

Terms & Conditions

Last Updated: 11 May 2026

Welcome to Muslinc! These Terms & Conditions (“**Terms**”) are a legally binding agreement between you and **Muslinc Ltd** (“**Muslinc**”, “**we**”, “**us**”, or “**our**”), the company providing the Muslinc mobile application, website, and related services (collectively, the “**Service**” or “**Services**”). By creating a Muslinc account or by accessing or using our Services, you agree to be bound by these Terms, as well as our [Privacy Policy](#), [Acceptable Use Policy](#), [Community Guidelines](#), [Cookie Policy](#), and any other policies or guidelines that we may provide (all of which are incorporated herein by reference). If you do not agree with these Terms or any of our policies, you **must not use Muslinc**.

We have tried to write these Terms in plain English, while still covering all important legal points. Please read them carefully. We’ve highlighted certain key sections in ALL CAPS (not to shout at you, but to make sure you see important disclaimers!). If you have any questions about these Terms, feel free to contact us at privacy@Muslinc.com.

1. Introduction and About Us

1.1. The Service and These Terms: Muslinc is a platform designed to help adults meet new people and build meaningful connections. Our app allows you to create a personal profile, discover other users’ profiles, communicate with matches, and use various features to enhance your dating experience. These Terms govern your use of Muslinc, whether you access it via our mobile app or any other platform we offer. They apply to **all users** of the Service, whether you are a free user or a subscriber to premium features, and whether you are registered or just browsing (although full functionality is only available to registered members). By using Muslinc, you confirm that you **accept these Terms and agree to comply with them**. If you do not agree, please do not use the Service. You might want to print or save a copy of these Terms for your records.

1.2. Company Information: Muslinc Ltd (“we” or “us”) is a company registered in England and Wales under company number 16740431. Our registered office is at Muslinc 16740431, 60 Tottenham Court Road, Suite 6621A, Fitzrovia, London, United Kingdom, W1T 2EW. Our email for correspondence is contact@Muslinc.com. You can use this email to reach out for any questions or complaints about Muslinc, or refer to our app/website for other contact methods. We will do our best to respond and help resolve any issues as soon as possible.

1.3. Eligibility – Adults Only: Muslinc is intended **solely for users who are 18 years of age or older**. By creating an account or using the Service, you represent and warrant that you are at least 18 years old. **Under no circumstances** may anyone under 18 use Muslinc. We do not permit age misrepresentation either: if you intentionally misrepresent your age to appear 18 or over when you are not, that is a serious violation. We reserve the right to ask for proof of age (such as a valid ID) to verify that you meet this requirement. If we suspect or discover that you are underage, we will terminate your account immediately without notice, and any data or content you have provided will be removed (see Section 8 on Termination). Additionally, you are **not eligible** to use Muslinc if you have been previously banned by us or barred from similar services under any applicable laws. Using our Service means you haven’t been prohibited from doing so by any law or court order.

1.4. Criminal History: You further represent that you have never been convicted of, or pled nolo contendere to, a **violent, sexual, or exploitative crime**, and that you are not required to register as a sex offender with any government entity. Specifically, we *prohibit* individuals with convictions for sexual assault, exploitation of minors, violence, or hate crimes from using our Service. We do not currently conduct criminal background checks on all users, but we reserve the right to do so to the extent allowed by law, and we rely on our community and any publicly available information to enforce this rule. By agreeing to these Terms, you consent that Muslinc may perform a background check at any time (using publicly available information) to determine your compliance with this clause. If such a check reveals a violation, we may terminate your account with immediate effect.

1.5. Location and Jurisdiction: Muslinc is offered primarily to users in the United Kingdom. However, you may access it from other countries (and you might see or interact with users from other countries). You are responsible for ensuring that your use of Muslinc is in compliance with all local laws and regulations where you reside or from where you use the Service. We make no representations or warranties that the Service is appropriate or available for use in all locations. We may restrict or limit the availability of some features in certain jurisdictions if required (for example, location-based features might not function in some areas due to legal restrictions).

1.6. Contracting Entity and Region-Specific Terms: If you are using the Service from within the UK, EU, or elsewhere, these Terms are between you and Muslinc Ltd (a UK company). As we expand to other regions (e.g., EU or US), we might designate a local entity or affiliate to be the service provider for those regions, or provide region-specific addenda to these Terms. For now, Muslinc Ltd is the contracting party for all users. If you are in a country with mandatory consumer protection laws or dispute resolution requirements that differ, see Section 15 (Governing Law) for how we handle those differences. For example, EU users have certain rights under the Digital Services Act, which we address in Section 14. We will clarify any region-specific variations either here or within the app.

1.7. Changes to Terms: We may update these Terms from time to time. If we make significant changes, we will notify you through the Service (for example, by posting a notice in the app or sending an email) and update the “Last Updated” date at the top. It’s important that you review any changes. **Your continued use of Muslinc after changes are posted** will constitute your acceptance of the revised Terms. If you do not agree to the changes, you should stop using the Service and, if necessary, delete your account. For material changes that affect your rights or obligations, we may require your explicit acceptance (for example, via a pop-up or checkbox) before the change becomes effective. Note that no change will retroactively modify dispute resolution provisions for ongoing disputes unless you agree. We also reserve the right to change or discontinue any part of the Service at any time (see Section 12 on Modifications to Service).

1.8. Additional Terms: Some features of the Service may be subject to additional terms, rules, or guidelines posted within the app (for example, terms of a promotional campaign, or rules for participating in an event). All such additional terms are incorporated by reference into these Terms unless they explicitly state otherwise. If there is a conflict between these general Terms and the additional terms for a specific feature, the additional terms will govern for that feature to the extent of the conflict. If those additional terms are provided by a third party (like Apple App Store terms, see Section 17.6), you may need to comply with those as well.

2. Account Creation and Security

2.1. Registration: To use Muslinc’s core features, you must create an account. You can sign up by providing a valid mobile phone number or email address and creating a password, or by using a supported third-party login (such as Google, Apple, or Facebook). If you choose a third-party login, you authorize us to access certain profile information from that account (like your name and email) to establish your Muslinc profile. You must provide accurate and up-to-date information during registration – including your **real name** (at least first name) and **real date of birth** – and you agree to update your account info if it changes. **You may not create or use an account for anyone other than yourself.** You cannot transfer your account to someone else without our written permission.

2.2. One Account Rule: Each user may **only maintain one active Muslinc account** at a time, unless explicitly permitted by us (for example, if we introduce a multi-profile feature for different modes). Creating multiple accounts (especially to bypass a suspension or to “game” the system) is prohibited. If we find that you have multiple accounts, we may delete or merge them, and we reserve the right to ban all associated accounts.

2.3. Account Security: You are responsible for maintaining the **confidentiality** of your login credentials. This means you should not share your password or verification codes with anyone, and you should use a strong, unique password. If you suspect that someone has gained access to your account, you must **immediately notify us** at contact@muclinc.com . Muslinc is not liable for any loss or damage resulting from unauthorized access due to your failure to secure your account. We urge you to use caution when accessing your account from public or shared devices, and always log out after your session. You also agree not to log into or attempt to use any account that does not belong to you.

2.4. Verification Requirements: For the safety and authenticity of our community, we may require you to verify your account. This could include verifying your **email or phone number** (through a code), performing a **Selfie Verification** (taking a real-time selfie to confirm you match your profile photos) , or even verifying your government ID in some cases. By signing up, you agree to cooperate with these verification steps and that the information and images you provide are accurate and solely of you. If you do not pass verification or refuse to complete a required verification, we may block or terminate your account as a precaution. Note that verification (such as a badge) **does not guarantee** any user’s identity or safety; it’s a tool to increase trust, but users should still exercise caution. We do our best, but as our Terms and Disclaimers state, **Muslinc cannot guarantee every user is who they claim** or that verification processes are infallible.

2.5. Profile Information: Once registered, you will be prompted to create a profile that may include information such as your first name, age, photo(s), location, and a bio. You can also answer optional prompts or questions to share more about yourself. **You agree to provide truthful information** in your profile. You also agree that the content you provide will comply with our Acceptable Use Policy (see Section 6) – for example, you will not use someone else’s photos or create a fake persona. Misleading or impersonating profiles are prohibited, and we may ask for additional proof or remove content if we suspect it’s not genuine. You are free to leave certain non-required fields blank if you’re not comfortable sharing those details.

