

Ving! ® Terms of Service

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The Ving! ® web application and any related websites and mobile applications (“Ving”), and the services available through Ving are operated by via680®, LLC (the “Company,” “we,” “us,” and “our”). Ving allows you to view and create digital information packets that may include videos, documents, audio files, photos, images, and surveys that may be shared for training, educational, compliance, and informational purposes (“Services”). These Terms of Service constitute a legal agreement between you (“you,” “your,” “the user,” and “the customer”) and the Company. If you are using our Services for an organization (“Sponsoring Organization”), then you are agreeing to these Terms of Service on behalf of that organization.

Please read the Terms of Service carefully before you start to use Ving. By creating an account, you agree to and accept without modification all of the terms, conditions, and notices contained in these Terms of Services. If you do not want to agree to these Terms of Service or the Ving! ® Privacy Policy, you must not access or use Ving.

By using and providing information into Ving, you represent and warrant that you are of legal age to form a binding contract with the Company and meet all the foregoing eligibility requirements or otherwise have the authorization and consent of a Sponsoring Organization for your use of Ving. If you do not meet all of these requirements, you must not access or use Ving.

Content

Ving and all Content offered through it, including, but not limited to, text, third-party applications, videos, photos, images, files, graphics, contacts, and everything else you see, hear, and use through Ving (all of which are referred to herein as “Content”) are owned exclusively by the Company or others who have either licensed their Content to the Company or have placed their Content for use in the public domain. Content on Ving can be divided into two categories: Premium Content and Your Content.

Premium Content: Premium Content is all Content owned or created by Ving, licensed by Ving, or made available by the owner for use in the public domain. Your Content is Content that you post to Ving, such as files, videos, photos, images, messages, files, graphics, contacts, and so on. Premium Content is protected by copyrights, or other proprietary rights, which means that you and others using Ving are not permitted to use the Premium Content in any manner except as expressly permitted by the Company in these Terms of Service or where more prohibitive restrictions apply in the Terms of Service or similar agreements of others who have licensed their Content to the Company, as expressly permitted by those other parties’ respective Terms of Service or similar agreements. Also, any of the names and logos (which are commonly referred to as “Trademarks”) that appear on Ving are owned by the Company or others who have licensed their use to the Company or placed their Content for use in the public domain. The Trademarks may not be used in any manner without the prior permission of the owners. You will not use any of the Trademarks of the Company or the Trademarks of any other owner on or in connection with the sale or marketing of any products or services, including but not limited to in any URL(s) that you register or use in connection with redirecting Internet traffic to your Ving site. You will not register, attempt to register, or claim any ownership interest in any of the Company’s Trademarks or oppose the Company’s use or registration thereof in any country in

connection with any goods or services. You acknowledge and agree that you are solely responsible for complying with the applicable restrictions on use of any and all of Content and Trademarks that you see, hear, and use on Ving. You understand that any unauthorized use of the Trademarks or Content would result in irreparable injury to the Company for which monetary damages would be inadequate, and in such event, the Company will have the right, in addition to other remedies available at law and in equity, to immediate injunctive relief to prevent any such unauthorized use. You further agree to hold the Company harmless and to indemnify the Company for any and all direct or indirect damages that do arise as a result of your violation of any applicable policy. This provision will survive the termination or expiration of your account or subscription for Services.

Your Content: Any Content you create or own or to which you have a license and use on Ving is Your Content. We need your permission to do things like hosting Your Content, backing it up, and sharing it when you ask us to. Our Services also provide you with features like photo thumbnails, previews, easy sorting, editing, sharing, creating templates, and searching. These and other features may require our systems to access, store, and scan Your Content. You give us permission to do those things, and this permission extends to our affiliates and trusted third parties we work with. Our Services also let you share Your Content with others, so please think carefully about what you share. You are responsible for your conduct. Some Content may be protected by others' intellectual property rights. Please don't copy, upload, download, or share Content unless you have the right to do so. You further agree to defend and hold the Company harmless and to indemnify the Company for any and all direct or indirect damages that do arise as a result of your violation of any applicable policy or the infringement of another's intellectual property in your use of Your Content on Ving. This provision will survive the termination or expiration of your account or subscription for Services.

