Policy.

2. Access and registration

To become a Resilia Platform User, it is essential to meet all the following requirements:

- Users must be at least 18 years old (or the legal age required under the applicable law).
- Users must complete in a truthful manner the mandatory fields of the registration form where personal data are required, such as the User’s name, e-mail address, telephone number, their tax number, and credit card number.
- Users must agree to these Terms.
- Users must accept the Privacy and Data Protection Policy.
- Users must accept the Cookie Policy.

The User warrants that all information about his identity provided to Resilia in the registration forms for the Platform, are true, accurate and complete. In addition, Users undertake to keep their data up to date.

If a User provides false, inaccurate or incomplete information or if Resilia believes that there are well-founded reasons to doubt the veracity, accuracy or completeness of such information, Resilia may deny access to the User, present or future, to the Platform or to any of its content and/or service and its use.

When registering on the Platform, Users must choose a username and password. Both username and password are strictly confidential, personal and non-transferable. To increase account security, Resilia advises Users not to use the same login credentials as other platforms. If a User uses the same login credentials as other platforms, Resilia will not be able to guarantee the security of the account or that the User is the only person to access his profile.



Users agree not to disclose their account details and not to allow access to their account to third parties. The Users will be solely responsible for any use of such data or services of the Website that may be performed by third parties, including the statements and/ or content included in the Platform, or for any other action performed with their username and/or password.

Users are the only owners of the content they enter in the Platform. In addition, by registering on the Platform and accepting these Terms, the User grants Resilia, in relation to the content that he/she can provide, a worldwide license, irrevocable and transferable, free of charge, with the right to subcontract, use, copy, modify, create derivative works, distribute, advertise and exploit it in any way deemed appropriate by Resilia, with or without further communication to the User and without paying any amount for such uses.

Resilia does not guarantee the identity of registered Users and will therefore not be responsible for the use by unauthorized third parties of the identity of a registered User. Users undertake to immediately inform Resilia, using the communication channels made available by Resilia, in case their credentials are stolen, disclosed or lost.

3. Users Profile

To complete their registration on the Platform, Users must provide specific details, such as username, email address, phone number, their tax code and credit card details, among others. Once the registration process is completed, all Users will be able to access their profile and complete and edit it, as they deem appropriate. Resilia does not save your payment data, which will be processed and saved by your payment service provider as described in these Terms and Privacy Policy.

4. Theft or appropriation of credit cards

Since Resilia may not guarantee the identity of the registered Users, the Users are obliged to inform Resilia if they have evidence that the credit card and/or Paypal profile associated with their Resilia profile has been stolen and/or fraudulently used by a third party. Therefore, if a User does not inform Resilia of the theft or loss of the same, Resilia will and shall not be responsible and/or liable for any fraudulent use of the same by third parties on the User's account. Resilia suggests to the Users to report to the Competent Authority any theft or suspected abuse.

5. Cancellations, refunds and changes to reservations

5.1. Cancellations and refunds



Resilia offers the possibility to cancel the booking free of charge, provided that such cancellation occurs no later than 24 hours before the performance of the Services. In this case, the total amount paid by the User for the booking will be returned by Resilia to the User, after deducting the expenses applied to Resilia for payment by electronic means and other essential economic commitments that acquired Resilia and/or the Merchant before the cancellation of the booking. However, in certain situations, other terms may prevail, which defines the amount reimbursed.

5.2. Booking Changes.

Users and Merchants are responsible for any changes made to any booking that they agree to make via the Resilia Platform or requested to Resilia Customer Support to make on their behalf ("Changes to Booking") and agree to pay any additional amounts, fees or taxes associated with any Change to Booking.

5.3. Cancellations and reimbursement.

In general, if a User cancels a booking, the amount paid to the Merchant is determined in accordance with these Terms and/or the cancellation terms that apply to that specific booking. A Merchant shall not cancel a User's reservation without a valid reason (or in accordance with the applicable law). A cancellation without a valid reason could entail, at Resilia's own discretion, an extra cancellation fee and other appropriate consequences. If the Merchant cancels a reservation giving a valid reason, as deemed so by Resilia, the fee payable to the Merchant (if any) will suffer a reduction equal to the amount that Resilia reimburses or otherwise provides to the User, as also Resilia will deduct any other reasonable cost incurred by Resilia as a result of the cancellation. If a User receives a refund after the Merchant has already received the payment, or if the amount of reimbursement and other costs incurred by Resilia exceeds the agreed upon cost (fees), Resilia may recover that amount from the Merchant, even by deducting the reimbursement from future compensation. The Merchant agrees that Resilia's refund policy and these Terms shall prevail over the cancellation terms that the Merchant have set for the specific Advertisement. If we reasonably expect to a refund a User under any of these Terms, we may delay the payment of any compensation for such booking until a decision is made on the refund. You can appeal against a decision of Resilia by contacting Customer Service.