2.6. Account Use and Ownership: Your Musline account is for your personal use only. You **must not authorize others** to use your account, and you cannot assign or otherwise transfer your account to any other person or entity. You acknowledge that Musline owns all accounts and licenses their use to you. We grant you a personal, non-transferable, revocable license to use your account and our app, as long as you abide by these Terms. Commercial or business use of accounts (such as operating a business profile or advertising a service through your dating profile) is not allowed unless we expressly permit it in writing.

2.7. Notification Settings: As part of maintaining your account, you may receive notifications, emails, or SMS messages from Musline (for example, message alerts or verification codes). Standard messaging/data rates may apply for SMS. You can adjust certain notification preferences in your account settings (e.g., opt out of marketing emails or some push notifications), but you might not be able to opt out of essential service communications (like security alerts or term updates) except by deleting your account.

3. Using Musline – The Basics

3.1. Our Service Platform: Musline provides a platform for individuals to connect and communicate. **We do not guarantee any specific outcomes** from using our Service (like finding a match or a life partner). While we may offer algorithms to suggest potential matches and features to facilitate conversation, the decisions you make and interactions you have are ultimately up to you and the other user. **We are not responsible for the actions of any individual users**, whether on or off the platform (more on this in Section 13 Disclaimers). Please use your best judgment when interacting with others, especially when meeting in person. Our Safety Guidelines (accessible in-app or on our website) provide tips on staying safe.

3.2. Personal Use Only: Musline is for **your personal, non-commercial use**. You may not use the Service for any commercial or business purposes (for instance, to advertise products, recruit for a company, or run surveys) without our prior written consent. Likewise, you may not use the Service to conduct research or collect information about users for any commercial purpose. Profiles cannot contain advertisements or promotional content for businesses, non-profits, political campaigns, etc., unless expressly allowed by Musline (for example, we might allow some verified influencers or partnerships in the future, but that will be clearly authorized and subject to separate terms). If you have an idea for a partnership or business use, contact us rather than violating this rule.

3.3. Location-Based Features: Some features of Musline rely on location data – for example, showing you matches nearby. By using the Service, you understand that we may collect and use your location information consistent with our Privacy Policy. If you enable location services, we will use your device’s GPS or other methods to determine approximate location and show it (e.g., city or distance) on your profile and to others. We will not show your exact address. If you choose to hide or fake your location, certain features might not work or your profile might be flagged (honesty is important; see Acceptable Use Policy – “No fakes”). You can turn off location access at any time, but then location-based features will be limited.

3.4. Quality of Service and Downtimes: We strive to keep Musline running smoothly and accessible at all times, but we do not guarantee that the Service will always be available, error-free, or operate without disruptions. The Musline app may experience occasional

downtime for maintenance, updates, or due to technical issues. We will do our best to inform you in advance of planned maintenance or significant outages (perhaps via an in-app message or on our website), but there may be times we cannot (like emergency maintenance). We appreciate your patience during such times. Muslinc is provided on an “as-is” and “as-available” basis. See Section 13 (Disclaimers) for more on this.

3.5. Updates and Changes to Service: We are continually evolving Muslinc and may add, change, or remove features. For example, we might introduce new matching criteria, change the layout, or remove a feature that isn’t working well. We reserve the right to do so at any time, with or without notice (though we’ll try to communicate major changes). Any new feature that is introduced will also be subject to these Terms (and possibly additional terms if it’s something distinct). We also reserve the right to **discontinue** the Service (hopefully never needed!) or any part of it, though if we were to shut down, we would make reasonable efforts to notify users in advance. We will not be liable to you or any third party if we exercise these rights to modify or discontinue the Service, except that if you are a subscriber and a discontinuation significantly affects your paid benefits, we might offer a refund for the remaining period (see Section 5 on Paid Features).

3.6. Internet and Device Requirements: You are responsible for obtaining the data network access necessary to use the Service. Your mobile network’s data and messaging rates and fees may apply if you access or use Muslinc from a wireless-enabled device, and you are responsible for such charges. You need a compatible device and software (and certain updates) to use the app; Muslinc may update its app from time to time, and it is your responsibility to download updates to continue using the Service. We cannot guarantee that Muslinc will function on every device or with every operating system/version. If your device or software is outdated, the app may not function properly. We recommend using the latest version of the app and keeping your device OS updated.

3.7. Third-Party App Stores: If you downloaded Muslinc from a third-party app store (like Apple App Store or Google Play), you acknowledge that these Terms are between you and Muslinc, not with the app store provider. However, you must also comply with the app store’s terms of service/use. For example, if you’re using the Apple App Store version, Apple and its subsidiaries are third-party beneficiaries of these Terms and upon your acceptance of these Terms, Apple will have the right to enforce them against you as a third-party beneficiary. (See Section 17.6 for more details related to Apple iOS apps). Essentially, don’t do anything that violates the app store rules either, and understand they disclaim liability for the app (which is controlled by us).

4. Paid Features and Purchases

4.1. Premium Services: Muslinc may offer optional paid features or subscriptions (“**Premium Services**”) that enhance your experience – for example, a “Muslinc Plus” membership that gives you advanced filters or unlimited likes, or in-app consumables like a profile “boost” to increase your visibility. If you choose to purchase any Premium Service, you agree to pay the **fees** indicated (which could be one-time fees or recurring subscription fees) and abide by any additional terms presented to you at the time of purchase. All fees are in GBP unless otherwise stated, and include VAT or other applicable taxes where required by law (we will indicate if tax is included or if you need to pay it separately).

4.2. Payment Process: When you make a purchase through the Muslinc app, it will typically be processed through the platform you obtained the app from (e.g., Apple's App Store or Google Play) as an in-app purchase, or via another payment method we support (like a credit/debit card through a payment processor). This means:

- If you buy via the Apple App Store, payment will be charged to your Apple ID account; Apple's terms (like no cancellations via Muslinc, you manage via Apple) apply.
- If via Google Play, it charges your Google account similarly.
- If we later add direct credit card purchases (say for a web version), our payment processor (e.g., Stripe) will handle the transaction securely.

You authorize us (and the relevant app store or processor) to charge you for the chosen Premium Service, using the payment method you select or have on file. If your payment details change, you must update them to avoid interruption. We might suspend or cancel the service if payment cannot be processed. Be aware that if you purchase through an external provider (Apple/Google), **their** payment and refund policies apply in many cases, and we might be limited in what we can do directly for billing issues.

4.3. Subscriptions & Auto-Renewal: Some Premium Services are offered on a subscription basis (e.g., weekly, monthly, quarterly, or annually). **Subscriptions will AUTOMATICALLY RENEW** at the end of each term for another term of the same length, and your payment method will be charged the then-current rate, unless you cancel before the renewal date. For example, if you buy a 1-month subscription, it will renew each month. We will notify you (likely via the app or email) prior to renewal, especially for longer-term plans, to remind you of the upcoming charge. You can manage or cancel subscriptions at any time:

- If you subscribed via an app store, you **must cancel through that app store** (e.g., through your Apple ID or Google Play subscriptions settings). Deleting the app or account does *not* automatically cancel the subscription; you have to do it through the store.
- If we offer direct subscriptions on web, you could cancel via your profile billing settings or by contacting us.
- If you cancel, you will retain access to premium features until the end of your current paid term, and then it will not renew. We generally do not provide prorated refunds for the remaining period after cancellation (you simply won't be charged further and will lose access after the term ends).

If pricing has changed, the renewal will be at the new price and we'll try to inform you in advance. If you do not want to renew at the new price, you must cancel before the renewal. We may occasionally offer promotions like discounted first term or free trial and then auto-renew; the terms of those will be made clear (like "free for 7 days then £X/month").

4.4. Cancellation and Refund Policy: You have certain rights to cancel purchases:

- **Cooling-Off (UK/EU consumers):** If you are in the UK or EU, you generally have a legal right to cancel online purchases within 14 days for a full refund (this is the "cooling-off" period). However, this right **does not apply in full** to digital content and services once you have begun using them. When you purchase a Muslinc subscription or digital item, you will be asked to consent to us providing the service

immediately and acknowledge that by using the service you lose the automatic 14-day cancellation right for the used portion.

