

Health-Ease

YOUR FOOD • YOUR WAY | HEALTHY FOOD • HEALTHY YOU

TERMS OF SERVICE

Platform terms for customers, chefs, bakery sellers, delivery partners and other participants

Platform operator	INNOVEASE AI & TECHNOLOGY TRANSFORMATION CONSULTING LLP
Jurisdiction focus	India • Initial operations planned in Coimbatore, Tamil Nadu
Document status	Draft for review and customization before publication
Prepared	10 October 2026

1. Agreement and acceptance

These Terms of Service (“Terms”) govern access to and use of the Health-Ease mobile application, website and related services (the “Platform”), operated by **INNOVEASE AI & TECHNOLOGY TRANSFORMATION CONSULTING LLP** (“Innovease”, “we”, “us” or “our”). By creating an account, browsing, placing an order, listing products, accepting an order or providing services through the Platform, you agree to these Terms and applicable policies displayed in the Platform. If you do not agree, do not use the Platform.

These Terms are intended to cover customers, home chefs, restaurants/food businesses, bakery item providers, delivery partners and other approved participants. Additional partner agreements, seller terms, delivery terms or commercial schedules may apply and will prevail for the specific subject they expressly govern.

2. What Health-Ease does

Health-Ease is intended to facilitate discovery, ordering and coordination of food and related products offered by independent participating sellers, including home chefs and bakery providers, and may facilitate delivery through independent delivery partners or third-party logistics providers. Unless the checkout or a separate written agreement expressly states otherwise, Innovease operates the technology marketplace and is not the manufacturer, cook, packer, owner or direct seller of every listed item, nor the employer of every delivery partner.

The actual legal role of Innovease depends on the operating model, payment flow, control over fulfilment and applicable law.
Nothing in these Terms excludes any non-waivable duty imposed on Innovease by law.

3. Eligibility and accounts

You must provide accurate, current information, maintain control of your account and use the Platform lawfully. You must be legally capable of entering into a binding contract. A parent or lawful guardian must handle any use by a minor where permitted by law. You are responsible for activity through your account, except to the extent caused by our failure to meet a legal duty or reasonable security obligation. Do not impersonate others, create fraudulent accounts or share access credentials.

We may request reasonable identity, contact, business, food-safety, tax, bank or other verification information before enabling particular features. Verification does not constitute a guarantee of a participant's conduct, product quality or legal compliance.

4. Customer orders and seller acceptance

Product descriptions, photographs, prices, portion sizes, ingredients, availability, preparation times, customization options and delivery estimates are provided by the relevant seller or based on information supplied by that seller. Images are illustrative unless stated otherwise. An order request is not accepted until the Platform or seller confirms acceptance. Sellers may reject or cancel orders where items are unavailable, a service area is unsupported, information is inaccurate, safety or compliance concerns arise, or circumstances beyond reasonable control prevent fulfilment.

The customer must review the order summary, delivery address, customization, fees, taxes and total price before payment.
The customer should promptly contact support if an order confirmation appears incorrect.

5. Food safety, ingredients and allergens

Each seller is responsible, to the extent applicable to its role and under law, for maintaining required FSSAI registration/licensing and other approvals; safe preparation and handling; accurate menus and labels; ingredient and allergen information; hygiene; packaging; temperature control; lawful claims; and compliance with applicable food-safety and labelling rules. Sellers must promptly notify Innovease of expired, suspended, cancelled or materially changed licences and must not list products without the required valid registration/licence.

Customers should disclose relevant allergy or ingredient concerns through available fields and contact the seller where necessary. The Platform cannot guarantee that a product is free from a particular allergen, cross-contact or contamination unless a specific, verifiable guarantee is expressly made by the responsible seller. Sellers must not make unsupported medical, therapeutic, disease-prevention or health-outcome claims. Health-Ease is not a substitute for medical advice.