6. Users Responsibility

The User is responsible for his actions (and omissions) and the actions (and omissions) of anyone who he/she invites to participate (i.e. minors). That said, the User must act ethically, treat others with respect and follow the laws in force at all times. If the User books a service on behalf of a minor or if the User brings a minor to a Merchant's Service, the User must be legally capable and entitled to bring a minor to a Services (i.e. guardianship) and shall be the solely responsible for the supervision of said minor.

7. Users agreement.



When the Merchant accepts a booking request or receives a booking confirmation through the Resilia Platform, he enters into a contract directly with the User and is the sole responsible for providing his Service according with the terms, specifications and costs (fees) specified in his own Advertisement. All terms or conditions that are included in any additional contract with a User must: (i) be consistent with these Terms and the information provided in the Advertisement and (ii) be clearly indicated in the description thereof.

8. Tax information

In certain jurisdictions, the current tax regulations may require Resilia to collect and/or report tax information concerning a Member, as well as to withhold tax from the fees paid to the Member, or both.

9. Service Review

9.1. Reviews.

After each Merchant's Service, Users will have the opportunity to write their respective reviews. The above review must be accurate and may not contain discriminatory, offensive, defamatory or any other kind of language that violates our Content Policy or our Review Policy. The Reviews are not verified by Resilia and can therefore be incorrect or misleading

9.2. Contents.

Some sections of the Resilia Platform allow Members to provide feedback, text, photos, audio, video, information and other content (collectively, the "Content"). By providing Content, in any form and by any means, Members grant Resilia a non-exclusive worldwide royalty-free, sublicense and transferable license for the duration of the protection of the rights thus licensed, to access, use, store, copy, modify, create derivative works, distribute, publish, broadcast, stream, disseminate and otherwise exploit such Content in order to provide and/or promote the Resilia platform in any way and on any media and platform, known or unknown at the time of use and in particular on the Internet and social networks. If the Content includes Personal Information, said Content will be used only for such purposes, if their use complies with applicable data protection laws in accordance with the Resilia Privacy Policy. If Resilia pays for the creation of Content or facilitates its creation, it may be the owner of such Content, in which case the additional terms or disclosures will declare. Members are responsible for all Content they provide and warrant that they own it or have permission to grant Resilia the rights described in these Terms. Members are responsible if any of their Content violates or infringes any third party's intellectual property or privacy rights. The content must comply with our Content Policy, which prohibits, inter alia, discriminatory, obscene, harassing, deceptive, violent and illicit language/content. Members agree that Resilia may make available automated services or tools to translate the Content and that its Content may



be translated using such services or tools. Resilia does not guarantee the accuracy or quality of the translations, while Users and/or Merchants are responsible for verifying their correctness.

10. Platform rules of conduct

10.1. Rules.

Members, and in specific Merchant, must respect the following rules and shall refrain from taking any actions which can induce others to violate them.