- For example, if you buy a one-month subscription and start using it, we consider the service delivered. If you then cancel within 14 days, we are not obliged to refund the portion you've used (and we won't, per terms). If you hadn't used it at all, you could cancel for a refund within 14 days.
- We do, however, allow UK/EU users to cancel a *renewal* within 14 days of it renewing (if you forgot to cancel in time), but we might deduct a pro-rata amount for the days of service used before cancellation.
- Some exceptions: If you purchase a one-time digital item (like a "Boost") and use it immediately, that's not refundable once delivered.
- **California 3-Day Cancellation (Dating Service Law):** If you are a **California resident**, California law gives you the right to cancel your subscription **up to midnight of the third business day** after the day you subscribed, and get a refund. This is separate from general refunds. You can cancel by contacting us or following the instructions provided .
- **App Store Refunds:** If you purchased via Apple's App Store, refunds are issued by Apple at their discretion (we cannot directly refund Apple purchases). You would need to request a refund through Apple support. We cannot guarantee Apple will refund (they have their own policy).
- For Google Play, some purchases might be refunded by Google if certain criteria are met, or we might be able to refund via our console if appropriate.
- **Our Refund Policy:** Aside from legal obligations, our general policy is that **all charges are non-refundable**. We do not provide refunds or credits for any partial use or unused membership time, or for any unused features or consumables, except in our sole discretion. For instance, if you cancel a subscription mid-month, you will not receive a refund for that month (you'll just have benefits until period's end). If you purchased a bundle of Boosts and used none, we might consider refund if within a short time, but generally no. That said, if you face issues or believe you deserve a refund (e.g., a feature was not delivered, or an accidental double charge), you can contact us and we'll review on case-by-case basis.
- In the event we terminate your account for a violation of Terms, **you are not entitled to any refund** for purchases (consider it a consequence of the breach).
- If we remove a feature that you paid for while your subscription was active (like we discontinue a perk), we will endeavour to replace it with something of equal value or extend something else; we won't usually refund if the overall value of membership remains comparable. However, if we were to shut down the service entirely, we might refund the unused portion of subscriptions at that point.

4.5. Price Changes: Muslinc may adjust pricing for its Services from time to time. For existing subscribers, we will give advance notice of any price increase and the opportunity to cancel before you are charged the new price. If you do not cancel, the new price will apply at your next payment date. For example, if your monthly plan is £14.99 and we raise it to £15.99, we'll notify you (likely via email or in-app) a reasonable time ahead, and give you info on how to cancel if you don't agree. Price reductions or promotional prices might be offered at times, which do not affect current charges unless you re-subscribe or negotiate a change.

4.6. Virtual Goods & In-App Currency: Muslinc may introduce virtual goods (like badges, gifts, or an in-app currency) that can be purchased or earned and used within the app. These

do not have real-world monetary value and cannot be refunded or transferred outside the Service. They are for fun/engagement only. The purchase of any virtual item is final and non-refundable unless we decide otherwise or required by law. Virtual items may expire if not used within a certain timeframe (we'd specify if so). We also reserve the right to change or remove any virtual goods from the Service, or to alter their function, at any time.

4.7. Third-Party Sales: All payments are processed by third parties (app stores or payment processors). We do not collect your credit card info directly (if on Apple/Google). For direct card purchases, we entrust Payment Provider to handle it securely. When making a purchase, you must provide accurate billing info and you affirm that you are authorized to use the payment method. If the payment method is not valid or if charges are declined, we may suspend or cancel your order or subscription. You remain responsible for uncollected amounts. The third-party providers have their terms and privacy policies that govern your transactions. For example, purchases via Apple are subject to Apple Media Services Terms and you should review those. Muslinc is not responsible for any errors by these third parties, but we will help liaise if issues arise.

4.8. Promo Codes and Trials: If we offer promo codes, discounts, or free trials, they are subject to the specific terms of that offer. For example, a free trial might automatically convert to a paid subscription if not cancelled before the trial ends – we will make that clear. Each promotion is usually limited to one per user and cannot be combined with others. If we suspect abuse of promotions (like creating multiple accounts to get multiple free trials), we may charge you retroactively or bar you from future promotions. Promo codes have no cash value and any unused portion may expire as per the offer terms.

4.9. No Cash-Out: Any subscription time, virtual goods, or other credits in your account are not convertible to cash or any other form of credit outside Muslinc. They exist only for your use within the Service according to these Terms. You cannot resell or transfer them to another account unless expressly allowed (which typically we don't allow).

4.10. Billing Support: If you have a question about charges or believe you were charged in error, please contact our support at contact@muslinc.com (or via the in-app Help section). We will investigate the issue. If it's an app store purchase, we might direct you to Apple/Google if needed (as our control is limited). We strive for fair billing practices and will correct any verifiable mistake (like double billing or overcharge) promptly, either by refund or credit.

5. User Content and Ownership

5.1. Your Content Definition: “Your Content” means any information, text, images, photos, audio, video, profiles, messages, or other material that you upload, submit, post, transmit, or otherwise make available on or through Muslinc, including content in your profile or in communications with other users. This includes not only what you actively post but also potentially metadata or data you generate (like your status, likes, etc., except personally identifiable data which is handled in privacy terms).

5.2. Your Content is Your Responsibility: You alone are **responsible** for Your Content. Muslinc does not claim ownership of Your Content; you retain any rights that you have in it. However, by making Your Content available through the Service, you represent and warrant that:

- You either are the **owner** of the Content or have all necessary rights, licenses, consents, and permissions to use it and to grant Muslinc the license rights in Section 5.3.
- Your Content **does not violate** any third-party rights, including intellectual property (copyright, trademark, etc.) or privacy/publicity rights.
- Your Content **complies** with these Terms and our Acceptable Use Policy (meaning it's not prohibited content like hate speech, nudity, etc., unless contextually allowed). See Section 6.
- You **agree to indemnify** Muslinc for any claims resulting from Your Content (see Section 16 on Indemnity).

You understand that we do not pre-screen all user content but reserve the right to review and remove (or ask you to remove) any of Your Content that in our judgment violates these Terms or could harm the Service or other users. You won't hold us responsible for any loss of Your Content; it's on you to backup anything you wish to keep (for example, if you have precious photos, store them safely outside the app too).

5.3. License to Muslinc: In order for us to provide the Service, you grant Muslinc and our affiliates a **worldwide, non-exclusive, royalty-free, fully-paid, sublicensable and transferable license** to use, copy, store, reproduce, adapt, edit, translate, modify, distribute, publish, create derivative works from, publicly display and perform Your Content (including your likeness and voice, to the extent in Your Content) **in connection with operating, developing, providing, and promoting the Service**. This license is for the entire duration of time your content is protected by intellectual property rights (but limited by any deletion or privacy choices you make, see below). In plain terms, this means we can use your profile info and photos within the app and in our marketing campaigns to illustrate the service, if we choose, without compensating you (for example, showing an example profile in a tutorial, or a screenshot of the app that incidentally includes your photo). We will not, however, sell your photos to third parties or use your content completely out of context of Muslinc without further permission. This license allows us to ensure that when you, say, send a message or post a profile picture, we can technically host it, resize it, transmit it to other users, etc., and if we want to showcase success stories or user feedback, we could include content you provided (again, likely with additional permission if it's personal). If you have moral rights (e.g., rights to attribution) in Your Content, you agree to waive them or not enforce them against Muslinc, to the extent allowed by law, for the actions we take under this license.

5.4. Displaying Your Content: Because Muslinc is a community where making connections is key, by default Your Content (especially profile content) is visible to other users of the Service all around the world. When you upload something like a photo to your profile, you should assume that it can be seen by other Muslinc users (potentially ones who aren't even your matches yet, depending on our features), and potentially by people off-platform if a link is shared or via any integration (for instance, if you share a profile externally). So **only upload content that you are comfortable sharing** publicly in this manner. Even chats you consider private are at least visible to the participants (and to moderators if reported).

5.5. Content Removal and Retention: You can remove Your Content from the Service at any time by specifically deleting it (for example, deleting a message or a photo, or closing your account). When you delete content, the license granted above will terminate *for that specific content* after a reasonable period needed for removal from backups and caches, etc. However, you acknowledge that Muslinc and its affiliates may retain archived copies of Your

Content (not visible to others) for a period of time consistent with our Privacy Policy. Also, content you have shared with others (for example, a message you sent to someone) may continue to be visible to those other users if they have not also deleted it (we can't retroactively pull back something they saw). See Privacy Policy for data retention info.

If your account is terminated, we may delete all Your Content associated with it. We have no obligation to keep Your Content (for example, if you accidentally delete something, we might not have a backup). So again, store your own backups for anything important.

