

TERMS OF SERVICE

Knotli · Switchback Ventures LLC

Last Updated: September 6, 2026 | Effective Date: September 6, 2026

1. Agreement to These Terms

These Terms of Service (“Terms”) are a binding legal agreement between you and Switchback Ventures LLC (“Company,” “we,” “us,” or “our”) governing your access to and use of the Knotli mobile application, related websites, and services that link to these Terms (collectively, the “Service”). Knotli is a relationship-focused connection application that pairs you with a partner.

By downloading, installing, accessing, or using the Service, you agree to these Terms and to our Privacy Policy, which is incorporated by reference. If you do not agree, do not access or use the Service.

Important: Section 18 contains a binding arbitration agreement and a class-action waiver that affect how disputes are resolved. Please read it carefully. It applies to the extent permitted by applicable law and does not apply where prohibited, including to certain consumers outside the United States.

2. Eligibility and Age-Restricted Content

You must be at least 16 years old and capable of forming a binding contract (or, if you are 16 or 17, have the involvement or consent of a parent or guardian where your local law requires it) to use the Service. By using the Service, you represent and warrant that you meet the applicable minimum age, that the date of birth and other information you provide are accurate and complete, and that your use complies with these Terms and all applicable laws. The Service is not available where prohibited by law, and you may not use the Service if we have previously terminated your account or banned you.

Age-restricted content. The Service includes an optional feature that makes mature, age-restricted content available. This feature is available only where each partner has entered a date of birth indicating that they are 18 years of age or older and each partner has affirmatively opted in to receive such content. Age-restricted content is not available to users under 18. Either partner may disable this feature at any time, and disabling it by one partner disables it for the pairing. You are responsible for the accuracy of the date of birth you provide, and providing a false date of birth to access age-restricted content is a violation of these Terms. Access to and availability of age-restricted content is also subject to the policies of the applicable app store.

3. Changes to These Terms and to the Service

We may modify these Terms at any time. When we do, we will revise the “Last Updated” date and make the updated Terms available within the Service and at <https://knotliapp.com/terms>. Your continued use of the Service after the updated Terms take effect constitutes your acceptance of them, except where applicable law requires advance notice or your affirmative consent before specific changes apply to you, in which case we will comply with those requirements.

We may also add, change, suspend, limit, or discontinue any part of the Service, including features, content, and availability, at any time and without liability, except as required by applicable law.

4. Your Account

To use most features, you must create an account. You agree to provide accurate information, to keep it current, and to keep your credentials confidential. You are responsible for all activity that occurs under your account. Notify us immediately at support@knotliapp.com of any unauthorized use or suspected compromise of your account. You may not share your account, transfer it to anyone else, create an account using automated means, create an account for anyone other than yourself, or maintain more than one account except as we expressly permit.

5. License to Use the Service

Subject to your compliance with these Terms, we grant you a limited, personal, non-exclusive, non-transferable, non-sublicensable, and revocable license to download and use the Service on a device that you own or control, solely for your personal, non-commercial use. All rights not expressly granted to you are reserved by us and our licensors.

You may not, and may not permit anyone else to: copy, modify, or create derivative works of the Service; reverse engineer, decompile, or disassemble the Service except to the extent applicable law prohibits this restriction; rent, lease, lend, sell, sublicense, or otherwise commercialize the Service; remove or alter any proprietary notices; or access the Service to build a competing product.

6. Your Content and the License You Grant Us

“User Content” means any content you create, upload, post, transmit, store, or share through the Service, including question responses, messages, photographs, videos, audio, and comments. As between you and us, you retain all ownership rights in your User Content.

By submitting User Content, you grant us a worldwide, non-exclusive, royalty-free, fully paid, sublicensable, and transferable license to host, store, cache, reproduce, adapt and reformat (for display and delivery), publish, transmit, and display your User Content, solely as necessary to operate, provide, secure, improve, and promote the Service in accordance with these Terms and our Privacy Policy. For private content, this license is limited to operating and delivering the Service to you and the recipients you choose (including your partner).

This license ends when you delete your User Content or your account, except to the extent that: (a) the content has been shared with or stored by your partner or other users; (b) it persists in routine backups for a limited period before deletion; or (c) we are required to retain it for legal, safety, security, or law-enforcement reasons.

You represent and warrant that you own or have all necessary rights, licenses, consents, and permissions to your User Content and to grant the license above, and that your User Content and our authorized use of it do not and will not infringe or violate any law or any third party's intellectual property, privacy, publicity, or other rights. You are solely responsible for your User Content and the consequences of submitting it.