- Act with integrity and treat others with respect.
- Don't lie, represent something or someone incorrectly or pretend to be someone else.
- Communicate and interact with others in a polite and respectful way.
- Do not discriminate or harass others.
- Do not web-scrap, hack, decode, compromise or damage the Resilia Platform.
- Do not use bots, crawlers, scrapers or other automated tools to access or collect data or other content from or otherwise interact with the Resilia Platform.
- Do not hack, avoid, remove, compromise or otherwise attempt to circumvent any security or technological measure used to protect the Resilia Platform or Content.
- Do not decrypt, decompile, disassemble or decode, compromise or damage Resilia Platform.
- Do not use bots, crawlers, scrapers or other automated tools to access or collect data or other content from or otherwise interact with the Resilia Platform.
- Do not hack, avoid, remove, compromise or otherwise attempt to circumvent any security or technological measure used to protect the Resilia Platform or Content.
- Do not decrypt, decompile, disassemble or decode any software or hardware used to provide the Resilia Platform.
- Do not take any action that may damage or adversely affect the performance or proper functioning of the Resilia platform.
- Use the Resilia Platform only if you have permission under these Terms or another agreement with Reslia.
- Members may:
 - Only use another Member's personal information if necessary to facilitate a transaction using the Resilia Platform, as authorized by these Terms.
 - Not use the Resilia Platform, Resilia messaging tools or Users and/or Merchants' personal information to send commercial messages without their explicit consent.
 - May use the Content made available through the Resilia Platform only if necessary to allow its use as a User or Operator.
 - May not use the Content unless they have the permission of their owner or if the use is authorized by Resilia in these Terms or in another agreement with Reslia.
 - Not request, make or accept bookings or payments outside the Resilia Platform, to avoid paying any costs, taxes or for any other reason.



- Not request or encourage Users to open an account, leave a review or otherwise interact with a third-party website, application or service before, during or after a booking, unless they receive permission from Resilia.
- Not take any action to manipulate the Resilia search algorithm.
- Must not book the Operator's Services unless they actually intend to use them.
- May not use, copy, display, mirror or framing the Resilia Platform, any Content, Resilia brand, page layout or design without the prior consent of Resilia.
- Comply with any and all applicable legal obligations.
- Understand and comply with the laws to which you are subject, including privacy, data protection and export laws.
- If you provide Resilia with someone else's personal information, you must: (i) do so in accordance with applicable law, (ii) have permission to do so and (iii) authorize Resilia to process that information in accordance with Resilia's Privacy Policy.
- Read and comply with the Resilia Terms, Policies and Standards.
- Do not use the name, logo, trademark or trademarks of Resilia or others without permission.
- Do not use or register any domain name, social network account, trade name, trade mark, trademark, logo or other distinctive sign that may be confused with the Resilia's brand.

10.2. Violations report

If a Member considers that another Member, Advertisement or Content poses an imminent risk to a person, they should immediately contact their local authorities before contacting Resilia. In addition, if a Member believes that a User, Merchant, Advertisement or Content has violated the Resilia's Standards, the Member shall report it to Resilia. If the Member have already filled a complaint with their local authorities, Resilia may request a copy of this report. Except as required by law, Resilia is not required to act in response to any report.

10.3. Copyright notifications.

If a Member believes that the Resilia Platform Content violates copyright, please notify Resilia promptly in order to enable Resilia to initiate any corrective or otherwise requires actions.

11. Duration and termination

11.1. Duration

If a User: The agreement under these Terms remains in force until its termination by the User or Resilia in accordance with these Terms.

11.2. Termination



You may terminate this Agreement at any time by sending an email to Resilia or deleting your account. Resilia may terminate this agreement for any reason by giving 30 days' notice by email or through other contact information that the Member has provided for its account. Resilia may also terminate this Agreement immediately and without notice and terminate access to the Resilia Platform if a Member substantially breaches these Terms or Policies of Resilia, (ii) breaches any applicable laws or (iii) such action is necessary to protect the personal integrity or property of Resilia, its Members or any third parties (for example in case of fraudulent behavior of a Member) or (iv) the account is inactive by more than two years.

11.3. Violations of Members

If a Member:

- breaches these Terms, Policies or Resilia Standards;
- breaches any applicable law, regulation or third-party rights;
- has repeatedly received negative reviews (refer to our Review Policy) or Resilia otherwise becomes aware of or receives complaints about the performance or conduct of that Member;
- has repeatedly cancelled confirmed bookings or has not responded to booking requests without a valid reason ;or,
- such action is necessary to protect the personal security or property of Resilia, its Members or third parties;

Resilia may, at Resilias discretion:

- suspend or restrict the Member's access to or use of the Resilia Platform and/or their account;
- suspend or remove Advertisement, Reviews or other Content;
- cancel pending bookings;
- suspend or revoke any benefit given to the Member.

In case of non-substantial breaches or where otherwise appropriate, Resilia will communicate any measure it intends to take and will give the opportunity to cure the problem, unless such notification (i) prevents or hinders the detection or prevention of fraud or other illegal activities, (ii) harms the legitimate interests of other Users and/or Merchants or third parties, or (iii) breaches any applicable law.

