

TERMS OF USE AGREEMENT

Etrueloves.com (hereinafter, "etrueloves," "website," "we," "us," "our," and all its variants) values all its users and has established this document called Terms of Use Agreement (hereinafter, the "Agreement"). If you (hereinafter, "you," "you," "your," "yours," or "member" and all its variants) use our Website, application, or Services and pages that etrueloves runs in social network sites and other platforms (collectively, the "Services"), we urge you to read this Agreement and be fully informed about how this Agreement governs your use of our Services. If you have any questions about this document's contents, please get in touch with us at info@etrueloves.com.

1. WHO ARE WE?

Etrueloves is a website specializing in personal relationships and online dating. We are committed to promoting true love and helping people find it. To this end, we offer accessible and user-friendly technology that creates a secure and reliable environment that transcends language and distance barriers. Moreover, we provide an ecosystem of complementary services so our members can enjoy an unforgettable interaction experience.

On March 1, 2024, we started activities in Canada. Our mission is to Bring real, genuine singles together and establish meaningful connections and serious, long-lasting relationships.

2. ACCEPTING THESE TERMS OF USE

By using our Services, you signify your acceptance of all the Terms and Conditions set forth herein, including our [Privacy](#) and [Data Protection Policy](#), [Cancellation Policy](#), [Refund Policy](#), and [Cookie Policy](#).

Please review this document carefully. If you do not agree to the terms and conditions contained herein in their entirety, you are not authorized to be a member or to use the website's services in any manner or form.

3. AGE RESTRICTION

Our website strives for a safe and secure environment for all users. Therefore, our services and website are designed for use by persons over 18 years of age.

Persons under 18 may not register or purchase our services or memberships, as these services are not intended for minors (under 18). We will remove from our database any personal data we receive from users we believe (or suspect to be) under 18 years of age.

If you become aware that we have collected personal data from someone under 18 (or the age of majority in your area), we encourage you to contact our customer service team at info@etrueloves.com. We will take appropriate steps to address the situation.

4. MEMBERSHIP

When a user registers for services on our website, he/she becomes a member (hereinafter, the "Member"). We do not influence the relationships that Members establish with each other. Members can only have one account on our website services. Multiple accounts will be blocked. By registering for the Services and thus becoming a Member, you will have access to the following Services:

- Browse other members' profiles.
- Register your profile in our database and allow other members to browse through it.
- Modify your profile.
- Read and receive messages.
- Purchase membership extensions for subsequent periods.

5. VERIFIED MEMBERS

Members can confirm their identity to obtain the "verified" badge. To be verified, all members must pass a verification process that includes having a photograph taken of themselves as per us, which our team will then verify to ensure that it meets our guidelines. They must also provide information on their marital status, age, gender, and children (if applicable). We accept selfies (photographs) as a form of verification; women will need to provide their I.D.

6. REGISTRATION AND MEMBERSHIP

How does the registration of etrueloves members work?

At etrueloves, we honor chivalry. Therefore, our model brings together members who do not have to pay to register and those who do, and it works like this: registration for Colombian women is free of charge, and only men residing in Canada and the United States must pay a monthly, quarterly or annual membership fee to be part of the etrueloves community.

To qualify as a non-paying member, women must provide truthful, accurate, and quality content for their profile, including their I.D., photos, videos, and a profile description.

Women do not pay for etrueloves.com services, allowing more members to participate actively in our etrueloves community.

How do I get a free trial?

For gentlemen, we offer a free 5-day service subscription on our web platform www.etrueloves.com, which will allow you to access features such as likes, chat, and profile viewing.

To activate your 5-day free trial, you must select and subscribe to one of our membership plans.

Unless you cancel at least 24 hours before the end of the 5-day free trial, you will be automatically charged the price indicated on the payment screen for the subscription period or plan chosen.

How can you pay for the membership fee?

The payment process is simple for gentlemen who wish to have their Membership in etrueloves. We offer several payment options, including:

Debit/Credit Cards: We accept Visa, MasterCard, Maestro, American Express and others.

Make sure your card can be used internationally and for online payments. You can verify this information by calling the phone number on the back of your card.