7. Acceptable Use and Prohibited Conduct

You agree to use the Service lawfully and respectfully. Consensual adult content is permitted only within the age-restricted feature described in Section 2, only between paired partners who are each 18 or older and have each opted in, and only to the extent permitted by applicable law and the policies of the applicable app store. Outside of that feature, and in all cases, you will not, and will not attempt to, and will not assist or permit anyone to:

- **Child sexual abuse material (zero tolerance):** create, upload, store, share, solicit, or transmit child sexual abuse material (CSAM); any content that sexualizes, exploits, or endangers a minor; or any content or conduct intended to groom, lure, or facilitate contact with a minor. This conduct is strictly prohibited, will result in immediate account termination, and will be reported to the National Center for Missing & Exploited Children (NCMEC) and to law enforcement, along with associated account information.
- **Adult content outside the permitted feature:** post or distribute sexually explicit or adult material outside the age-restricted feature described in Section 2, or make such content available to any user who is not an opted-in partner who is 18 or older.
- **Non-consensual intimate imagery:** post or threaten to post intimate or sexual images of any person without that person's consent.
- **Harm and dangerous content:** post content depicting or promoting violence, gore, terrorism, self-harm, suicide, or harm to others, or that endangers anyone's safety.
- **Harassment and abuse:** harass, bully, threaten, stalk, defame, intimidate, or abuse any person, including your partner.
- **Coercion and control:** use shared or partner-adjustable features to coerce, control, surveil, or harm your partner, or to change another user's data or settings without the consent that feature requires.
- **Hateful conduct:** post content that promotes hatred, discrimination, or violence against people based on protected characteristics.
- **Impersonation and deception:** impersonate any person or entity or misrepresent your identity, age, or affiliation, including providing a false date of birth.

- **Fraud and spam:** engage in fraud, scams, phishing, deceptive practices, pyramid schemes, or send spam or unsolicited communications.
- **Illegal activity:** use the Service for any unlawful purpose or to violate any applicable law or regulation.
- **Intellectual-property violations:** infringe or misappropriate any patent, trademark, trade secret, copyright, or other proprietary right.
- **Privacy violations:** collect, store, or disclose personal information about others without the rights and consents required by law.
- **Security and integrity:** introduce malware; probe, scan, or test the vulnerability of the Service; breach security or authentication; scrape or harvest data; interfere with or overload the Service; or circumvent any access controls or usage limits.
- **Misuse of others' content:** access, use, or share another user's content other than as the Service intends and the relevant user permits.

8. Paired Accounts and Partner-Adjustable Data

Knotli pairs you with a partner, and certain features are shared between paired users.

Where a feature permits your partner to view or adjust data or settings associated with your account, that access is limited to the specific data and settings the feature is designed to allow, and you can see the current state, reverse any change, and unlink from your partner at any time. Age-restricted content requires the affirmative opt-in of both partners under Section 2, and either partner may disable it unilaterally. You are responsible for choosing whom you pair with and what you share. We are not responsible for a partner's use of shared or partner-adjustable features, or for content or information you choose to share with a partner, which is outside our control once received. If you are experiencing coercion or abuse, you can unlink, restrict, or delete your account, and you should contact local authorities or a support service if you are in danger.

9. Your Responsibility for Legal Compliance

You are solely responsible for ensuring that your access to and use of the Service, and all of your User Content and conduct, comply with all laws, regulations, and third-party rights applicable to you, including in your jurisdiction. This includes laws relating to minimum age and consent, privacy and data protection, intellectual property, recording and messaging, and adult or explicit content. We make no representation that the Service is appropriate or available in any particular location. We are not responsible for, and disclaim all liability arising from, your failure to comply with applicable law.

10. Content Moderation, Reporting, and Enforcement

We may, but are not obligated to, monitor, review, screen, moderate, filter, or remove User Content, and we may use automated tools and human review to do so. We do not endorse and are not responsible for User Content. You can report content or conduct that violates these Terms

through the in-app report function or by contacting support@knotliapp.com.

We may take any action we consider appropriate for actual or suspected violations of these Terms or applicable law, including removing content, applying labels or restrictions, limiting visibility, issuing warnings, and suspending or terminating accounts. Where required by applicable law (including, for users in the EU, the Digital Services Act), we will provide affected users with a statement of reasons and access to any redress or appeal mechanism required by that law. Our point of contact for content-related legal notices is support@knotliapp.com.

11. Intellectual Property

The Service, including its software, design, text, graphics, logos, trademarks, and all related intellectual property (excluding User Content), is owned by us or our licensors and is protected by intellectual-property and other laws. “Knotli” and our logos are our trademarks; you may not use them without our prior written consent. Except for the limited license granted in Section 5, nothing in these Terms transfers any right, title, or interest in the Service to you.

12. Feedback

If you choose to provide suggestions, ideas, or other feedback about the Service, you grant us a perpetual, irrevocable, worldwide, royalty-free license to use and incorporate that feedback for any purpose, without any obligation or compensation to you.