User Account Responsibility: If you are given or you create a password to access Ving, then you are responsible for maintaining the confidentiality of your new account and your password. You are responsible for all activities that occur under your account, and you agree to notify the Company immediately of any unauthorized use of your account. The Company is not responsible for any loss that you may incur as a result of any unauthorized person using your account or your password.

Responsibility of Account Holder: If you post Content to Ving, post links on Ving, or otherwise make (or allow any third party to make) Content available by means of Ving, you are entirely responsible for Content, and any harm resulting from, that Content (including taking any action or implementing any policy or procedure as recommended by, or in reliance upon, the Content). Your responsibility applies regardless of the form of Content whether text, graphics, video, audio, or software.

Your responsibility specifically applies in the case where the Company or its affiliates, personnel, vendors, or service providers assist in the filming, editing, or production of any Content. Under such circumstances, you retain sole responsibility for the substance of Content and any harm resulting from that Content, and the Company disclaims any liability or responsibility with respect to the same. Any content we film, edit, or produce on behalf of a client is based upon the client's standard operating procedures, manuals, and other materials. We do not endorse, review, or vet such materials for correctness, accuracy, or completeness.

By making Content available, you represent and warrant that:

- the downloading, viewing, copying, and use of the Content will not infringe the proprietary rights, including but not limited to the copyright, patent, trademark, or trade secret rights, of any third party;
- if your Sponsoring Organization has rights to intellectual property you create, you have either (i) received permission from your Sponsoring Organization to post or make available Content, including but not limited to any software, or (ii) secured from your Sponsoring Organization a waiver as to all rights in or to Content;
- you have fully complied with any third-party licenses relating to Content, and have done all things necessary to legal assign applicable terms and responsibilities to end-users;
- Content does not contain or install any viruses, worms, malware, Trojan horses, or other harmful or destructive Content;
- Content is not spam, is not machine- or randomly-generated, and does not contain unethical or unwanted commercial Content designed to drive traffic to third-party sites or boost the search engine rankings of third-party sites, or to further unlawful acts (such as phishing) or mislead recipients as to the source of the material (such as spoofing);
- Content is not pornographic, libelous, or defamatory, does not contain threats or incite violence towards individuals or entities, and does not violate the privacy or publicity rights of any third party;
- all brochures, manuals, Internet website Content, and other materials and works of authorship prepared or supplied by you to the Company in connection with the Service (collectively “Your Works”), and all copyrights therein, are and shall remain the exclusive property of you. The Company will not use Your Works in any manner whatsoever other than in connection with utilizing the Service according to these Terms of Service; and
- The Company is and will remain the exclusive owner of Ving, any associated software, websites, and web applications, the Services, and all improvements thereto (“Improvements”), including all copyrights therein, regardless whether any Improvement was or may have been suggested or provided by you or your targeted audience(s). You will have no right to Ving or any associated web application, software, site, Service, or Improvements except as expressly set forth herein.

If you delete Content, the Company will use reasonable efforts to remove it from Ving, but you acknowledge that caching or references to Content may not be made immediately unavailable. The Company, may, in its sole discretion and without advance notice, remove any Content it deems inappropriate, obscene, offensive, illegal, or that otherwise impairs the rights of any other individual user, entity, or the Company. The Company shall not be liable to you for any losses, damages, or any other harms arising from such removal, and you agree to fully defend, hold harmless, and indemnify the Company against any claims arising from such removal.

Prohibited Uses: You agree that you will not:

- use Ving for any purpose that is unlawful or contrary to these Terms of Service;
- use Ving in any manner that could damage, disable, overburden, or impair Ving or interfere with any other party’s use and enjoyment of them;

- attempt to gain unauthorized access to any web application account, computer system, or network associated with the Company or Ving;
- obtain or attempt to obtain any materials or information through Ving by any means not intentionally made available or provided for by the Company;
- use any robot, spider, or other automatic devices, process, or means to access Ving for any purpose, including monitoring or copying any of the material on Ving;
- introduce any viruses, Trojan horses, worms, logic bombs, or other material which is malicious or technologically harmful; or
- attack Ving via a denial-of-service attack or a distributed denial-of-service attack; or impersonate or attempt to impersonate the Company, a Company employee, another user or any other person or entity (including, without limitation, by using email addresses or screen names associated with any of the foregoing).