Upon initial purchase of your Membership, and each time a new membership period expires, your Membership will be automatically renewed for an additional equivalent period at the same price you agreed to when you initially purchased your Membership. You agree that your account is subject to this automatic renewal feature. If you wish to cancel your membership, you must do so through the **Cancel Plan** option found in your profile menu called plans.

By purchasing a one-month Membership, you authorize us to charge your credit card, debit card, or any other payment method then and thereafter (as your Membership will automatically renew at the beginning of each new membership period after that) unless you cancel before the expiration of any active membership period.

You agree that your payment method will be automatically charged with such fees each time your Membership is automatically renewed.

You acknowledge that your Membership is subject to automatic renewals and consent to all recurring charges to your credit or debit card (or any other payment method, as appropriate). You agree that no further acceptance by you or any additional notice by us shall be required except as required by law.

Furthermore, you acknowledge that the recurring charge amount may change if applicable tax rates change or if you are notified of an increase in membership fees.

If you need help with the payment and/or cancellation process or have any questions, please do not hesitate to contact us by email at info@etrueloves.com. We are here to help you at any time.

7. CONCERNING THE ACCURACY AND TRUTHFULNESS OF THE INFORMATION YOU PROVIDE US WITH

All information provided upon registration must be accurate, authentic, and complete. In particular, if a credit or debit card is used, the cardholder's name must be the same as when signing up for our services unless you provide valid and verifiable reasons justifying the mismatch.

If we believe that the information you provide is inaccurate or incomplete, we will suspend your account until identity verification has been successfully completed. You may not authorize others to use your Membership, and you may not assign or transfer your account to any other person or entity.

8. SECURITY AWARENESS

You must keep your password and all data in your account secret and preserve their confidentiality. You are responsible for using your account services and any other activity that takes place in it. Any transaction on your account will be valid if your username and password have been entered correctly.

9. DURATION

This Agreement shall remain in full force and effect while you use our Services or have an account with us. You may cancel your Membership at any time for any reason. To do so, click the **Cancel Plan** button in the plans module.

10. NON-BUSINESS USE OF SERVICES

Our Services are for personal use only and may not be used in connection with any business activity. Organizations, companies, businesses, or any other type of entity cannot become members, nor are they entitled to use the services for any purpose. Illegal or unauthorized use of the Services includes collecting usernames or email addresses of Members by electronic or other means to send unsolicited emails or create unauthorized frames or links to the Services, will be investigated, and appropriate legal actions may be taken, including but not limited to civil, criminal, or injunctive relief actions.

Furthermore, you warrant that you will not use the Services for sales purposes, send or receive funds through the Services, create accounts under fake usernames, or use automated means (chatbots, artificial identities, etc.) to use the Services as these do not represent a natural, actual person using the Services for their private needs. You further warrant that you will not receive any payment for using the Services. If you do so, we will investigate such activity, terminate your Membership, and take appropriate legal action, including, without limitation to, civil, criminal, and injunctive relief procedures.

11. CONTENT PUBLISHED BY YOU

You acknowledge and agree that, in order to protect our members and at our sole discretion, we may store for review or remove any content, messages, photos, or videos which, at our sole discretion, violate this Agreement or which may be offensive or illegal, or infringe the rights of other members or third parties or harm or threaten the safety of other members.

You are solely responsible for the content you post, display, or transmit to other users through the Services.

12. FORBIDDEN CONTENT

The following is a list of illegal or prohibited content on our website. We conduct automatic content audits and reserve the right to investigate any possible violations and to take appropriate legal action, at our sole discretion, against anyone who violates this provision, and, as part of such actions, we may also, for example, terminate the Membership of violators. Prohibited Content includes, but is not limited to, any Content that:

is patently offensive to the online community, such as content that promotes racism, bigotry, hatred or physical harm of any kind against any group or individual, harasses or promotes harassment of another person, contains information that you know to be defamatory, false or misleading, or promotes illegal activities or conduct that is abusive, threatening, obscene, libelous, or slanderous; promotes an illegal or unauthorized copy of another person's copyrighted work, for example, by providing pirated software or links to pirated software, provides information on how to circumvent installed copyright-protected devices, or provides pirated music or links to pirated music files; contains password or restricted access pages or hidden pages or images (that are not linked to or from another accessible page), publicly displays inappropriate content or material (involving, for example, nudity, bestiality, zoophilia, pornography, graphic violence, or criminal activity); contains material or facilitates access to material that depicts the exploitation of minors under the age of 18 in a sexual or violent manner, or solicits personal information from anyone under the age of 18; provides instructions about illegal activities, such as making or purchasing illegal weapons, violating someone's privacy, or spreading or creating computer viruses, malware, etc. solicits passwords or personally identifiable information from other users for commercial or unlawful purposes or is intended for the purchase or sale of products or services through our Services without our prior written consent; is intended, without our prior written consent, for other commercial activities, such as contests, sweepstakes, giveaways and advertising.