Innovease may hide listings, request documentation, suspend a seller, pause orders or remove products where it reasonably believes that a safety, licensing, misleading-claim or legal issue exists. Such action is protective and does not prevent a person from using lawful complaint or appeal channels.

6. Home chefs, food businesses and bakery providers

Participating sellers are independent businesses or individuals, not employees of Innovease unless a separate written employment agreement says otherwise. Each seller agrees to:

- provide accurate identity, contact, bank, tax and business details and keep them updated;
- maintain all licences, registrations, permits, training and insurance required for its activity;

- display accurate product names, prices, portion sizes, availability, ingredients, allergens, shelf-life information and lawful claims;
- fulfil accepted orders using safe ingredients, suitable packaging and hygienic practices;
- honor confirmed prices and approved customizations or notify the customer promptly if fulfilment is not possible;
- not counterfeit, mislabel, adulterate, substitute or unlawfully market products;
- keep required records and cooperate reasonably with safety investigations, refunds, lawful audits and consumer complaints;
- protect customer information and use it only to fulfil the order, provide support or meet legal obligations; and
- not move a transaction off platform to evade agreed fees, safety checks or customer protections where platform rules prohibit that conduct.

Seller benefits: subject to agreed commercial terms, sellers may access customer discovery, digital listings, order tools, ratings and payment/settlement support. Innovease will make applicable commissions, service fees, settlement schedules, promotional charges and deductions available before the seller accepts the relevant commercial arrangement. No minimum order volume, sales level or income is guaranteed.

7. Delivery partners and delivery services

Delivery partners may be independent contractors, third-party providers or other lawful service providers. Unless a separate agreement states otherwise, these Terms do not create an employment, agency, partnership or joint-venture relationship. Delivery partners are responsible for maintaining any licences, permits, vehicle documents, insurance, safety equipment and tax registrations required for their work, and for following applicable traffic, safety, food-handling, privacy and conduct requirements.

Delivery partners must use customer data only for the assigned delivery, keep food packages secure, avoid unreasonable delays, communicate material issues promptly and not retain or misuse customer details after fulfilment. They must not open food packaging, tamper with an order or request unauthorized payment. Innovease may use delivery providers' status, location and performance data to allocate orders, show tracking, resolve disputes and protect safety.

Delivery estimates are estimates, not guarantees, and may be affected by traffic, weather, seller readiness, customer availability, technical outages or other factors. Where a delivery fails, the Platform may coordinate redelivery, cancellation or refund under the displayed policy and applicable law.

8. Pricing, commissions, taxes and settlements

The checkout will show the amount payable, including applicable product prices, delivery charges, platform/service fees, taxes and discounts that can be calculated at that time. Prices may change before an order is placed, but the price confirmed for an accepted order will be honored except where correction is legally permitted and communicated. Sellers and partners are responsible for their own taxes, filings and statutory obligations unless law or a written agreement assigns a specific obligation to Innovease.

Seller and delivery partner commissions, platform fees, promotional costs, payment gateway charges, settlement frequency, reserves, deductions and dispute adjustments must be stated in the relevant partner onboarding terms or commercial schedule. Innovease may correct a genuine arithmetic or settlement error and may temporarily hold a disputed amount where reasonably necessary to investigate fraud, a chargeback, a customer refund, a legal requirement or a documented fulfilment issue. Any hold will be proportionate, communicated where lawful and reviewed promptly.

9. Payments, cancellations and refunds

Payments may be handled by third-party payment providers. A payment marked pending is not confirmation that funds have settled. Users must not share OTPs, PINs or payment credentials with sellers, delivery partners or support personnel.

Cancellation, refund, replacement and return eligibility depends on the reason, order status, product type, seller policy displayed at checkout and applicable law. Perishable or made-to-order food may not be returnable simply because a customer changes their mind once preparation has started; however, this clause does not remove any legally required remedy for an incorrect, unsafe, materially defective, undelivered or misrepresented order. Refunds, where approved or

legally required, will normally be routed to the original payment method or another lawful method and may take the payment provider's processing time.

