End User License Agreement

Effective October 10, 2026

This End User License Agreement is a legal agreement between you and Ayudame, LLC for the Ayudame mobile application, including its software, content, features, updates, and related documentation. The application is licensed, not sold. Please read this Agreement before downloading, installing, accessing, or using the application.

By downloading, installing, accessing, using, or selecting an option that indicates acceptance of the application, you agree to this Agreement, the Ayudame Terms and Conditions, and the Ayudame Privacy Policy. If you do not agree, do not use the application.

1 Agreement and related terms

This Agreement governs your license to use the Ayudame mobile application. The Terms and Conditions govern accounts, marketplace activity, service requests, bookings, payments, communications, ratings, reviews, User Content, and other use of the Ayudame platform. The Privacy Policy explains how Ayudame collects, uses, shares, and protects information. The Helper Agreement also applies to anyone who offers services through Ayudame.

If this Agreement conflicts with the Terms and Conditions, this Agreement controls only with respect to the license and technical use of the application. The Terms and Conditions control marketplace transactions and services. Any additional terms presented for a particular feature also apply to that feature.

2 Definitions

Term	Meaning
Application	The Ayudame mobile application and any authorized updates, features, content, or documentation supplied by Ayudame.
App Store Provider	The operator of the store through which you obtained the Application, including Apple Inc. or Google LLC, as applicable.
Ayudame	Ayudame, LLC, the developer and licensor of the Application.
Helper	An independent user who offers services through the Ayudame marketplace.
Help Seeker	A user who searches for, requests, or books services through the Ayudame marketplace.
Platform	The Application, Ayudame website, and related technology and services operated by Ayudame.

3 License grant

Subject to this Agreement, Ayudame grants you a limited, personal, revocable, nonexclusive, nontransferable, and nonsublicensable license to download, install, access, and use one copy of the Application on each compatible device that you own or control, solely for lawful personal or internal business use of the Platform. Your use must comply with the applicable App Store Provider rules.

If you obtained the Application from Apple, you may use it on Apple branded products that you own or control as permitted by the Apple Media Services Terms and Conditions. The Application may also be accessed by other accounts associated with you through Family Sharing or volume purchasing when Apple rules allow that access.

Ayudame and its licensors reserve every right not expressly granted. This Agreement does not transfer ownership of the Application, source code, software, trademarks, content, or other intellectual property.

4 Eligibility and accounts

You must be at least 18 years old, legally able to enter a binding agreement, and located in the United States to use the Platform unless Ayudame expressly authorizes otherwise. You must provide accurate, current, and complete account information and protect your credentials. You are responsible for activity conducted through your account except to the extent caused by Ayudame or prohibited by law.

You may not share an account in a manner that misrepresents who is providing or requesting a service. Ayudame may require reasonable information to secure an account, investigate misuse, satisfy legal obligations, or support payment processing.

5 License restrictions

- Copy, reproduce, distribute, publish, display, sell, rent, lease, lend, sublicense, assign, or transfer the Application or any license rights.
- Modify, adapt, translate, create derivative works from, or combine the Application with unauthorized software or services.
- Reverse engineer, decompile, disassemble, decode, attempt to derive source code, or bypass technical protections.
- Remove, alter, obscure, or misrepresent copyright, trademark, attribution, security, or proprietary notices.
- Use automated tools, scraping, extraction, bots, or similar methods to access the Application or collect data unless Ayudame has provided written authorization.
- Introduce malicious code, interfere with operation, test vulnerabilities without written authorization, overload systems, or gain unauthorized access.
- Use the Application to develop, train, support, or improve a competing service through unauthorized access to Ayudame software, data, design, or confidential information.
- Use the Application for unlawful, deceptive, abusive, unsafe, discriminatory, infringing, or fraudulent activity, or in violation of the Terms and Conditions.

6 Marketplace role

Ayudame provides technology that allows Help Seekers to locate and communicate with independent Helpers, request and schedule services, process payments, receive notifications, use location and distance features, and submit ratings and reviews. Ayudame is not the provider of the services listed by Helpers and is not a party to the service relationship between a Helper and a Help Seeker.

Helpers choose the categories and services they offer and are responsible for the accuracy of their profiles, rates, availability, experience, licenses, permits, insurance, credentials, and other qualifications. Ayudame does not independently verify every statement or document submitted by a user. Profile labels, badges, ratings, reviews, completed bookings, photos, and other marketplace information are informational tools and do not constitute a guarantee or endorsement by Ayudame.

The Application is not an emergency service and must not be used to request police, fire, medical, roadside emergency, or other urgent public safety assistance. Contact the appropriate emergency service when immediate assistance is required.

7 User Content and permissions

The Application may allow you to submit profile information, service descriptions, messages, photos, videos, credentials, ratings, reviews, and other content. You retain ownership of your User Content, subject to the license and permissions described in the Terms and Conditions. You represent that you have the rights and permissions required to submit and use that content.