13. CANCELLATION

We may cancel your registration for any reason, with or without explanation, by sending a notice to the email address provided on registration or to any other email address you provided. If we cancel your registration for no apparent reason, you will receive a refund of the fees you paid to us.

We reserve the right to investigate, terminate Membership, and take appropriate legal action, at our sole discretion, against anyone who violates this Agreement, our Privacy and Data Protection Policy, or our Cancellation and Refund Policy.

If your Membership for our Services is terminated for breach of this Agreement, our Privacy and Data Protection Policy, or our Cancellation and Refund Policy, or at your request, you will not be entitled, nor will we be liable to you, for any refund of unused fees for use of the Services.

Notwithstanding that your registration with us has been canceled, this Agreement shall continue in full force and effect.

14. DISCLAIMER

WE PROVIDE THE SERVICES "AS IS" AND WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED OR STATUTORY, WHETHER THROUGH COMMUNICATIONS WITH OUR REPRESENTATIVES OR OTHERWISE WITH RESPECT TO THE SERVICES. WE EXPRESSLY DISCLAIM ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. FURTHERMORE, WE DO NOT WARRANT THAT YOUR USE OF THE SERVICES WILL BE UNINTERRUPTED OR SECURE, THAT THE SERVICES WILL ALWAYS BE AVAILABLE OR ERROR-FREE, THAT THE SERVICES WILL MEET YOUR REQUIREMENTS, OR THAT ANY DEFECTS IN THE SERVICES WILL BE CORRECTED. WE DISCLAIM ALL LIABILITY AND MAKE NO WARRANTIES REGARDING CONNECTIVITY AND AVAILABILITY.

Although all Members must agree to this Contract, we cannot guarantee that all Members are of the required minimum age, and we shall be held harmless and non-liable for any content or communications, or any other use of or access to the Services by persons under the age of 18 in violation of this Agreement. Moreover, it is possible that other Members or users (including unauthorized users or "hackers") may post or transmit offensive or obscene material through the Services and that you may inadvertently be exposed to such offensive or obscene material. It is also possible that others may obtain personal information about you because of your use of the Services. Such persons may use your information for purposes other than those you originally intended. We are not responsible for using any personal information you choose to make public through the Services. Carefully select the type of information you post on the Services or disclose to others. We cannot guarantee that a given Member is using his or her own account (i.e., that he or she is not being impersonated or that someone else is using his or her account), but we do our best to prevent such behavior.

WE DISCLAIM ALL LIABILITY, REGARDLESS OF HOW THE ACT OR OMISSION OCCURS, FOR THE ACTS OR OMISSIONS OF OTHER MEMBERS (INCLUDING UNAUTHORIZED USERS), WHETHER SUCH ACTS OR OMISSIONS OCCUR WHILE USING THE SERVICES OR OTHERWISE.

We are not responsible for any incorrect or inaccurate Content posted on or in connection with the Services, whether caused by the actions of users of the Services or by any of the devices or programming associated with or utilized in the Services.

We are not responsible for any Services user's online or offline conduct. We are also not responsible in any way for the expectations, promises, or accuracy of the information that users provide through our Services.

We are non-liable for errors, omissions, interruptions, deletions, defects, delays in operation or transmission, communication line failures, theft or destruction of user communications, or unauthorized access to or alteration of such communications. We are not responsible for any problems or technical malfunctions in telephone networks or lines, computer online systems, servers or providers, computer hardware or software, or for any failure of email or players due to technical problems or traffic congestion on the Internet or in any of the Services, or any of them at any time. Furthermore, we shall not be liable for any damages of any kind suffered by users or any other party in connection with or resulting from participation in or downloading materials related to the Site or the Services.