In accessing or utilizing the Content and/or the Services, you agree to abide (and to cause your affiliates and personnel to abide) by all applicable local, state, national, and foreign laws, treaties, and regulations, including without limitation those laws, treaties, and regulations related to data privacy, international communications, and the transmission of technical or personal data.

Reliance on Information Posted; Notice About Content: The Content and other information presented on or through Ving is made available solely for general information purposes and for the creation and sharing of digital information packets. We do not warrant the accuracy, completeness, or usefulness of this Content or other information (specifically including any Content that we generate or assist in generating). Any reliance you place on any such Content or other information is strictly at your own risk. We disclaim all liability and responsibility arising from any reliance placed on such materials by you or any other visitor to Ving or by anyone who may be informed of, using, or relying upon any of the Content.

The Company does not review Content and is not responsible for Content, use, or effects. The Company does not endorse Content, check the accuracy, or represent it is useful or non-harmful. You are responsible for taking precautions as necessary to protect yourself and your computer systems from viruses, worms, Trojan horses, and other harmful or destructive Content.

It is your responsibility to seek professional advice, including any legal, safety, compliance, or medical advice, rather than relying on the Content or other information provided on Ving. Ving may contain Content that is offensive or objectionable, as well as Content containing technical inaccuracies, typographical mistakes, and other errors. The Company is not a substitute for professional advice, medical advice, safety or compliance advice, diagnosis, or medical treatment. **Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.** Never disregard or delay seeking professional medical advice because of Content you have found on Ving.

Privacy and Personal Information: You may be required to register to use Ving. To set up an account, you may be required to provide information about yourself, other individuals, or members of your Sponsoring Organization. Additionally, data pertaining to your online transactions and usage may be collected, analyzed, and stored by the Company. The Company agrees that it will only use and/or disclose your personal information in accordance with the

terms of the Ving! ® Privacy Policy (“the Privacy Policy”). The Privacy Policy is hereby incorporated by reference into these Terms of Service. By agreeing to these Terms of Service, you are also agreeing to the Privacy Policy. In accessing and using Ving, you accept without modification all of the terms, conditions, and notices contained in the Privacy Policy.

Consent to Share Ving Recipient Information: By sharing information of any recipient of Content that you create or share through Ving, you warrant that you have obtained all appropriate consent and acknowledgment from the recipient to share any information relating to the recipient that you add to Ving. The Company disclaims all liability relating to unlawful and unauthorized dissemination of a recipient’s personal or proprietary information.

Personal Data of Individuals in the European Union: Under the General Data Protection Regulation (“GDPR”), data subjects in the European Union (“EU”) possess specific rights with respect to their Personal Information, or “personal data,” as defined under the GDPR. If you are a Sponsoring Organization, or any other entity submitting personal data of others to the Company, you represent and warrant that you are a data controller, and the Company is a data processor. You agree that you shall obtain consent from any data subject for the use of their personal data, and it shall be your responsibility to provide all necessary wording, notices, and policies (“Privacy Notices”) in respect of the acquisition of that personal data for use by the Company in the delivery of the Services to ensure compliance with any data protection law governing both the acquisition of that personal data and the subsequent use thereof by you or the Company, and the Privacy Notices shall include without limitation all and any necessary consent requests, privacy statements, and privacy policies. The Company shall not be liable for any loss, delay, or prejudice of any kind caused by your failure to supply any reasonably requested Privacy Notices in a timely manner.

Third-Party Sites: Ving may contain links to websites controlled or operated by persons and companies other than the Company (“Linked Sites”). The Linked Sites are not under the control of the Company, and the Company is not responsible for the content of any Linked Site, including without limitation any link contained on a Linked Site, or any changes or updates to a Linked Site. The Company is not responsible if the Linked Site is not working correctly or for any viruses, malware, or other harms resulting from your use of a Linked Site. The Company is providing these links to you only as a convenience, and the including of any link does not imply endorsement by the Company of the Linked Site or any association with its operators. You are responsible for viewing and abiding by the privacy policies and terms of use posted on the Linked Sites. You are solely responsible for any dealings with third parties who support the Company or are identified in Ving, including the delivery of and payment for goods and services.