A customer should report an issue as soon as reasonably possible and provide the order reference and relevant evidence. Innovease may request reasonable information to investigate but will not require unnecessary information or use evidence requirements to defeat a lawful consumer claim.

10. Ratings, reviews and user content

Users may submit truthful ratings, reviews, photos and other content. You retain ownership of content you create, but grant Innovease a non-exclusive, worldwide, royalty-free license to host, reproduce, display, adapt for formatting and use that content to operate, promote and improve the Platform, subject to applicable law and your privacy choices. Do not submit unlawful, defamatory, abusive, discriminatory, deceptive, infringing, confidential or personally identifying content about another person without authorization.

We may moderate, label, limit or remove content that violates these Terms, law, safety standards or platform integrity rules. We do not promise to display every review, and we may remove spam, conflicts of interest, personal data, threats or content unrelated to a genuine experience. Participants must not manipulate ratings or offer undisclosed incentives for positive reviews.

11. Acceptable use and prohibited conduct

You must not:

- break the law, infringe intellectual property, commit fraud or mislead other users;
- list unsafe, counterfeit, prohibited, unlicensed or misrepresented products;
- scrape, reverse engineer, probe, overload or interfere with the Platform except as permitted by law;
- bypass access controls, introduce malware or attempt unauthorized access;
- harass, threaten, discriminate against or endanger customers, sellers, delivery partners or staff;
- misuse personal data, payment systems, coupons, referrals, promotions or refunds; or
- circumvent a reasonable safety, verification, dispute or payment control.

12. Platform availability, changes and suspension

We aim to keep the Platform available and reliable but do not guarantee uninterrupted, error-free or continuous access. We may update, suspend or discontinue features for maintenance, security, legal compliance, business reasons or circumstances beyond reasonable control. Where reasonably practicable, we will provide notice of material planned changes.

We may restrict or suspend an account or listing where reasonably necessary to address suspected fraud, safety risk, unlawful conduct, non-payment, repeated cancellations, harassment, misuse of data, invalid documentation or material breach. Where appropriate and lawful, we will provide reasons and an opportunity to respond or appeal. Emergency protective action may occur first where necessary to protect users or comply with law.

13. Intellectual property

The Platform software, design, branding, logos, text and other materials owned or licensed by Innovease are protected by applicable intellectual-property laws. We grant users a limited, revocable, non-exclusive, non-transferable right to use the Platform for its intended lawful purpose. No ownership rights are transferred. Sellers retain rights in their lawful brand assets and content but must have the rights needed to publish them and grant the license described in these Terms.

14. Disclaimers and allocation of responsibility

To the extent permitted by law, the Platform is provided on an “as available” basis. Innovease does not warrant that every seller's product, menu, description, ingredient statement, availability, delivery estimate or user review is error-free. Independent sellers remain responsible for food they prepare or supply, and delivery providers remain responsible for their delivery performance and conduct, subject to applicable law and the facts of each case.

Innovease will take reasonable steps appropriate to its role to operate the Platform, communicate material order information, maintain reasonable security, handle complaints and respond to reported safety issues. Nothing in these Terms excludes or limits liability that cannot lawfully be excluded, including applicable consumer rights, fraud, willful misconduct or other non-waivable statutory liability.

15. Limitation of liability

To the maximum extent permitted by applicable law, Innovease will not be liable for indirect, incidental, special, exemplary or consequential loss, loss of profits, business opportunity, goodwill or data arising from a user's independent dealings with another participant, third-party service outages or events outside Innovease's reasonable control. This exclusion does not apply where prohibited by law.