11.4. Orders of a competent authority.

Resilia may take any action deems reasonably necessary to comply with any applicable law, or the order or request of a court, law enforcement or other administrative agency or governmental body with jurisdiction.

11.5. Effect of the termination.

User: by cancelling your Resilia account, any confirmed booking will be automatically cancelled and any refund will depend on the conditions relating to the cancellation terms applicable.



Upon termination of this Agreement, you will not be entitled to restore your account or its Content in the future. If access to or use of the Resilia Platform has been restricted, or if your Resilia account has been suspended or this agreement has been terminated by Resilia, you will not be able to register a new account or access and use the Resilia Platform through an account of another User and/or Merchant.

11.6. Appeal.

If Resilia takes any of the measures under these Terms, Members may appeal against this decision by contacting Resilia's Customer Service.

12. Changes to these Terms

Resilia may change these Terms at any time. When substantial changes are made to these Terms, Resilia will publish the modified Terms on the Resilia Platform and update the "Last Updated" date indicated at the beginning of the same. Resilia will also communicate the changes by email, at least thirty (30) days before the date of entry into force of the same. If the User does not agree to the Terms as amended, they may immediately terminate this agreement as provided in these Terms. All information regarding the right to terminate the Agreement will be provided in the notification email. If Resilia does not receive notice of termination of the agreement before the date on which the modified Terms become effective, the continued access or use of the Resilia Platform will constitute acceptance of the Terms.

13. Claims

Resilia acts as an intermediary. Each Member is personally responsible for any and all material and/or personal damages they have committed. In spite of this, Resilia undertakes to support the parties, through its Customer Service, and the parties undertake to resolve any dispute in a confidential and friendly manner. If a Member provides evidence that another Member has wrongfully damaged their property or personal property, the Member who filed the complaint may give notice to Resilia Customer Service. If the Member makes a complaint, the other Member shall have the opportunity to reply. Resilia may also act against any Member with any remedy available under the applicable law. Members shall cooperate in good faith, provide any information requested by Resilia, subscribe any documents and take further reasonable action in relation to damages claims, Member's complaints, claims under insurance policies or other claims relating to your provision or use of the Merchant's Services. Members may appeal against a Resilia decision by contacting Resilia's Customer Service. Any decision taken by Resilia in relation to a claim for compensation shall not affect the contractual rights according with the agreement.

14. Role of Resilia



Resilia offers a platform that allows Members to publish, offer, search and book Merchant's Services. When Members make or accept a booking, they are entering into a contract directly with each other. Resilia is not and does not become a party or other participant in any contractual relationship between Members. Resilia acts only as a collection agent, as provided for in the Payment Terms. While Resilia makes every effort to ensure that Members are happy with the services of Resilia, Resilia does not control and cannot control the conduct or performance of Users and/or Merchants and does not guarantee the (i) existence, quality, safety, suitability or legality of any Advertisement or Service of the Merchant or (ii) the truth or accuracy of any Advertisement Description, Review or other Content provided by Members. Resilia has no general obligation to supervise the use of the Resilia Platform and to verify the information provided by the Members, but has the right to review, disable access, remove or modify the Content, at Resilia's discretion, in order to: (i) manage, protect and improve the Resilia Platform (including for fraud prevention, risk assessment, investigation and customer support); (ii) ensure compliance with these Terms by Members; (iii) comply with applicable law, order or request of a court, law enforcement or other administrative agency or governmental body; (iv) the Content of Members that Resilia consider harmful or objectionable; (v) take any and all actions set out in these Terms; and (vi) maintain and enforce any quality or eligibility criteria, including by removing Advertisements that do not meet the quality and eligibility criteria. If Resilia removes or disables a Content, it will notify the Member and provide the reasons for such a measure, unless such communication (i) prevents or impedes the detection or prevention of fraud or other illegal activities, (ii) damage the legitimate interests of other Members or third parties, or (iii) infringe applicable laws. Members may appeal against Resilia's decisions by contacting Resilia Customer Service. Members agree to cooperate and assist Resilia in good faith and to provide Resilia with information and to take any action that may reasonably be requested by Resilia in connection with any investigation undertaken by Resilia, regarding the use or abuse of the Resilia Platform.