Pricing and Payment: The licensing fee and/or other associated service due for the subscription period will depend on the pricing level that you choose at the time of subscription. The Company uses invoices/order forms, which means that the Company approved the form or online subscription process by which you agree to subscribe to the Subscription Service and purchase Additional Services. Most invoices are completed through our online payment process.

Non Employee Viewers: As the license holder, you have an unlimited number of non-employee viewers.

Non-employee viewer counts will be reviewed quarterly by Ving for compliance. There may be a fee for excessive use (when your number of viewers exceeds the number of total licensed seats repeatedly in any given two consecutive months).

Non-employee Viewers are viewers that:

- Do not have access to Ving Creation or Dashboards.
- Do not have access to safety training or other stated Premium Content.
- Are not employees or on the payroll of the licensing customer or user.

If you wish to discontinue or cancel your Ving Subscription, you must notify the Company by written email notification of your intention to cancel at least ten (10) business days before the expiration of your subscription (or any renewal of your subscription). Your subscription may be canceled for any reason at the end of your current subscription period. To cancel, please email us at support@vingapp.com. No refunds of pre-paid subscription fees will be made. Cancellations will be effective by 5 PM EST at the end of your subscription period. Unless otherwise specified, the charges owed hereunder shall be deemed not to have included taxes. You will thus also be responsible for all sales, use, property, value-added or similar taxes based on Ving or other products or services provided hereunder, except for taxes based on the Company's net income. The Company reserves the right to bill you for such taxes, and you agree to pay to the Company (within thirty days following demand) the full amount of such taxes and any interest or penalties incurred due to late payment or nonpayment of such taxes by the Company.

Note: If you cancel your subscription if your current subscription payment has expired or if your subscription is terminated on account of non-payment or any other reason, you will not have any access to the Services after the date that any termination or expiration of your subscription takes effect.

WITHOUT LIMITING ANY OTHER RIGHTS OR REMEDIES AVAILABLE TO THE COMPANY HEREUNDER OR UNDER APPLICABLE LAW, IN THE CASE OF ANY TERMINATION OR EXPIRATION OF YOUR SUBSCRIPTION (WHETHER ON ACCOUNT OF A PAYMENT DEFAULT OR OTHERWISE), THE COMPANY MAY, IN ITS SOLE DISCRETION, REMOVE OR DELETE ANY DATA, IMAGES, CONTENT, OR OTHER INFORMATION THAT MAY BE STORED OR MAINTAINED BY YOU ON VING. REMOVAL OF SUCH INFORMATION DOES NOT RELIEVE YOU OF YOUR OBLIGATION TO PAY ANY OUTSTANDING CHARGES ASSESSED TO YOUR ACCOUNT. THE COMPANY WILL NOT BE ABLE TO RESTORE ANY DATA, IMAGES, CONTENT, OR OTHER INFORMATION THAT IS REMOVED FROM VING.

Children: Ving is not directed for use by children who have not reached the "Minimum Age" (as defined below) without the consent of a legal guardian or the express written authorization of a Sponsoring Organization that will warrant and represent a child's use complies with applicable law and these Terms of Service. Otherwise, children under such a Minimum Age must not use Ving or Services offered on it without adult supervision and are not permitted to become members of Ving or to otherwise submit any personally identifiable information. We do not knowingly collect personal information from children under the applicable Minimum Age. If you are under the

applicable Minimum Age for your jurisdiction, do not use or provide any information on Ving or on or through any of its features/register on Ving, make any purchases through Ving, use any of the interactive or public comment features of Ving or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under the applicable Minimum Age without verification of parental consent, we will delete that information. If you are a Sponsoring Organization making Ving available for children or otherwise enabling the Company to collect, use and process the personal information of children, you warrant and represent that you have obtained all necessary consent and authorizations to do so.

“Minimum Age” means (a) 18 years old for the People’s Republic of China, (b) 16 years old for the Netherlands, (c) 14 years old for the United States, Canada, Germany, Spain, Australia, and South Korea, and (d) 13 years old for all other countries. However, if the law requires that you must be older in order for the Company to lawfully make Ving available to you (including the collection, storage, and use of your information), then the Minimum Age is such older age. In all cases, Ving is not for use by anyone under the age of 13.