13. Third-Party Services and App Stores

The Service relies on and may link to third-party services, including, but not limited to, cloud hosting, authentication, payment processing and billing, email, SMS, and push notification delivery, analytics, security, artificial-intelligence model providers (used to generate optional relationship insights, as described in our Privacy Policy), and the platform app stores. We may engage, add, change, or discontinue our use of any third-party vendor or service provider at any time. We are not responsible for third-party services, and your use of them is governed by their own terms and policies. Our use of vendors that process information on our behalf is described in our Privacy Policy.

The Movie Database (TMDB). The Service uses the TMDB API to provide movie and related media information. This product uses the TMDB API but is not endorsed or certified by TMDB. Your access to and use of TMDB-sourced content is subject to TMDB’s terms of use.

Apple App Store and Google Play. If you download the Service from the Apple App Store or Google Play, your use is also subject to that platform’s terms. You acknowledge that these Terms are between you and us, not with Apple or Google, and that Apple and Google are not responsible for the Service or its support. Apple and Google, and their subsidiaries, are intended third-party beneficiaries of these Terms and may enforce them against you. You represent that you are not located in a country subject to a U.S. Government embargo or designated as a “terrorist supporting” country and are not on any U.S. Government list of prohibited or restricted parties.

14. Subscriptions, Payments, Renewals, and Refunds

Certain features may require a paid subscription or one-time purchase. Prices and features are described at the point of purchase and may change as permitted by law. Purchases made through an app store are processed by that store; by purchasing, you authorize the applicable processor to charge your selected payment method. We use a third-party subscription-management provider to manage in-app purchases, entitlements, and receipt validation; payment card processing is performed by the applicable app store, and we do not receive or store full payment card numbers.

Automatic renewal. Unless otherwise stated, subscriptions automatically renew for successive periods of the same length at the then-current price until you cancel. We (or the applicable app store) will charge the applicable payment method at the start of each renewal term. You authorize these recurring charges.

How to cancel. You may cancel a subscription at any time. For app-store purchases, manage and cancel through your app-store account settings; cancellation takes effect at the end of the current billing period. For purchases made directly with us, cancel through your account settings or by contacting support@knotliapp.com.

Refunds. Except where required by applicable law or the applicable app store's policies, payments are non-refundable and there are no refunds or credits for partial periods. App-store purchases are subject to the refund policies of that store.

EEA/UK consumers. If you are a consumer in the EEA or UK, you may have a statutory right to withdraw from a purchase within 14 days. Where you request immediate access to digital content and acknowledge that you will lose the right of withdrawal once performance begins, the withdrawal right may not apply to the extent permitted by law.

15. Suspension and Termination

We may suspend, disable, restrict, or terminate your account and your access to all or part of the Service at any time, for any reason or no reason, in our sole discretion, with or without notice, and without liability to you, including for actual or suspected violations of these Terms or applicable law or to protect the Service or its users.

Upon termination, your license to use the Service ends immediately, and we may delete your account and associated User Content, subject to any information we are required or permitted to retain under our Privacy Policy or applicable law. Content you shared with your partner may remain accessible to that partner. You may terminate at any time by deleting your account through the Service. Provisions that by their nature should survive termination will survive, including Sections 6 (license you grant), 9, 11, 12, 16, 17, 18, 19, and 20.

16. Disclaimers

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE," WITH ALL FAULTS AND WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. WE SPECIFICALLY DISCLAIM ALL IMPLIED

WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT, AND ANY WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE.

WE DO NOT WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE SERVICE OR ANY CONTENT IS ACCURATE, RELIABLE, OR FREE OF HARMFUL COMPONENTS. WE ARE NOT RESPONSIBLE FOR THE CONDUCT OR CONTENT OF ANY USER, INCLUDING YOUR PARTNER. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU, AND YOU MAY HAVE ADDITIONAL RIGHTS UNDER APPLICABLE LAW.

17. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL THE COMPANY OR ITS AFFILIATES, OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, OR AGENTS, BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR ANY LOSS OF PROFITS, REVENUE, DATA, GOODWILL, OR OTHER INTANGIBLE LOSSES, ARISING OUT OF OR RELATING TO YOUR USE OF OR INABILITY TO USE THE SERVICE, ANY USER CONTENT, OR THE CONDUCT OF ANY USER, WHETHER BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), STATUTE, OR ANY OTHER THEORY, AND WHETHER OR NOT WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, OUR TOTAL CUMULATIVE LIABILITY FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THE SERVICE OR THESE TERMS WILL NOT EXCEED THE GREATER OF (A) THE TOTAL AMOUNT YOU PAID US, IF ANY, IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM, OR (B) ONE HUNDRED U.S. DOLLARS (US \$100). THESE LIMITATIONS ARE AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN YOU AND US. NOTHING IN THESE TERMS LIMITS OR EXCLUDES LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW, INCLUDING, FOR CONSUMERS IN CERTAIN JURISDICTIONS, LIABILITY FOR DEATH OR PERSONAL INJURY CAUSED BY NEGLIGENCE, FRAUD, OR GROSS NEGLIGENCE.