5.6. Feedback: If you provide us with any suggestions, ideas, feedback, reports, or other information related to the Service ("**Feedback**"), you agree that we are free to use it without restriction or compensation to you. This means if you suggest a feature and we incorporate it, we won't owe you anything. Feedback is not confidential, and you grant us a perpetual license to use and incorporate Feedback into Muslinc or other products.

5.7. Other Users' Content: Content that other members share ("**Member Content**") belongs to them or is licensed to Muslinc by them. You do not have any rights to use someone else's content outside of the intended use of the Service. That means you should not copy, modify, distribute, or publicly display any Member Content from Muslinc unless you have that person's consent or it's otherwise legally allowed. For example, you should not screenshot someone's profile or photo and post it elsewhere without permission (and doing so may violate their privacy and these Terms). Muslinc's default stance: *respect others' content*. If someone shares info with you, don't exploit it for commercial purposes, to spam them, harass them, etc. Using other users' personal information obtained via the Service for any purpose not related to Muslinc's intended use (like dating and personal connection) is prohibited. If we find misuse, we can terminate accounts.

If you see Member Content that violates these Terms or infringes intellectual property, you can report it using the in-app report function or contact us. We address copyright infringements per Section 11.

6. Acceptable Use Policy (Community Guidelines)

Muslinc aims to foster a safe, respectful, and inclusive community. By using the Service, you agree to abide by our Community Guidelines and all rules of conduct set forth here. **We have zero tolerance for harmful or illegal behaviour** on our platform. In this section, we outline what you can and cannot do:

6.1. Lawful and Respectful Use: You agree to use Muslinc **in compliance with all applicable laws and regulations**, and to be respectful and courteous in your interactions. You will not use the Service for any unlawful or malicious purpose, or engage in any conduct that is harmful, harassing, or otherwise objectionable. Specific prohibitions include (but are not limited to):

- **No Illegal Activities:** You may not use Muslinc to promote, solicit, or engage in any illegal activities. This includes any content or conduct that involves child exploitation, human trafficking, drug dealing, or the planning of violent or non-violent illegal acts. For instance, you cannot use Muslinc to arrange the sale of controlled substances or weapons. If it's illegal IRL, it's illegal here too.

- **No Violent or Threatening Behaviour:** Do not threaten, intimidate, or incite violence against any person. This includes explicit threats as well as glorification of terrorism or violent extremism. Content that depicts or encourages violence (except maybe historical/political discussions in context) is not allowed. Never send messages that would make someone fear for their safety.
- **No Harassment or Hate Speech:** You will not bully, harass, or defame any person or group. This means **no slurs, insults, or attacks** based on race, ethnicity, nationality, religion, gender, gender identity, sexual orientation, disability, or any other protected characteristic. Also, do not harass individuals with repeated unwanted contact. If someone has unmatched or blocked you, do not attempt to circumvent that (e.g., creating another account to contact them is harassment). Making fun of or mocking someone in a way likely to humiliate is also harassment and not allowed.
- **No Hate Organizations:** Content that promotes or supports hate groups, extremist organizations, or terrorist groups is banned. Don't use symbols, slogans, or references meant to attack or demean a protected group.
- **No Sexual Content Involving Minors or Non-Consensual Acts:** Obviously, **no content relating to child sexual exploitation** is allowed – we have zero tolerance and will report any attempt to share or solicit such content to law enforcement. Also, do not discuss or depict any non-consensual sexual activities.
- **No Pornography or Sexually Explicit Content:** Muslinc is not a platform for porn. Do not post or send nudity, sexually explicit images, or pornographic material** **. Some partial nudity might be acceptable in non-sexual contexts (e.g., swimwear at the beach, or shirtless at the gym in a profile pic can be okay if not sexual), but anything close to sexual acts or overly explicit is forbidden. We also prohibit any content offering or soliciting paid sexual services or any form of prostitution/escort services. We want to keep Muslinc “PG-13” in terms of public content. Private sexting between consenting adults is not heavily policed (we're not reading your messages unless reported), but if it's unsolicited or reported as harassment, that's an issue. And absolutely no sending of sexual content to someone who hasn't agreed to receive it; that's harassment.
- **No Sexual Harassment or Misconduct:** This includes unwelcome sexual advances, requests for sexual favours, or sexually charged insults. Don't send “dick pics” or other intimate images without clear consent – that's a ban-able offense and possibly illegal. Respect boundaries; if someone says no or shows disinterest, back off.
- **No Spam or Commercial Solicitation:** Muslinc is not to be used for spamming people with chain messages, bulk unsolicited messages, or advertising of any products or services without our express permission. Do not use the Service to promote your business, website, fundraiser, etc., unless in a context we permit. Similarly, multi-level marketing or recruitment schemes are not allowed. We have features to detect spam – accounts doing this may be suspended immediately. Also, no posting of your contact info all over profiles just to drive people off-app for business reasons.
- **No Scams or Fraud:** Do not engage in scamming activities – e.g., catfishing to trick people into sending money, impersonating Muslinc staff to phish info, or any financial fraud. **Never ask other users for money or financial information** on Muslinc. If you do, even once, we may ban you; if someone does it to you, report them. This includes romantic scams (“I need money for a visa to come see you”, etc.). Also no lotteries, giveaways, or contests run by users that are basically scams. If it smells like fraud, it likely is, and we'll act swiftly.
- **No Impersonation or False Identity:** You must not impersonate any person or entity you are not (this includes not pretending to be Muslinc staff, a celebrity, another user,

etc.). Parody is generally not relevant here because profiles are meant to be real individuals. So, be yourself. Minor modifications (like using a nickname instead of legal name) are fine, but don't pretend to have credentials or titles you don't ("Dr." or military rank if you aren't). You also cannot use images of other people as if they are you – that's catfishing and is prohibited. We perform photo verification to catch some of this. It's also not allowed to create an account for someone else.

- **No Fake Profiles or Misrepresentation:** This ties in but expands – do not provide information in your profile that is intentionally misleading or false (like age, relationship status, etc.) in any way that could harm trust. You might say "I feel 25" when you're 30 as a joke, but your actual age field must be accurate. Also, don't pretend interest in serious relationship if you're just there to troll; basically, be genuine.
- **No Unauthorized Data Mining or Bots:** You agree not to scrape, crawl, or use any automated means to access or collect data from Muslinc, nor to reverse engineer our systems. Any bot or script usage (for swiping, messaging, etc.) is strictly forbidden and may be illegal under anti-hacking laws. Also, do not harvest information about users to use outside Muslinc (like collecting a list of emails from profiles).
- **No Malicious Software or Hacking:** Do not upload viruses, worms, malware, or any code that could harm the Service or our users' devices. Don't attempt to hack, DDOS, or disrupt the normal operation of Muslinc. Security research is appreciated but follow responsible disclosure – don't exploit any vulnerability you find.
- **No Circumventing Blocks or Filters:** If another user blocks you, respect that. Do not attempt to contact them through another account or other means. Likewise, if our system has content filters (like preventing sending of certain words or images), don't try to circumvent them. Also, do not submit false or malicious reports/complaints; using our processes in bad faith (like repeatedly reporting someone who did nothing wrong to get them in trouble) is a violation.
- **No Content Violating Intellectual Property:** Only post content (photos, texts, etc.) that you have rights to or that is permitted. Don't upload a picture of a celebrity or artwork you didn't create as your own. If you do share something not created by you (like a meme or quote), ensure it's legally permissible (public domain, fair use, or you have permission). See Section 11 for DMCA procedure if someone's IP is infringed.
- **No Private Information of Others:** Do not share other people's personal information without their consent. This includes phone numbers, addresses, workplace details, social media accounts, etc. For example, posting a screenshot of a conversation with another person that includes their name or number would violate their privacy (and our rules). Also, never share any confidential information (like financial info of others). This is also a safety issue: don't "dox" anyone.
- **No Minors in Photos:** As Muslinc is 18+, we don't expect minors in the app. Children's pictures are not allowed on the site. **Never** post suggestive or indecent photos of anyone under 18 (such post will be reported immediately to police and authorities). Also, per guidelines, no photos of minors alone in profile pics.
- **No Graphic or Obscene Content:** This includes extremely graphic violence or gore, or obscene material not suitable for a general audience. We know dating apps sometimes get edgy humour, but avoid anything that would reasonably shock or disgust others. If it's borderline, we may remove it.
- **No Self-Harm Promotion:** Don't post content that glorifies or encourages suicide or self-harm. While we encourage sharing feelings (and if you need help, seek it), content that could be seen as instructive for self-harm is not permitted. We will try to provide resources or intervene if we spot someone in danger.