15. Members Account

You need to register an account to access and use the functions of the Resilia Platform. Registration is only permitted to legal persons, partnerships and natural persons of legal age. By registering an account, the Member declares and warrants that it is a natural or legal person with all required authorizations and powers required in order to use the Resilia Platform, in accordance with the laws of the place of residence or any other applicable jurisdiction. For the registration of an account, accurate, up-to-date and complete information is required, and the User will take care to keep your account information up-to-date. You are not allowed to register more than one account or transfer your account to others. Members are responsible for maintaining the confidentiality and security of their account login credentials and are not permitted to disclose them to third parties. Members must immediately inform Resilia if there are suspicions that their credentials have been lost, stolen or their account is otherwise compromised. Members are responsible for all activities carried out within their Account on the Resilia Platform unless such activities have been carried out without their permission and the Member have acted in a diligent way (for example, reporting unauthorized use or loss of your credentials). If permitted by applicable law, Resilia may, without constituting an obligation: (i) require each Member to provide identification or other information; (ii) carry out random checks to verify the identity or personal background of each Member; (iii) compare



with third-party databases or other sources and request reports from service providers; and (iv) obtain reports from criminal records or records of sexual offences or their local equivalents.

16. Waiver.

Resilia does not warrant the existence, conduct, performance, safety, quality, legality or suitability of any User, Merchant, Merchant Service, Advertisement or third party and does not warrant that any verification, identity checks or background checks has been conducted on Members (where possible) in order to identify past misconduct or prevent future misconduct. Any reference to a "verified" Member (or similar term) only indicates that the Member or Resilia has completed a relevant verification or identification process and nothing else. Resilia is not responsible for interruptions or inconveniences to the Internet and telecommunications infrastructure that are beyond the control of Resilia which may result in interruptions in the availability of the Resilia Platform. Resilia may limit, temporarily and taking into account the legitimate interests of the Members (e.g. by prior notice), the availability of the Resilia Platform or certain functionalities of the Resilia Platform if this is necessary in order to protect the security and/or integrity of Resilia servers or to perform maintenance to ensure the correct or improved functioning of the Resilia Platform.

17. Liability.

The extent of Resilia's liability under or in connection with this agreement (regardless of whether such liability arises in tort, contract or in any other way and whether or not caused by negligence or misrepresentation) shall be as set out in this clause. Resilia does not control the performance of the Merchants Services, as the Merchant itself is an independent professional party, and as such, any liability arising out of the performance of a Merchants Service shall be exclusively bear by the Merchant. Resilia shall not be liable for any consequential, indirect or special losses, and as such, shall not be liable for (whether direct or indirect): (a) loss of profit;(b)loss of use of data;(c)loss of use;(d)loss of production;(e)loss of contract;(f)loss of opportunity;(g)loss of saving, discount or rebate (whether actual or anticipated); or(h)harm to reputation or loss of goodwill. All warranties and conditions whether express or implied by statute, common law or otherwise are excluded to the extent permitted by law. Notwithstanding any other provision of this agreement, the liability of Resilia shall not be limited in any way in respect of the following: (a) death or personal injury caused by negligence of Resilia; (b) fraud or fraudulent misrepresentation of Resilia; or (c) any other losses which cannot be excluded or limited by applicable law.

18. Indemnification.



To the extent permitted by the applicable law, Members agree to defend and indemnify Resilia (including affiliates and their personnel) from and against any claims, liabilities, damages, losses and expenses, including, but not only, reasonable legal and accounting costs arising out of or in any way related to: (i) the breach of these Terms (including any additional or additional terms that apply to a product or function) or the Resilia Policies or Standards; (ii) improper use of the Resilia Platform; (iii) interaction with any Merchant and/or User, or use of other Merchant's Services, which cause, but not limited to, any injury, loss or damage (compensatory, direct, indirect, consequential or otherwise) of any kind arising out of or resulting from such interaction or use; (iv) omission or falsely declare, collect or pay taxes; or (v) a violation of any law, regulation or third party right, such as intellectual property or privacy rights. The indemnity obligation shall apply only if and in so far as there is a sufficient causal link between the claims, liabilities, damages, losses and expenses and the failure of the Member to fulfil a contractual obligation.

19. Applicable law and jurisdiction.

These Terms are governed by and interpreted in accordance with the laws of England and Wales. For Users, as a consumer, they may initiate legal proceedings relating to these Terms before the competent court of their place of residence or before the competent court of the registered office of Resilia in London. If Resilia intends to assert its rights against a User, it may only do so before the courts of the jurisdiction in which the User have his residence.