Certain functions may request access to your camera, photo library, notifications, approximate location, precise location, or similar device features. Location access is optional and is used to assist with address completion and distance information. You may use manual address or place search options instead. Device settings may be used to change permissions, although disabling a permission may limit related features.

8 Privacy and data use

Ayudame processes personal information as described in the Privacy Policy. Depending on how you use the Platform, information may include account details, contact information, service details, payment related information, messages, profile images, optional location information, ratings, reviews, technical data, and account activity.

The Application uses service providers that may include Supabase, Stripe, Resend, Expo Push Service, Firebase Cloud Messaging, Google Maps SDK, Photon by Komoot, Google Sign In, Apple Sign In, and Expo or EAS. Each provider may process information under its own terms and privacy practices.

9 Payments and third party services

Marketplace payments and payouts are processed through Stripe and are governed by the Terms and Conditions, any applicable payment policy, and Stripe requirements. Amounts paid for marketplace services are not payments for ownership of the Application. Your App Store Provider may process a charge related to the Application or an authorized digital feature if Ayudame later offers one through that store.

The Application may display, link to, or depend on third party services. Ayudame does not control those services and is not responsible for their independent content, availability, security, or practices. You must comply with applicable third party terms when using the Application, including wireless service terms, App Store Provider rules, payment provider terms, authentication terms, and mapping terms.

10 Updates and availability

Ayudame may provide patches, fixes, improvements, new features, or other updates. Your device or App Store Provider settings may install updates automatically. Updates are part of the Application and are governed by this Agreement unless separate terms accompany them. You may need to install an update to continue using all or part of the Application.

Ayudame may change, suspend, restrict, or discontinue a feature or the Application when reasonably necessary for security, legal compliance, maintenance, business operations, or product development. Ayudame will provide notice when required by law. The Application may be unavailable at times due to maintenance, network conditions, third party services, security events, or circumstances outside Ayudame's control.

11 Maintenance and support

Ayudame is responsible for maintenance and support for the Application to the extent required by applicable law or expressly promised by Ayudame. Contact Ayudame using the information in Section 23. No App Store Provider has an obligation to provide maintenance or support for the Application.

12 Ownership and intellectual property

The Application and Platform, including software, source code, object code, interfaces, workflows, databases, text, graphics, photographs, video, audio, icons, logos, trademarks, service marks, and documentation, are owned by or licensed to Ayudame and are protected by intellectual property laws. The Ayudame name and logo may not be used without prior written permission except as applicable law permits.

Open source or third party components may be governed by separate license terms. To the extent a component license conflicts with this Agreement, that component license controls for that component. No rights are granted to third party intellectual property except as expressly stated in the applicable license.

13 Feedback

If you submit an idea, suggestion, or feedback about the Application, you grant Ayudame a worldwide, perpetual, irrevocable, transferable, sublicensable, royalty free license to use, reproduce, modify, distribute, display, perform, and otherwise use that feedback without restriction or compensation. This section does not transfer ownership of your personal information or User Content.

14 Warranty disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE APPLICATION IS PROVIDED AS IS AND AS AVAILABLE. AYUDAME DISCLAIMS ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, ACCURACY, SECURITY, AND NON INFRINGEMENT. AYUDAME DOES NOT WARRANT THAT THE APPLICATION WILL BE UNINTERRUPTED, ERROR FREE, SECURE, COMPATIBLE WITH EVERY DEVICE, OR FREE OF HARMFUL COMPONENTS.

Some jurisdictions do not allow certain warranty exclusions. Any warranty that cannot legally be excluded is limited to the shortest period and narrowest scope allowed by law. This Agreement does not limit any consumer right that cannot be waived.

If you obtained the Application through Apple and it fails to conform to an applicable warranty, you may notify Apple. Apple may refund any purchase price paid for the Application. To the maximum extent permitted by law, Apple has no other warranty obligation regarding the Application. Ayudame remains responsible for any other valid claim arising from a warranty that applies to the Application.

15 Product and intellectual property claims

Ayudame, not an App Store Provider, is responsible for addressing claims relating to the Application or your possession and use of it to the extent required by law. These claims may include product liability, failure to meet a legal or regulatory requirement, and claims under consumer protection, privacy, or similar laws.

If a third party claims that the Application or your authorized use of it infringes intellectual property rights, Ayudame, not an App Store Provider, is responsible for investigating, defending, settling, and resolving that claim to the extent required by law. You must promptly notify Ayudame and reasonably cooperate.

16 Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, AYUDAME AND ITS MEMBERS, MANAGERS, OFFICERS, EMPLOYEES, CONTRACTORS, AND LICENSORS WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR FOR LOST PROFITS, LOST REVENUE, LOST DATA, LOSS OF GOODWILL, OR BUSINESS INTERRUPTION, ARISING FROM OR RELATED TO THE APPLICATION, EVEN IF ADVISED THAT SUCH DAMAGES MAY OCCUR.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE TOTAL LIABILITY OF AYUDAME AND THE PARTIES LISTED ABOVE FOR CLAIMS ARISING FROM OR RELATED TO THE APPLICATION WILL NOT EXCEED THE GREATER OF ONE HUNDRED UNITED STATES DOLLARS OR THE AMOUNT YOU PAID DIRECTLY TO AYUDAME FOR USE OF THE APPLICATION DURING THE TWELVE MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM.