Intellectual Property Notices: The Company may have patents, patent applications, Trademarks, copyrights, or other intellectual property rights covering subject matter in Ving, including pages that are part of Ving. Except as expressly provided in these Terms of Service, the provision of the Company’s Services and the furnishing of such pages to you do not give you any license to these patents, Trademarks, copyrights, or other intellectual property. Any rights not expressly granted herein are reserved.

Copyright Infringement and DMCA Policy: If you believe that Content or other information or material located on or linked to by Ving violates your copyright, you are encouraged to notify the Company in accordance with the Company’s Digital Millennium Copyright Act (“DMCA”) Policy. If you believe any Content or other materials accessible on or from Ving infringe your copyright, you may request removal of those materials (or access thereto) from the Services by contacting the Company’s copyright agent (identified below) and providing the following information:

1. Identification of the copyrighted work that you believe to be infringed. Please describe the work, and where possible include a copy or the location (e.g., URL) of an authorized version of the work.
2. Identification of the material that you believe to be infringing and its location. Please describe the material, and provide us with its URL or any other pertinent information that will allow us to locate the material.
3. Your name, address, telephone number, and (if available) e-mail address.
4. A statement that you have a good faith belief that the complained of use of the materials is not authorized by the copyright owner, its agent, or the law.
5. A statement that the information that you have supplied is accurate and indicating that "under penalty of perjury," you are the copyright owner or are authorized to act on the copyright owner's behalf.
6. A signature or the electronic equivalent from the copyright holder or authorized representative.

Ving's agent for copyright issues relating to the Services is as follows: Ving, c/o via680, LLC, 25 E. Boardman Street, STE 242, Youngstown, Ohio 44503. Attention: Copyright Agent. E-mail: support@vingapp.com.

The Company will respond to all such notices, including as required or appropriate by removing the infringing material or disabling all links to the infringing material. In the case of a user who may infringe or repeatedly infringes the copyrights or other intellectual property rights of the Company or others, the Company may, in its discretion, terminate or deny access to and use of Ving. In the case of such termination, the Company will have no obligation to provide a refund of any amounts previously paid to the Company.

Warranty Disclaimer: The Company makes no representations or warranties about the suitability, reliability, availability, timeliness, and accuracy of the Content (specifically including any Content that we generate or assist in generating), information, Services, and related graphics contained on or obtained through Ving for any purpose. All such Content, information, Services, and related graphics are provided "as is" without warranty of any kind. The Company and/or its respective partners hereby disclaim all warranties and conditions with regard to this information, Services, and related graphics, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title, and non-infringement. You understand and acknowledge that the Services may be subject to limitations, delays, service interruptions, and other problems inherent in the use of the Internet and electronic communications. The Company is not responsible for any delays, delivery failures, or other damage resulting from such issues or problems. The Company assumes no responsibility and shall not be liable for any damages to or viruses that may infect your computer equipment or other property as a result of your access to, use of, or viewing of Ving or any accessing of Content, data, text, images, or software therefrom. Notwithstanding anything contained in these Terms of Service or any other agreement to the contrary, the Company makes no warranties that Content or other information presented on or through Ving or the Services is current, up-to-date, or accurate. You assume all risk relative to the quality, accuracy, adequacy, completeness, correctness, and validity of any such Content or other information.

Third-Party Applications Disclaimer: You acknowledge that your access and use of any third-party applications or software on Ving as part of the Company's Services and Content (the "Third Party Applications") is at your discretion and risk, and the Company has no liability to you arising out of or in connection with your use of the Third Party Applications. The Company hereby disclaims any representation, warranty, or guaranty regarding the Third Party Applications, whether expressed, implied, or statutory, including, without limitation, the implied warranties of merchantability or fitness for a particular purpose, and any representation, warranty, or guaranty regarding legality of the Third Party Applications, and you agree to indemnify and hold the Company harmless for any direct, indirect, punitive, incidental, special, or consequential damages, or any damages whatsoever including, without limitation, damages for loss of use, arising out of or in any way connected with the use or performance of the Third Party Applications.