- **No Misuse of Platform Features:** Use features as intended. For example, don't create events in a hypothetical event feature to advertise products, or don't use profile fields to do things they're not meant for (like putting a URL in your name field to advertise something). Also, do not mass copy-paste messages to numerous people; that's spammy behaviour and can result in warnings (our systems might detect identical repeated messages and flag you).
- **No Third-Party Solicitations:** As said, you can't use Muslinc to drive traffic to other platforms or apps for commercial gain. For instance, don't message users "follow me on Instagram/TikTok and buy my product". Similarly, do not solicit other users to join external dating services or websites.

6.2. Community Engagement: We encourage positive contributions and honesty on Muslinc. Here are a few **things you should do**:

- **Be Respectful and Kind:** Treat others with kindness and consideration. Approach conversations politely; if you're not interested, you can politely decline or not respond, rather than insulting.
- **Report Problems:** If you encounter any content or user behaviour that violates these rules or makes you uncomfortable, please report it through the app. We have report functions on profiles and chats. We **investigate every report** and take action as needed.
- **Stay On Platform for Safety:** We recommend keeping communications on Muslinc until you are comfortable with someone. Our app has safety features (like profile verification, possible message scanning) that you lose if you move to texting or other apps immediately. Scammers often try to move chats off platform; be wary.
- **Meet Safely:** If you decide to meet someone in person, follow safety guidelines: meet in a public place, tell a friend or use our app's safety features (if we have a "trusted contact" or check-in feature in future), and don't rely on them for transportation. We have no control off app, so it's on you to be safe.
- **Keep Conversations On-Topic:** Since this is a dating platform, most chat should revolve around getting to know each other. It's okay to discuss general interests, but using Muslinc for heavy political campaigning or divisive debates might not be the best use. We won't ban for political talk but keep it civil and remember that extreme content might violate hate speech rules if it crosses into that realm.
- **Follow Additional Rules:** There might be more detailed guidelines available in our Safety Tips or blog; consider those an extension of these Terms. E.g., we might have a guideline to not put personal contact info in your public profile – because of safety and privacy. Don't put phone numbers, emails, addresses, etc. in your profile text or photos. Exchange contact info in private chat only when you're ready.

6.3. Enforcement: We reserve the right to investigate and take appropriate action against anyone who, in our judgment, violates this Acceptable Use Policy or any other part of these Terms. Actions may include **warning the user, removing or hiding offending content, suspending or terminating the user's account (with or without notice), and if necessary, reporting to law enforcement authorities.** The action depends on severity and history:

- Minor first-time issues might get a warning (e.g., mild profanity in profile, we ask you to edit).
- Serious breaches (e.g., harassment, explicit content, scam attempts) typically lead to immediate suspension or ban.

- Illegal content like child exploitation is immediate termination and report to authorities.
- If your account is terminated for violating guidelines, you will **not be entitled to any refund** for any unused subscriptions (as per Section 4 and disclaimers) because of your breach. We also may block your device or other identifying info to prevent re-registration.
- We can remove any content that violates these guidelines, or we find objectionable for any reason at our sole discretion. We might not always notify you if content is removed, especially if it's minor. But we often will let you know with a reason.
- We may also filter or block certain content proactively (like certain hate words can be blocked from profiles or chats).
- Users who witness something concerning can report it, and we'll act. We also may "shadow ban" some offenders (restricting their visibility without them fully realizing) in some cases, though we prefer clarity and actual bans.
- **False Reporting:** Abusing the report function (like falsely accusing people for no reason or to bully them) is itself a violation. If we determine someone is filing frivolous or malicious reports, we may warn or ban them.

6.4. User Disputes: You are solely responsible for your interactions with other Muslinc users. While we will try to help in disputes (e.g., investigating harassment claims, etc.), we are **not obligated** to get involved in personal disputes between users. Use caution and common sense. That said, if a situation arises, you can use blocking features or contact us if needed. We reserve the right, but have no obligation, to monitor or mediate disputes between users.

6.5. No Third-Party Rights: The Acceptable Use Policy is for the benefit of our user community and enforcement is at our discretion. It doesn't create any right for a third party to sue or demand enforcement, nor any reasonable expectation that we will not allow certain speech (we aren't an open forum obligated to allow all speech; we can moderate as we see fit to keep our environment healthy, which may mean removing content that might technically be lawful but not aligned with our community values).

In summary, **be a decent human on Muslinc**. If you follow that principle, you should be fine!

7. Privacy and Data

7.1. Privacy Policy: Our [Privacy Policy](#) describes how we collect, use, and share personal data about you when you use Muslinc. By using the Service, you consent to the collection and use of your data as outlined in that policy. It's comprehensive and in line with UK GDPR, so please review it. Key points: we process your profile info, preferences, communications, etc., to provide the service; we implement measures to protect your data; you have rights regarding your data (access, deletion, etc.); and we may transfer/ store data internationally with safeguards.

7.2. Communications Monitoring: While Muslinc generally does not listen to or read your private messages, we reserve the right to **monitor, screen, or moderate communications** on the platform in certain circumstances: for example, if a message is reported by a user for harassment, our moderation team may review the relevant content to decide on action. We might also use automated systems to scan messages for known illegal content (like child

abuse imagery via hash matching) or suspicious patterns (like many users receiving the exact same message from one user, indicating spam). By using Muslinc, you understand and agree that we may do this in order to enforce our Terms and keep the community safe. We will handle any personal data obtained through such monitoring in accordance with our Privacy Policy (e.g., if we find illegal content, we may report it along with user data to law enforcement, as allowed by law).

7.3. Your Account Data: You are responsible for keeping your registration information (like email, phone number) up to date so we can reach you with important notices. All personal data you provide must be accurate. Don't use someone else's data.

7.4. Interactions with Law Enforcement: If necessary and as described in our Privacy Policy, we may cooperate with law enforcement or comply with legal requests regarding your data. This might include preserving or sharing certain information when legally compelled (like in response to a court order or urgent situations involving harm). For example, if we get a lawful subpoena for chat logs in a criminal investigation, we may provide them. We outline in the Privacy Policy what cases we do this (like to protect safety, respond to legal obligations, etc.).

7.5. Data Usage for Improvements: We might use data about your usage (in an aggregated or anonymized way) to improve the Service. For instance, analysing how users engage with a feature to decide on changes (this doesn't identify you personally to others, it's internal). Also, we might share aggregated stats publicly or with partners (e.g., "Muslinc has matched 1000 couples this year" or "30% of our users are in London") but those don't identify individuals.

7.6. California and Other Jurisdictions: If you're in California or regions with specific privacy laws, please see the relevant sections in the Privacy Policy for how we address those rights (like CCPA rights to access/delete and opt-out of sale, though we don't sell data). We comply with applicable privacy laws. You can also contact us via privacy@Muslinc.com for any privacy concerns.

7.7. Cookies: We use cookies and similar technologies on our site/app to provide and optimize the service, as detailed in our Cookie Policy. You can manage preferences as explained there. Using Muslinc, especially the website, indicates consent to those practices (where consent is required, we obtain it, e.g., cookie banner in EU).

7.8. No Confidentiality: Other than certain data protected by privacy laws (like your personal identifiable info that we handle per Privacy Policy), no communication or content you share on Muslinc is considered confidential—this is a social/dating platform. For example, your profile content is public to other members, and things you tell someone in chat could potentially be shared by them (we hope they won't, but we cannot control that). So be mindful about what you share.

8. Account Suspension, Termination, and Appeals

8.1. Your Right to Terminate: You can stop using Muslinc at any time and for any reason. You can also delete your account via the app's settings. Account deletion is effective after you complete the in-app process (which might involve a confirmation step). Once deleted, you won't have access to that account again. As noted earlier, deleting the app does not

cancel subscriptions; you must manage that separately if needed. If you simply want a break, you might choose a “pause” or “hide” feature (if we offer one) rather than deletion. If you delete and later want to come back, you’ll need to create a new account; your previous data might not be recoverable.

8.2. Our Right to Suspend or Terminate: We reserve the right to suspend or terminate your account at any time, with or without notice, if in our sole judgment:

- You have violated these Terms or any policies (like the Acceptable Use Policy).
- You create risk or possible legal exposure for us or our users (for example, we suspect fraudulent activity or receive credible reports of dangerous behaviour).
- You have not logged in or used your account for an extended period (we might deem accounts inactive after, say, 12 months of no activity and remove them to free up space/usernames, though we’ll often send a reminder).
- We choose to discontinue the Service entirely (though that’s a broad scenario; see Section 3.5).
- Additionally, if mandated by law (e.g., a court order to ban a specific user).