IN NO EVENT WILL WE BE LIABLE FOR ANY LOSS OR DAMAGE, INCLUDING PERSONAL INJURY OR DEATH, RESULTING FROM ANYONE'S USE OF THE SERVICES, ANY CONTENT POSTED ON THE SERVICES OR TRANSMITTED TO USERS, OR ANY INTERACTIONS BETWEEN USERS OF THE SERVICES, WHETHER ONLINE OR OFFLINE.

15. LIMITATION OF LIABILITY

Except in jurisdictions where such provisions are restricted or prohibited, in no event shall we be liable to you or any third party for any indirect, consequential, exemplary, incidental, special, or punitive damages, including loss of profits arising from your use of the Services, as well as damages for loss of data or programs, cost of procurement of substitute Services or interruptions to the Services, even if we become aware of the possibility of such damages or have been advised of the possibility of such damages.

We are not responsible for any activities outside of our Services (such as expenses related to travel, deliveries, meetings, etc.). These expenses are your responsibility. Notwithstanding anything to the contrary contained in this Agreement, our liability to you, however caused and however incurred, shall at all times be limited to the amount, if any, paid by you to us for the Services during the Membership term.

DOCUMENT SIGNATURE AND ENTRY INTO FORCE

This document is effective as of the date of signature. It will be implemented on our website and made fully known to our staff and customers.

Signed on June 30, 2024.

Last updated March 14, 2025

CANCELLATION AND REFUND POLICY

Etrueloves.com (hereinafter, "etrueloves," "website," "we," "us," "our" and all its variants) values all our users and has established this Cancellation and Refund Policy. If you (hereinafter, "you," "your," "yours," or "member" and all its variants) use our Website, Application, or Services and pages that etrueloves operates on Social Networks and other platforms (collectively, the "Services"), we urge you to read this policy, which is designed to protect both canceling users and those who have made payments on our platform. If you have any questions about this document's contents, please get in touch with us at info@etrueloves.com.

1. Cancellation of Membership:

- Users can cancel their Membership at any time from the account settings.
- If you wish to cancel your Membership, you must use the Cancel Plan option in the Plans module.
- If you cancel your Membership, you may continue to use it until the end of the then-current membership term; once that term has expired, your Membership will not be renewed. However, you will not be entitled to a refund of the current membership fee.
- Cancellations made before the end of the current billing period will take effect at the end of that billing period, and the user will retain access until then.
- There will be no refunds for cancellations made during a billing period that has already begun.

2. Cancellation of recurring payments:

- Recurring payments can be canceled at any time from the account settings.
- Canceling recurring payments will prevent future automatic charges.
- Refunds will only be offered for recurring payments already processed if a cancellation request is made prior to the renewal date.

3. 5-day free cancellation:

For gentlemen, we offer a free 5-day service subscription on our web platform www.etrueloves.com, which will allow you to access features such as likes, chat, and profile viewing.

To activate your 5-day free trial, you must select and subscribe to one of our membership plans.

Unless you cancel at least 24 hours before the end of the 5-day free trial, you will be automatically charged the price indicated on the payment screen for the subscription period or plan chosen.

4. Refunds:

Refunds are subject to review and will be considered on a case-by-case basis.

- Users may request a refund in exceptional situations, such as technical errors that prevent access to the platform or problems related to the quality of service.
- Refunds will only be available for subscriptions used sparingly during their active period.
- If it is proven that your card was used fraudulently on our website, you will be refunded. If you suspect credit card fraud, please get in touch with us immediately, and we will investigate.
- If your Membership was terminated for violating our Terms and Conditions and (or) Privacy and Data Protection Policy, or at your request, you will not be entitled to any refund.

5. Policy Modifications:

We reserve the right to change these policies at any time, with or without notice.

- Any policy changes will become effective immediately upon being posted on the platform.
- Users are encouraged to review our policies periodically to become aware of any updates.

At **etrueloves**, we strive to maintain transparency and fairness through all user interactions. If you have any questions or concerns about our cancellation and disbursement policies, please do not hesitate to contact us through our customer service department at info@etrueloves.com.

SIGNATURE AND POLICY ENTRY INTO FORCE

This policy shall become effective as of the date of signature. It will be implemented on our website and made fully known to our staff and customers.

Signed on June 30, 2024.

Last updated March 14, 2025