These limitations do not apply to liability that cannot be excluded or limited under applicable law. The limitations apply regardless of the legal theory and even if a remedy fails of its essential purpose.

17 Indemnification

To the extent permitted by law, you agree to defend, indemnify, and hold harmless Ayudame and its members, managers, officers, employees, contractors, and licensors from claims, liabilities, damages, judgments, losses, costs, and reasonable legal fees arising from your unlawful use of the Application, your User Content, your violation of this Agreement or applicable law, or your infringement of another person's rights. Ayudame may control the defense of a covered claim, and you agree to provide reasonable cooperation. This obligation does not apply to the extent a claim results from Ayudame's misconduct or another matter that cannot legally be shifted to you.

18 Term and termination

This Agreement begins when you first download, install, access, or use the Application and continues until terminated. You may terminate it by ceasing all use, deleting the Application from your devices, and closing your account. Account deletion may be requested through Profile, Account Settings, Delete Account. Unless otherwise required by law, a requested deletion is completed after 30 days and may be canceled during that period by logging back in.

Ayudame may suspend or terminate your license or account if you materially breach this Agreement, the Terms and Conditions, or applicable law, create a security or safety risk, misuse the Platform, or fail to pay amounts properly due. Ayudame will provide notice and an opportunity to respond when required by law or reasonably appropriate.

When this Agreement ends, the license ends immediately and you must stop using and delete the Application. Provisions that by their nature should continue will survive, including ownership, feedback, disclaimers, limitations, indemnification, dispute terms, and App Store Provider rights.

19 Export and sanctions compliance

You may not use, export, reexport, transfer, or make the Application available in violation of United States export controls, sanctions, or other applicable trade laws. You represent that you are not located in a country or region subject to a United States government embargo or designated as supporting terrorism, and that you are not listed on a United States government restricted or prohibited party list.

20 Governing law and disputes

This Agreement is governed by the laws of the State of Delaware, without regard to conflict of law principles, except that mandatory consumer laws in your place of residence may apply. Before filing a claim, you and Ayudame agree to make a good faith effort to resolve the matter informally for at least 30 days after written notice is sent to the contact information in Section 23.

Unless applicable law requires another location, any court proceeding arising from this Agreement must be brought in a state or federal court with jurisdiction in Delaware, and each party consents to that jurisdiction and venue. Nothing in this section prevents either party from seeking appropriate urgent relief for misuse of intellectual property, data, accounts, or systems.

21 Apple App Store terms

If you obtained the Application from the Apple App Store, the following terms apply in addition to the rest of this Agreement:

- This Agreement is between you and Ayudame, not Apple. Ayudame, not Apple, is solely responsible for the Application and its content.
- Your license is limited to use on Apple branded products that you own or control and as permitted by the usage rules in the Apple Media Services Terms and Conditions, including permitted Family Sharing or volume purchasing access.
- Apple has no obligation to provide maintenance or support for the Application.
- Ayudame, not Apple, is responsible for applicable warranties, product claims, legal or regulatory claims, consumer protection claims, privacy claims, and intellectual property claims concerning the Application, subject to this Agreement and applicable law.
- You must comply with applicable third party terms when using the Application.
- Apple and its subsidiaries are third party beneficiaries of this Agreement. When you accept this Agreement, Apple has the right to enforce it against you as a third party beneficiary.

22 Google Play terms

If you obtained the Application through Google Play, this Agreement is between you and Ayudame, not Google. Ayudame, not Google, is responsible for the Application, its content, maintenance, support, and claims relating to it, except to the extent Google has a separate obligation under the Google Play Terms of Service or applicable law. Your use of the Application must comply with the Google Play Terms of Service and other applicable Google terms.

23 Contact information

Questions, support requests, legal notices, and complaints regarding the Application may be directed to:

Developer	Ayudame, LLC
Address	8 The Green, Suite A, Dover, Delaware 19901
Telephone	302 345 5406
Email	contact@ayudameapp.com
Website	https://ayudameapp.com

24 General terms

This Agreement, together with the Terms and Conditions, Privacy Policy, and any applicable feature terms, is the complete agreement regarding your license and use of the Application. If a provision is unenforceable, it will be enforced to the maximum lawful extent and the remaining provisions will continue. A failure to enforce a provision is not a waiver.

You may not assign this Agreement without Ayudame's prior written consent. Ayudame may assign it in connection with a merger, financing, reorganization, sale of assets, transfer of the Platform, or operation of law, provided that your rights are not materially reduced contrary to law. Section titles are for convenience and do not limit interpretation. Electronic acceptance and records have the same effect as paper acceptance and records to the extent permitted by law.