To the maximum extent permitted by law, Innovease's aggregate liability arising from a particular Platform transaction will be limited to the platform/service fees paid to Innovease for that transaction during the three months preceding the event giving rise to the claim, or INR 5,000, whichever is higher. This cap does not apply to liabilities that cannot legally be limited and does not reduce a consumer's non-waivable statutory remedies. A court or competent authority may determine the enforceable limit under applicable law.

16. Indemnity

To the extent permitted by law, a user or partner is responsible for losses, third-party claims, reasonable investigation costs and legal expenses arising directly from that person's fraud, unlawful conduct, infringement, unsafe or misrepresented products, breach of these Terms, misuse of personal data or failure to meet obligations assigned to them. This does not require indemnification for losses caused by Innovease's own negligence, willful misconduct or breach of a non-waivable legal duty. Innovease will give reasonable notice of a claim where lawful and allow the indemnifying party to participate in its defense without compromising safety or legal obligations.

17. Privacy

Use of the Platform is also governed by the Health-Ease Privacy Policy, which describes personal-data practices. Sellers and delivery partners must use customer information only for legitimate fulfilment, support and legal purposes, keep it secure and delete or return it when no longer required, subject to lawful retention. If these Terms and the Privacy Policy conflict on data handling, the Privacy Policy and applicable law govern that issue.

18. Complaints and grievance handling

For order issues, use the in-app support function or email **hello@innovease-ai.in** and include the order reference. For privacy or formal grievances, use the same email with the subject “Health-Ease Grievance”. Innovease will acknowledge and handle complaints within the timelines required by applicable law and will publish a named grievance officer/contact and prescribed details before launch if required. A customer may pursue remedies available under consumer law and is not required to waive statutory rights by first contacting support.

19. Force majeure

A party will not be responsible for delay caused by events beyond its reasonable control, such as severe weather, natural disaster, epidemic, fire, government action, public utility failure, transport disruption, cyberattack by a third party despite reasonable safeguards or widespread network failure. The affected party must take reasonable steps to reduce the impact and resume performance. This clause does not remove refund or consumer remedies required by law.

20. Disputes and governing law

These Terms are governed by the laws of India. The parties should first attempt in good faith to resolve a dispute through the support/grievance process. If it is not resolved, disputes may be brought before courts or competent forums having jurisdiction under applicable law. Nothing in these Terms restricts a consumer from approaching a competent consumer commission or other statutory authority or overrides mandatory jurisdiction rules.

21. Changes to the Terms

We may revise these Terms to reflect product changes, safety requirements, partner workflows or changes in law. The updated version will show its revision date. Where legally required, we will give advance notice or obtain affirmative acceptance. Material changes will not retroactively remove rights already accrued or remedies required by law.

22. General provisions

If any provision is found invalid or unenforceable, it will be modified to the minimum extent necessary or severed, and the remaining provisions will continue. Failure to enforce a provision is not a waiver. Users may not transfer their rights or obligations without consent, except were permitted by law. Innovease may assign these Terms as part of a lawful reorganization or transfer of the Platform, subject to applicable law. These Terms, the Privacy Policy and any applicable partner agreement form the agreement on their subject matter, subject to mandatory legal rights.

23. Contact details

INNOVEASE AI & TECHNOLOGY TRANSFORMATION CONSULTING LLP
Health-Ease Support: hello@innovease-ai.in
Registered office / correspondence address: D No. 4/518, Nethaji Garden, Pannimadai Road, Vadamadurai Kurudampalayam, Coimbatore North, Coimbatore 641017, Tamil Nadu, India.

PARTNER ONBOARDING ANNEX — MUST BE COMPLETED BEFORE LAUNCH

These Terms do not replace a signed commercial agreement with each seller or delivery partner. Before onboarding, document at least: commission and fees; GST/TDS treatment where applicable; settlement schedule; chargebacks and refund allocation; preparation and delivery standards; cancellation rules; insurance and safety requirements; seller verification and FSSAI checks; service levels; complaint cooperation; data protection; suspension/termination process; and any equipment or promotional costs.