Suspension means a temporary disable (like you can’t log in for a time, or some features disabled); termination means closure of your account.

If we terminate your account:

- If appropriate and feasible, we might notify you of the reason (via email or within app if you try to log in). For example, we may say “your account was terminated due to violations of our terms concerning harassment.” In some cases, we may not provide detail to avoid tipping off criminals or in sensitive scenarios.
- You will not be allowed to create a new account (we may ban your email, phone, device ID, IP, etc.). If we find you re-registered, that’s a further violation and we reserve the right to ban permanently.
- As noted, you will not receive refunds for any subscriptions or purchases (unless required by law or at our discretion).
- We may retain certain information from your account even after termination as required or permitted by law (e.g., for legal reporting, evidence, or safety records), but your profile will no longer be visible to others.

8.3. Appeals and Account Reinstatement: If your account has been suspended or terminated and you believe it was a mistake or wish to appeal, you can contact us at contact@muclinc.com or follow the instructions provided in the suspension notice (some services have an appeal form). We will review appeals on a case-by-case basis. If we find that the suspension was in error or you credibly commit not to repeat a minor violation, we may reinstate your account (possibly with certain conditions or after a delay). However, we are not obligated to reinstate accounts and for serious violations we will not reverse the decision. *EU users:* If you reside in the EU, under the Digital Services Act, you may have the right to an explanation for content moderation decisions or to seek out-of-court dispute resolution for certain issues (like if content was removed or your account disabled). We will comply with applicable obligations, which might include providing a statement of reasons for account termination and information on how to contest the decision. We might also designate an internal complaint-handling system for content decisions, details of which we’d provide to EU users if required.

8.4. Effect of Termination: Upon any termination of these Terms (by you or us), you lose the right to access or use the Service. The provisions of these Terms that by their nature should survive termination will survive (such as license grants for content we already have, indemnities, disclaimers, limitations of liability, governing law, etc.). We can enforce those even after termination of the agreement between us.

8.5. Deleting after Death: In the unfortunate event of a user's death, their account can be closed by us upon receiving a valid request from next of kin or executor (with proof, e.g., death certificate). We handle those case by case, in line with law.

9. Proprietary Rights and Our Content

9.1. Muslinc's Intellectual Property: Muslinc and its licensors (where applicable) own and retain all right, title, and interest in and to **the Service and all associated content** that is not Your Content or other users' content ("**Our Content**"). This includes the Muslinc app and site's design, text, graphics, logos, button icons, images, audio clips, software code, databases, and all other elements and materials comprising the Service (collectively, "Our Content"). It also includes our trademarks, service marks, logos, trade names, and any brand features ("Muslinc Marks"). Our Content is protected by copyright, trademark, trade secret, and other intellectual property laws.

9.2. Limited License to You: We grant you a personal, non-commercial, non-exclusive, non-sublicensable, non-transferable, revocable, limited license to access and use Our Content and the Service for the sole purpose of using Muslinc as intended (i.e., for personal dating/social use). This means you can display Our Content on your device, use our features, etc., but only in accordance with these Terms. You agree **not to copy, modify, distribute, create derivative works from, publicly display or perform, or otherwise exploit any of Our Content** or the Service itself, except as expressly permitted by us. All rights not expressly granted to you are reserved by Muslinc.

Specifically, you shall not:

- Use Our Content for any commercial purpose or in any manner that competes with or disparages Muslinc.
- Remove any copyright, trademark, or other proprietary notices from any of Our Content.
- Use any meta tags or hidden text using Muslinc's name or trademarks without our express consent.
- Reverse engineer, decompile, or disassemble any part of the Service (except as allowed by mandatory law).
- Use bots, scrapers, or automated tools to access or extract Our Content (again, no scraping rules apply).
- Use Our Content outside of the Service context. For example, you can't take images or wording from our app and use them in your own site/app as if they were yours.

9.3. Muslinc Marks: The MUSLINC name, logo, and other Muslinc Marks are our property. These Terms do not grant you any license or right to use any trademarks, logos, or service marks displayed on the Service, whether owned by Muslinc or third parties, except as part of the allowed use of the Service (like having "Muslinc" on your phone's app list is normal). If

you want to reference us externally (like in a blog post), you can use our name nominatively, but don't use our logos without permission or in a misleading way.

9.4. Third-Party IP on the Service: Apart from user content, you might see content from third parties on Muslinc (like a library we use that has a copyright, or a third-party provided info). For example, maybe we integrate a mapping service showing map data – that map data is likely owned by a third party and subject to their terms. Any such content is the property of its respective owners and is subject to their rights. You must abide by any additional terms or notices relating to third-party content that we display.

9.5. Copyright Policy: We respect intellectual property rights and expect users to do the same. We will respond to clear notices of copyright infringement in accordance with Section 11 below (DMCA procedure). We may remove or disable content that is claimed to be infringing and terminate accounts of repeat infringers. More in Section 11.

9.6. Open Source: If any portion of our software includes open-source components, those may come with separate license terms (which we will make available as required). Such terms are not overridden by these Terms.

9.7. Feedback License: Already covered above (5.6), but reiterating here that any Feedback regarding our Service is appreciated and can be used by us freely. It doesn't give you a proprietary claim.

10. Disclaimers of Warranties

Use of Muslinc is at your own risk. We want to be as clear and honest in saying that:

10.1. "AS-IS" and "AS-AVAILABLE": Muslinc is provided to you **on an "AS IS" and "AS AVAILABLE" basis, without warranties of any kind**, either express or implied. That means we do not make any promises or guarantees about the Service, including but not limited to:

- **Availability and Errors:** We do not warrant that the Service will be **uninterrupted, secure, or error-free**. We do not warrant that any defects or errors will be corrected (though we aim to fix issues promptly).
- **Quality or Suitability:** We make no warranty that our Service will meet your expectations or requirements, or that you will achieve any particular results (like finding a date or partner).
- **Accuracy of Content:** We do not guarantee the accuracy, completeness, or usefulness of any information on the Service (for example, profiles might have false info, and we are not responsible for verifying it all). We don't guarantee the information in profiles or anywhere on the app is reliable.
- **Safety and Compatibility:** We do not warrant that the Service is free of viruses or other harmful components, although we do take precautions. You should use your own security measures (like updated OS and antivirus). We also don't guarantee the Service will be compatible with all devices or software or that it will function without issues on your particular device setup.
- **Implied Warranties:** To the maximum extent permitted by law, we **disclaim all implied warranties** of title, merchantability, fitness for a particular purpose, and non-infringement. For example, we're not guaranteeing that Muslinc is fit for finding a

spouse or that it won't infringe someone's IP in any content – though we try to avoid that.

10.2. User Content and Conduct: You understand that we are not responsible for the conduct of our users or the content they provide. **We do not control, and are not responsible for, the truth, accuracy, quality, or safety of User Content** posted by others on Muslinc. This includes any statements made by users. For example, we can't guarantee that a user is who they say they are, that their photos are current, or that their intentions are pure. Interactions are at your own discretion and risk, as you acknowledge. While we may provide guidelines and safety tips, we are not liable for what happens between you and other users.

10.3. No Professional Advice: Any advice, tips, or information (like dating advice or safety tips) that you read on Muslinc's app, blog, or communicated by our staff is general in nature. We don't warrant it as professional advice tailored to you. You should consult appropriate professionals if you need specific advice (legal, medical, relationship counselling, etc.). For instance, our safety tips are suggestions, not guarantees of safety.

10.4. Third-Party Content: Muslinc may contain links to or content from third-party websites or resources (like an integrated YouTube video, ads, or event listings). We do not endorse and are not responsible for any such external content. Accessing third-party links is at your own risk. Also, any transactions or interactions you have with third-party advertisers or service providers found on Muslinc are solely between you and that party, and we disclaim liability for those.

10.5. No Warranties for Virtual Items: If we provide virtual goods or currency, those come without warranty. They may work or not, or be discontinued, with no guarantee of value. You accept them as is.

10.6. Beta Features: If we roll out beta or test features (labelled as "beta" or "preview"), those are provided "as is" specifically with the caution that they might be buggy or change. We disclaim any warranty that beta features will work correctly or at all, and they might be removed anytime.