Limitation of Liability: In no event shall the Company, its licensors, suppliers, vendors, or affiliates be liable for any direct, indirect, punitive, incidental, special, or consequential damages, or any damages whatsoever including, without limitation, damages for loss of use, arising out of or in any way connected with the use or performance of Ving, with the delay or inability to use Ving, the provision or failure to provide Services, or for any information or Services obtained through Ving, or otherwise arising out of the use of Ving, whether based on contract, tort, negligence, strict liability, or otherwise, even if the Company or any of its affiliates has been advised of the possibility

of damages. Because some states or jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you. If you are dissatisfied with any portion of Ving, or with any of these Terms of Use, your sole and exclusive remedy is to discontinue using Ving. In no event will the Company's liability for any damages, losses, and causes of actions whether in contract or tort (including negligence or otherwise) exceed the actual dollar amount paid by you for Ving. If you are a California resident, you waive, to the extent applicable, California Civil Code §1542, which says: "A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected his settlement with the debtor." If you are not a California resident, you waive your rights under any statute or common law principle similar to Section 1542 that governs your rights in the jurisdiction of your residence.

Usage and Overage Fees: The Company and its customers and vendors will not be held liable for any data plans, Internet fees, data overage fees, or any other like fees that may be incurred while using Ving. This refers to fees that may be incurred while viewing/consuming Content from Ving. When sending invitations via SMS (Short Message Service) to telephone numbers outside the USA, the Company will pass through the delivery costs as billed to the Company, the following month of the service incurred.

Customer Support: The Company may provide information about how to use Ving. If you have any questions about Ving or any problems that you would like to report, please contact us at support@vingapp.com. The Company Success and Support is included in your subscription fee. Onboarding and the level of continued The Company Success to which you are entitled depends on your The Company Plan Package described on the vingapp.com website for your product. Self-serve The Company Support is available 24/7 with answers to frequently asked questions, access to videos, documents, and best practices. You can access this information by contacting support@vingapp.com. Live chat and phone support services are available 7:30 AM to 5:00 PM Eastern Standard Time, Monday through Friday, excluding US National Holidays.

Ending Your Subscription: **If you end your subscription in the middle of a billing cycle, you will not receive a refund for the remaining time left in your billing cycle.** As a paid account holder, you must notify the Company by written email notification of your intention to cancel at least ten (10) business days before the expiration of your subscription (or any renewal of your subscription). Your subscription may be canceled for any reason, at the end of your current subscription period. To cancel, please email us at support@vingapp.com.

Suspension of Services: If you have given authorization to the Company to charge your credit card for payment of Services and your credit card payment is declined, you will lose access to your Ving account and receive notification to contact us to provide an alternate form of payment or provide us with updated information. If you owe the Company payment on your invoice and pay by check, we will give you five (5) business days prior notice that your account is overdue; after which, the Company will suspend your account and your access to the Services until your account is paid in full. In addition to any other rights available to it at law or equity, the Company reserves the right to suspend or terminate your subscription for the Service if your account becomes delinquent. Delinquent amounts are subject to the interest of 1.5% per month on any outstanding balance, or the maximum permitted by law, whichever is less, plus all expenses of collection, including the Company's attorneys' fees. If you believe a particular charge is incorrect, you must contact the Company in writing within 60 days of the payment date to be eligible to receive any credit.

Termination and Restriction of Access: In its sole discretion, the Company may terminate or suspend your access to Ving for breach of these Terms of Service or inactivity, or for any reason it deems appropriate. Any cancellation or termination by you or the Company shall not relieve you of any obligations to pay fees accrued prior to such cancellation or termination. Ving may be discontinued at any time without notice or refund, except for Services paid for and not yet rendered by the Company. The Company shall not be liable for any losses or damages arising from any such termination of service.

Indemnification: You agree to indemnify and hold harmless the Company, its contractors, and its licensors, and their respective directors, officers, employees, and agents from and against any and all claims and expenses, including attorneys' fees, arising out of your use of Ving, including but not limited to your violation of these Terms of Service or any other policy or agreement governing your use of Ving or the Services.