18. Dispute Resolution; Arbitration; Class-Action Waiver

Please read this Section carefully. It affects your legal rights and applies to the maximum extent permitted by applicable law. It does not apply to the extent prohibited by the law of your jurisdiction, and it does not apply to consumers in the EEA or UK or others to whom it cannot lawfully apply.

Informal resolution first. Before filing a claim, you and we agree to try to resolve the dispute informally by contacting the other party. You may contact us at support@knotliapp.com with a description of your claim. If the dispute is not resolved within 30 days, either party may proceed as described below.

Binding arbitration. Except for the exceptions below, any dispute, claim, or controversy arising out of or relating to these Terms or the Service will be resolved by binding individual arbitration administered by the American Arbitration Association (AAA) under its applicable rules, rather

than in court. The arbitration will be conducted in Salt Lake County, Utah, or by phone or video where permitted, and judgment on the award may be entered in any court of competent jurisdiction. The arbitrator has exclusive authority to resolve disputes about the interpretation or enforceability of this Section.

Exceptions. Either party may bring an individual claim in small-claims court, and either party may seek injunctive or equitable relief in court to protect intellectual-property rights or to stop unauthorized access or abuse of the Service.

Class-action and jury-trial waiver. To the fullest extent permitted by applicable law, you and we agree that each may bring claims against the other only in an individual capacity, and not as a plaintiff or class member in any purported class, collective, consolidated, or representative proceeding. You and we waive any right to a jury trial. If this class-action waiver is found unenforceable as to a particular claim, that claim will proceed in court rather than in arbitration.

Opt-out. You may opt out of this arbitration and class-action waiver Section by sending written notice to support@knotliapp.com within 30 days after you first accept these Terms. Your notice must include your name and the email associated with your account and a clear statement that you wish to opt out of arbitration. Opting out will not affect any other part of these Terms.

19. Governing Law and Venue

These Terms and any dispute arising out of or relating to them or the Service are governed by the laws of the State of Utah, without regard to its conflict-of-laws principles, and, for matters subject to Section 18, by the Federal Arbitration Act. To the extent a dispute is not subject to arbitration and is permitted to proceed in court, you and we consent to the exclusive jurisdiction of the state and federal courts located in Salt Lake County, Utah, except where applicable law requires otherwise.

If you are a consumer residing in the EEA or UK, mandatory consumer-protection provisions of the law of your country of residence continue to apply, and nothing in these Terms deprives you of the protection of provisions that cannot be derogated from by agreement, including your right to bring proceedings in the courts of your country of residence where applicable.

20. Additional U.S. State Notices

California consumers, Civil Code Section 1789.3. Under California Civil Code Section 1789.3, California users are entitled to the following notice: the provider of this Service is Switchback Ventures LLC. If you have a complaint regarding the Service or wish to receive further information about its use, you may contact us at support@knotliapp.com. You may also contact the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs in writing at 1625 North Market Blvd., Suite N 112, Sacramento, CA 95834, or by telephone at (800) 952-5210.

21. Export Controls and Sanctions

You agree to comply with all applicable export-control and sanctions laws. You represent that you are not located in, and will not use the Service in or for the benefit of, any country or party that is the subject of comprehensive U.S. sanctions, and that you are not identified on any applicable list of prohibited or restricted parties.

22. General Provisions

- **Entire agreement:** these Terms and the Privacy Policy constitute the entire agreement between you and us regarding the Service and supersede all prior or contemporaneous agreements and understandings.
- **Severability:** if any provision is held invalid or unenforceable, that provision will be limited or eliminated to the minimum extent necessary, and the remaining provisions will remain in full force and effect.
- **No waiver:** our failure to enforce any provision is not a waiver of our right to do so later, and any waiver must be in writing to be effective.
- **Assignment:** you may not assign or transfer these Terms or your account without our prior written consent; we may assign these Terms without restriction, including in connection with a merger, acquisition, or sale of assets.
- **Force majeure:** we are not liable for any delay or failure to perform resulting from causes beyond our reasonable control.
- **Relationship:** these Terms do not create any agency, partnership, joint venture, or employment relationship between you and us.
- **Notices:** we may provide notices to you through the Service or to the email associated with your account; you may provide notices to us at support@knotliapp.com.
- **Headings:** section headings are for convenience only and do not affect interpretation.

23. Contact Us

If you have questions about these Terms, contact us at:

Switchback Ventures LLC
Email: support@knotliapp.com