10.7. Law-Specific Disclaimers: Some jurisdictions don't allow disclaimers of certain implied warranties. If you live in such a jurisdiction (e.g., certain consumer rights in the UK for quality of digital content), some disclaimers might not fully apply to you. In those cases, we limit warranties to the maximum extent permitted. For example, under UK Consumer Rights Act, digital services must be of satisfactory quality and as described; if they are not, you may be entitled to remedies like repair or replacement. Nothing here is intended to exclude those statutory rights if applicable.

10.8. No Guarantee of Results: To emphasize, we do not guarantee that using Muslinc will result in any **dates, relationships, friendships, marriages, or any specific outcome**. We also do not guarantee a specific number of matches or any response. The success and experience vary per person and are outside our control.

10.9. No Liability for User Decisions: Any decisions or actions you take based on information or interactions on Muslinc (like meeting someone, or sending money, etc.) are taken at your own risk. We disclaim any liability for outcomes of those decisions.

In a friendly summary: We provide the platform, but **we can't promise it will always work perfectly or that you'll meet the love of your life**. We'll do our best, but if something goes wrong, unless the law says otherwise, it's not something you can hold us responsible for.

11. Copyright and Intellectual Property Infringement

11.1. DMCA and IP Policy: Muslinc respects the intellectual property rights of others and expects users to do the same. It is our policy, in appropriate circumstances and at our discretion, to **disable or terminate the accounts of users who repeatedly infringe** or are believed to repeatedly infringe the copyrights or other intellectual property rights of others.

11.2. Submitting a Takedown Notice (Copyright): If you believe that any content on Muslinc infringes your copyright, you (or your agent) may send us a written notice pursuant to the U.S. Digital Millennium Copyright Act (DMCA) or similar laws. Even though we're UK-based, we comply with DMCA for convenience in handling copyright issues. The notice should include:

- Identification of the copyrighted work you claim is infringed (or a list if multiple works).
- Identification of the material on our Service that you claim is infringing, with enough detail (profile name, screenshots, message text, etc.) so we can locate it.
- Your contact information (name, address, telephone, and email).
- A statement that you have a good faith belief the use of the material is not authorized by the copyright owner, its agent, or the law.
- A statement that the information in your notice is accurate and, under penalty of perjury, that you are the copyright owner or authorized to act on their behalf.
- Your physical or electronic signature.

You can send this notice to our designated Copyright Agent at:

Attn: Copyright Agent (Legal Department)

Email: contact@muslinc.com

Address: Muslinc 16740431, 60 Tottenham Court Road, Suite 6621A, Fitzrovia, London, United Kingdom, W12 2EW

11.3. Responding to Notices: Upon receiving a proper DMCA notice, we will promptly investigate and, if valid, remove or disable access to the allegedly infringing content. We may notify the user who posted the content (if applicable) that we have removed or disabled it. We might also provide them with your complaint info, which is the DMCA process. It's possible to do this without revealing your identity to the user if you prefer anonymity at first, but practically the full notice might be forwarded.

11.4. Counter-Notification: If you believe content you posted was mistakenly removed due to a copyright notice, you may send us a counter-notification. The counter-notice must include:

- Identification of the material that was removed and its location before removal.

- A statement under penalty of perjury that you have a good faith belief the material was removed or disabled as a result of mistake or misidentification.
- Your name, address, phone number, and a statement consenting to the jurisdiction of the Federal Court in your district (or where you're located if outside the US, then you consent to jurisdiction where we are located, e.g., a U.S. district court since DMCA is U.S. law) and that you will accept service of process from the person who provided the original notice or their agent.
- Your physical or electronic signature.

Upon receiving a valid counter-notification, we will forward it to the original complaining party. If that party does not notify us within 10 business days that they have filed a court action to restrain you from infringing, we may restore the removed content in 10-14 business days.

11.5. Repeat Infringers: In accordance with the DMCA and other applicable laws, Musline has a policy of terminating, in appropriate circumstances, users who are deemed to be repeat infringers. For example, if a user has received multiple copyright complaints and we've confirmed them, we may remove them from the service. We define "repeat infringer" on a case-by-case basis but typically someone with 2 or more strikes might fall into that category.

11.6. Trademark Infringement: If you believe someone's profile or content infringes your trademark (e.g., using your brand name in a way that confuses people), you can similarly contact us with a detailed notice of the trademark, the infringing use, and proof of your rights. We handle these under general IP policy though not DMCA. We'll review and potentially remove confusing uses or require changes.

11.7. Non-Copyright IP: For other IP like patent or trade secret issues, you can contact us similarly. We do not allow sharing of third-party trade secrets or things that infringe patents (though patent is more about the service functionality, not user content).

11.8. False Claims: Be aware that making false or bad faith claims of infringement can have legal consequences (e.g., under DMCA, someone making knowing false claims can be liable for damages). We reserve the right to seek legal remedies if someone submits fraudulent or baseless notices.

11.9. Use of Removed Content: If something is removed due to an IP complaint, you are not permitted to re-post or reuse that content. If you believe you have rights or permission, resolve that offline (like get a license or clearance, then maybe you could repost with proof). Re-posting without resolution likely will lead to immediate removal again and possibly account action.

12. Modifications to Service and Terms

12.1. Service Changes: As mentioned in Section 3.5, we may add, modify, or remove features or functionalities of the Service at any time, with or without notice. We are constantly trying to improve Musline and bring new features, but that also means some features might be retired. We will not be liable if for any reason all or any part of the Service is unavailable or changes at any time.

12.2. Terms Changes: We may revise these Terms from time to time. If we make a change, we will update the “Last Updated” date at the top and, for substantial changes, we will endeavor to notify you through appropriate means (e.g., app notification or email). It’s important to revisit the Terms periodically. **Your continued use of Muslinc after the effective date of revised Terms constitutes your acceptance of those changes.** If you do not agree to the new Terms, you must stop using the Service and can delete your account.

12.3. Material Changes – Acceptance: Sometimes we may ask you to actively agree to new terms (like via a pop-up “I Agree” button) if the changes significantly affect your rights or obligations. For instance, if we added an arbitration clause for US users (just hypothetical), we’d likely seek explicit consent from existing users.

12.4. Policies and Guidelines: We may also modify our other policies (Privacy Policy, Cookie Policy, Guidelines) as needed. We will notify such changes similarly or as required by law. Those policies form part of your agreement with us; changes to them are effectively changes to our overall contract.

12.5. Translation: If these Terms are translated into another language, the English version will control in the event of any conflict or ambiguity in interpretation (except where prohibited by law). We provide translations for convenience.

12.6. App Updates: If you got our app via an app store, you might periodically have to download and install updates to continue using it. We might automatically update your app to newer versions (depending on your settings) or notify you to update. If you don’t update, some features might not work, or we might not support older versions indefinitely.

12.7. Continued Use: We want you to enjoy Muslinc for a long time! But if at any point you feel a change in service or terms is not acceptable, you have the right to stop using and terminate as per Section 8.

13. Limitation of Liability

13.1. No Indirect Damages: To the fullest extent permitted by law, in no event will Muslinc or its affiliates, or their respective officers, directors, employees, agents, partners, or licensors, be liable for any indirect, consequential, exemplary, incidental, special, or punitive damages arising out of or in connection with your use of (or inability to use) the Service. This includes, without limitation, any damages for lost profits, loss of data, loss of goodwill, service interruption, device damage, system failure, or the cost of substitute services, even if we have been advised of the possibility of such damages. For example, we are not liable if:

- You arrange to meet someone from Muslinc and something bad happens (financial loss, emotional distress, physical harm beyond what the law attributes to us).
- Your account or data is accessed by someone unauthorized, and you suffer loss due to that.
- The Service is down, or errors cause you inconvenience or losses in another manner (like you spend money traveling to meet a match only to find the app glitched about their location — we sympathize, but we aren’t liable for that cost).
- Or any scenario where the damage is not a direct result of our breach but something more removed.

Some jurisdictions don't allow the exclusion of certain damages, so portions of this may not apply to you if you're in such a place (e.g., in the EU, liability for certain harms might not be excludable under consumer law).

13.2. Cap on Liability: To the fullest extent permitted by applicable law, the total liability of Muslinc and its affiliates (and our officers, directors, employees, and agents) to you for any claim arising out of or relating to these Terms or the Service, regardless of the form of the action, will not exceed the greater of: (a) the amount you have paid to Muslinc for the Service in the last twelve (12) months, if any; or (b) £100 (one hundred British Pounds). If, for example, you have a subscription that costs £10/month and have paid £60 over 6 months, our maximum liability to you in any case would be £100 (since that's greater than £60), or up to £100 (though if there's no payment, we might argue an even lower cap, but this sets a baseline). This cap is cumulative, not per incident.