Notices: All notices to the Company should be directed to Ving, c/o via680, LLC, 25 E. Boardman Street, STE 242 Youngstown, Ohio 44503. Attention: Chief Operating Officer. For notices that are directed to you as part of the Company's general customer base, the Company may give notice by means of any of the following: (a) a general notice on the Service; (b) by electronic mail to your email address on record in the Company's account information; or (c) by written communication sent by first-class mail or pre-paid post to the Company's address listed in the Company's account information. All notices sent to you specifically under these Terms of Service (and not sent to the general customer base) shall be in writing, and may be given by means of any of the following: (x) by electronic mail to your email address on record in the Company's account information; or (y) by written communication sent by first-class mail or pre-paid post to your address listed in the Company's account information.

Governing Law: These Terms of Service and the relationship between you and the Company are governed by the laws of the State of Ohio without regard to its conflict of law provisions.

Arbitration: You and the Company agree to act in good faith to promptly resolve any dispute arising out of or relating to these Terms of Service or your use of the Services. If the parties are unable to resolve a dispute by negotiation, then the dispute shall be settled by submitting it to arbitration in Youngstown, Ohio in accordance with the Commercial Arbitration Rules of the American Arbitration Association ("AAA") then in effect. The arbitration shall be before a single arbitrator appointed by or in accordance with the procedures of the AAA. Any judgment following arbitration shall be final and binding on the parties. The arbitrator shall determine the scope and terms of permitted discovery, if any, as (s)he deems appropriate in his/her sole discretion under the circumstances of the particular dispute, with a preference toward limiting or avoiding discovery. The arbitrator shall issue to the parties his or her judgment on the arbitration in writing, which need not set forth findings of fact and conclusions of law, and judgment may be entered in any court of competent jurisdiction to enforce the same, including any damages or performance awarded therein. Each party shall bear its own costs of arbitration, and shall share equally in paying the arbitrator's fees. The arbitrator shall have no power to award any attorneys' fees, punitive damages or costs associated with the arbitration, or any damages other than as compensation for a breach of these Terms of Service. Nothing contained in this paragraph shall prevent the parties from settling any dispute at any time by mutual agreement. Should the parties agree to settle any dispute that has been referred to arbitration prior to the issuance of an arbitration judgment, they shall jointly so notify the arbitrator in writing, upon which the arbitration shall be terminated. Alternatively, the parties may agree in writing to set aside any award issued by an arbitrator under this paragraph, in which case such award shall have no further force or effect.

The arbitrator for any arbitration conducted pursuant to this Section may impose sanctions for abuse or frustration of the arbitration process. Nothing in this Section shall preclude any party from seeking a temporary restraining order or injunctive relief in a court of competent jurisdiction in order to protect its rights until such time as an arbitrator can be appointed. Any preliminary relief granted by the court shall be terminated upon issuance of the arbitrator's judgment, or of any alternative interim relief granted by the arbitrator, in favor of whatever relief the arbitrator shall award.

Miscellaneous: These Terms of Service and the rights and duties hereunder cannot be assigned or delegated by you without the prior written consent of the Company. Any assignment in violation of the preceding sentence shall be void and without effect. Subject to provisions hereof, these Terms of Service and the agreement created hereunder shall bind and inure to the benefit of the Parties hereto and their respective permitted successors and assigns. The language in these Terms of Use shall be construed as to its fair meaning and not strictly for or against either party. The headings in these Terms of Use are meant for convenience only, and shall not be deemed to affect the meaning or construction of any of the terms set forth herein. These Terms of Service, including the documents referenced by and incorporated into this document, constitute the entire agreement between you and the Company, and such Terms of Service govern your use of Ving and your use of the Services, superseding all prior or contemporaneous agreements, understandings, or representations. Except as expressly provided elsewhere in these Terms of Service, nothing herein expressed or implied is intended or shall be construed to confer upon or give to any person or entity, other than the parties to these Terms of Service, any rights or remedies under or by reason of these Terms of Service.

Modification of these Terms of Service: The Company may update or change the terms, conditions, and notices for Ving Services from time to time in order to reflect changes in the Services, changes in the law, or for other reasons as deemed necessary by the Company, in its sole discretion. Your continued access to or use of Ving after any such change shall constitute your consent to such change. Unless explicitly stated otherwise, any new features that change or improve Ving shall be subject to these Terms of Service, as modified from time to time. Upon modification of these Terms of Service, we will alert you via email or in-platform notification.