20. Miscellaneous

20.1. Other terms incorporated by reference

The Policies, Standards and other additional terms and policies related to these Terms apply to the use of the Resilia Platform, are incorporated by referral and are part of the agreement with Resilia.

20.2. Interpretation of these Terms

Unless supplemented by internal product terms, conditions, policies, guidelines, standards and disclosures, these Terms constitute the entire agreement between the Parties regarding their access to or use of the Resilia Platform and supersede any previous agreement or agreement, in oral or written form, between the Parties. These Terms do not confer and cannot be interpreted as conferring rights or remedies on third parties. If any provision of these Terms is held invalid or unenforceable, this provision will be deleted and will not affect the validity and enforceability of the remaining provisions.

20.3. No waiver



Resilia's failure to enforce any right or provision of these Terms shall not constitute a waiver of such right or provision unless such waiver is expressly acknowledged and accepted by Resilia in writing. Except as expressly set forth in these Terms, the exercise by one of the Parties of any of the remedies available to it under these Terms shall be without prejudice to the other remedies provided by these Terms or otherwise permitted by law.

20.4. Assignment

Members may not assign, transfer or delegate this agreement or their rights and obligations hereunder without the prior written consent of Resilia. Resilia reserves the right, at its sole discretion, without limitation, to assign, transfer or delegate this agreement and any of its rights and obligations herein provided by giving 30 days' notice. The right to terminate this agreement at any time under these Terms shall remain unaffected.

20.5. Notice

Unless otherwise provided, all notices or other communications to Members permitted or provided by this agreement, will be sent electronically by Resilia via email, notification on the Resilia Platform or messaging service (including SMS, email), or by any contact method we allow you to use.

20.6. Third party services

The Resilia Platform may contain links to third-party websites, applications, services or resources ("Third-Party Services") that are subject to different privacy terms and practices. Resilia is not responsible for any aspect of such Third Party Services and links to such Third Party Services do not constitute sponsorship.

20.7. Google Terms

Some translations on the Resilia platform are provided by Google. Google makes no warranties regarding translations, express or implied, including any warranties of accuracy, reliability, and any implied warranties of merchantability, fitness for a particular purpose, and non-infringement. Some areas of the Resilia Platform implement Google Maps/Earth mapping services, including Google Maps application programming interfaces (Apis). Use of Google Maps/Earth is subject to the additional Google Maps/Google Earth Terms of Service.

20.8. Apple Terms

If a Member access or download Resilia's on the Apple Store, they agree also with the End User License Agreement for the Apple Licensed Application.

20.9. Resilia Platform content



The Content made available through the Resilia Platform may be protected by copyright, trademark and/or other applicable laws. Members acknowledge that all intellectual property rights to such Content are the exclusive property of Resilia and/or its licensors and agree not to remove, alter or obscure any copyright, trade mark, service mark or other property rights indicators. Members may not: use, copy, adapt, modify, create derivative works from: distribute, license, sell, transfer, show or publicly perform, transmit, disseminate or otherwise exploit any Content obtained through the Resilia Platform, unless they are the legitimate owner of such Content or, as expressly permitted in these Terms. In accordance with these Terms, Resilia grants a limited, revocable, non-exclusive, sublicenseable, non-transferable license to: (i) download and use the Application on your personal device; and (ii) access and view any Content made available on or through the Resilia Platform and accessible, exclusively for personal and non-commercial use.

20.10. Force Majeure

Resilia shall not be liable for any delays or defaults arising from causes beyond its reasonable control, including, but not limited to, natural disasters, wars, terrorism, riots, embargoes, acts of civil or military authorities, fires, floods, accidents, epidemics or diseases, strikes or shortages of means of transport, fuel, energy, labor or equipment.

20.11. E-mail and SMS

Members will receive communications from Resilia via the email address or other contact information you provide for their Resilia account. Subscribing to additional email subscription programs will not affect the frequency of these communications, although the Members may receive additional communications regarding specific programs to which they are subscribed. Resilia can also send promotional communications. These promotional communications are free of charge, but third-party data rates may apply. Members can check if they receive promotional communications using the notification preferences in their account settings. Members will not be able to take advantage of certain promotions if certain communication settings are disabled.