13.3. Carve-Outs: We do not exclude or limit our liability where it would be unlawful to do so. This means that nothing in these Terms shall exclude or limit our liability for:

- Death or personal injury caused by our negligence or the negligence of our employees, agents, or subcontractors.
- Fraud or fraudulent misrepresentation.
- Any other liability that cannot be limited or excluded by law (for example, in some jurisdictions, certain consumer protection liabilities).

If applicable law (like certain consumer laws) disallows exclusions of implied warranties or limitation of certain damages, those provisions will apply to you only to the extent permitted. But we still enforce them as far as allowed.

13.4. User Content and Interactions: You specifically acknowledge that we are not liable for User Content (like offensive or illegal content posted by others) or the defamatory, harmful, or illegal conduct of any third party, and that the risk of harm or damage from the foregoing rests entirely with you. You release us from any claims or liability related to the content or actions of other users.

13.5. Scope of Liability Limitation: The limitations of liability in this section apply to any theory of liability, whether based on warranty, contract, statutory duty, tort (including negligence), or otherwise, and whether or not we have been informed of the possibility of such damage, and even if a remedy fails of its essential purpose. For example, if someone sues us and includes you in the lawsuit because of something you did on Muslinc, and then you try to bring us into it, these limitations are meant to shield us as much as legally possible.

13.6. Aggregate Liability Clarification: For jurisdictions that do not allow certain limitations: if you are in a place that doesn't allow exclusion of incidental or consequential damages, the limitation in 13.1 may not fully apply, but we still limit our liability to the smallest extent permitted by law. Similarly, if a £100 cap is not enforceable in full, it should be enforced to the extent it is (maybe a higher statutory cap or such if applicable).

13.7. Essential Basis of Bargain: You agree that the disclaimers and limitations of liability in these Terms are reasonable and are a fundamental part of the agreement between you and Muslinc. Without these disclaimers and limitations, we would not be able to provide the Service to you (or not at the same cost or terms). Because some states/countries do not

allow the disclaimer of certain warranties or exclusion of certain damages, these provisions might not apply to you entirely—but our liability is limited to the maximum extent permitted by law.

13.8. Your Statutory Rights: Nothing in this Section 13 is intended to reduce your statutory rights that cannot be waived, such as rights as a consumer under consumer protection laws. For example, if under local law a digital service must provide a certain minimum, and if it fails, you have a right to a remedy, those rights remain to the extent they are mandatory.

14. Governing Law and Dispute Resolution

14.1. Governing Law: These Terms, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with them or their subject matter, shall be governed by and construed in accordance with the laws of **England and Wales**. If you reside in Scotland, Northern Ireland, or another country, you retain any mandatory protections given to you under the laws of that jurisdiction, but to the extent allowed, English law will still apply in interpreting these Terms.

14.2. Jurisdiction: The courts of **England and Wales** shall have exclusive jurisdiction to settle any dispute or claim arising out of or relating to these Terms or your use of the Service (including non-contractual disputes or claims). However, if you are a resident of Northern Ireland, you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland. Similarly, if you live in an EU member state, you may have the right to bring claims in your local courts under certain consumer laws. We will not dispute that if applicable law says you can choose local jurisdiction for a dispute.

14.3. Opt-Out for Certain Regions: If you are in a jurisdiction that requires a different governing law or venue for consumer contracts (for instance, some U.S. states might have rules, or some countries might not recognize a foreign choice of law for certain consumer issues), then local law might override. But primarily we choose English law because we are UK-based.

14.4. Informal Dispute Resolution: Before filing any lawsuit, we encourage you to contact us to discuss and hopefully resolve any issue informally. Often, customer support or a manager can address your concerns without the need for legal action. This is not mandatory unless required by law or a specific section (like if we had an arbitration clause, which we don't here for UK).

14.5. EU Dispute Rights: If you are a user in the EU: Under the EU's Digital Services Act (DSA), if applicable, you have certain rights for out-of-court dispute resolution related to content moderation decisions. We will comply with any obligations there and possibly engage in any officially designated dispute resolution bodies for the DSA if required. Also, the European Commission provides an online dispute resolution platform (ODR) for consumer issues, accessible at <http://ec.europa.eu/consumers/odr>. While this is more for e-commerce, we mention it as required. We are not obligated to use it (and usually it's for goods/services, not dating apps specifically), but it's there.

14.6. No Jury Trial / Class Actions (if relevant): For U.S. users (if any) or others, since we haven't put an arbitration clause or class action waiver in these Terms because our context is

UK law, this is not applicable. But if in future we had any arbitration clause or class action waiver, we would state it clearly. For now, this is just to clarify that in any permissible jurisdiction, you and us agree not to have a jury trial or combine claims in class actions, but that's more relevant to U.S. law.

14.7. Time Limit to Bring Claims: To the extent permitted by law, any claim or cause of action arising out of or related to use of the Service or under the Terms must be filed within **one (1) year** after such claim or cause of action arose or be forever barred. (This doesn't apply to claims by EU consumers or others where such a contractual limitation is not allowed.)

15. Miscellaneous

15.1. Entire Agreement: These Terms, along with the Privacy Policy, Cookie Policy, and any other policies or guidelines incorporated by reference, constitute the **entire agreement** between you and Muslinc regarding your use of the Service. They supersede and replace any prior agreements, understandings, or representations (oral or written) regarding the Service. For example, any earlier statements on our site or communications from support that are inconsistent with these Terms are not binding.

15.2. No Waiver: Our failure or delay to exercise or enforce any right or provision of these Terms does not constitute a waiver of that right or provision. For instance, if we don't immediately take action on a violation you commit, it doesn't mean we waive the right to enforce the Terms or to take action later for that violation or similar ones. Any waiver of any provision will be effective only if in writing and signed by an authorized representative of Muslinc.

15.3. Severability: If any provision of these Terms is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable (in whole or in part), such provision will be **severed** from the Terms, and the remaining provisions will continue in full force and effect. The invalid or unenforceable part will be modified to make it valid and enforceable, or if that's not possible, disregarded, while still preserving the intent of the original provision as much as possible.

15.4. Assignment: You may not assign or transfer these Terms or any of your rights or obligations under these Terms to any third party without our prior written consent. Any attempted assignment without consent is void. Muslinc may assign or transfer these Terms or any rights or obligations hereunder freely to any third party (such as in the event of a merger, acquisition, sale of assets, or by operation of law) without notice or consent. These Terms will bind and inure to the benefit of each party's successors and permitted assigns.

15.5. No Third-Party Beneficiaries: Except as expressly provided (for example, Apple and Google as set out in Section 17.6, or Muslinc's affiliates), these Terms do not and are not intended to confer any rights or remedies upon any person other than the parties (you and us). That is, only you and Muslinc can enforce these Terms, with no one else being a third-party beneficiary. Even if your friend is affected by something, they can't claim under your contract with us.

15.6. Relationship of Parties: You and Muslinc are independent contractors. These Terms do not create any joint venture, partnership, employment, or agency relationship between us. You cannot make any commitments or representations on our behalf.

15.7. Force Majeure: Muslinc will not be liable for any delay or failure to perform resulting from causes outside its reasonable control, such as acts of God, war, terrorism, riots, embargoes, acts of civil or military authorities, fire, floods, accidents, pandemics, strikes, or shortages of transportation, facilities, fuel, energy, labour, or materials, or failure of public or private telecommunications networks. However, we will make reasonable efforts to minimize impact and resume service.

15.8. Notices: We may provide notices to you via the Service (e.g., in-app notifications), email to the address you provided, or by other reasonable means. Notices from you to us should be sent via our contact details provided (e.g., our support email or address). Electronic notices are deemed given when sent, and written notices when received by the party.

15.9. Languages: The governing language of these Terms is English. Any translations are for convenience and if there's a conflict, the English version governs. (We said similar earlier.)

15.10. Contact Information: If you have any questions, complaints, or claims regarding the Service or these Terms, please contact us at Contact@Muslinc.com or at Muslinc 16740431, 60 Tottenham Court Road, Suite 6621A, Fitzrovia, 34-35, London, United Kingdom, W2EW. We value our users and will do our best to address your concerns.

By using Muslinc, you acknowledge that you have read, understood, and agree to these Terms & Conditions. Happy connecting on Muslinc!