

My Heirloom LLC – Terms and Conditions

Last Updated: January 15, 2025

Welcome to My Heirloom LLC (“My Heirloom,” “we,” “us,” or “our”), an interactive platform designed to preserve and share personal and family legacies. By accessing or using our platform, which includes our Platform (www.myheirloom.us), related applications, and services (collectively, the “Platform”), you agree to be bound by these Terms and Conditions (“Terms”).

If you do not agree to these Terms, you may not use the Platform. My Heirloom reserves the right to update these Terms at any time, and your continued use of the Platform signifies your acceptance of any changes.

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1. Introduction

The purpose of these Terms is to outline your rights, responsibilities, and obligations while using the Platform. They ensure that My Heirloom operates as a secure, respectful, and community-driven space where users can document, share, and celebrate their family stories, photos, and more.

Your continued use of the Platform signifies your agreement to these Terms. If you disagree with any part of these Terms, you may not access or use the Platform. We encourage you to review these Terms regularly, as we may update them periodically.

For U.S. customers and U.S. individuals: This Agreement includes arbitration and class action waiver provisions that waive your right to a court hearing, right to a jury trial, and right to participate in a class action. Arbitration is mandatory and is the exclusive remedy for any and all disputes unless specified below. These provisions form an essential basis for our Agreement.

This Agreement incorporates by reference additional policies and guidelines, including the [Privacy Policy](#) and [US STATE PRIVACY NOTICE](#), which explains how we collect and use your personal data. Please read all of these documents carefully to understand your rights and responsibilities when using the Service.

2. Scope of Services

My Heirloom offers a variety of tools and features tailored to help users preserve family histories. Our core services include:

2.1 Legacy Room

The Legacy Room is a secure, private space where users can compile and organize their family stories, multimedia files, and genealogical data. Designed to act as a digital scrapbook, this feature allows for the preservation of cherished memories. Users can invite family members to collaborate on specific projects and control access levels for sensitive materials.

2.2 Keepsakes

The Keepsakes feature serves as a digital vault, offering users a secure place to upload and store important documents, such as birth certificates, family recipes, or treasured photos. With encrypted storage and customizable sharing permissions, Keepsakes ensures that your personal files are both accessible and protected.

2.3 My Tribe

My Tribe is a collaborative feature that enables users to connect with family members, friends, and trusted loved ones. Through shared projects, message boards, and notifications, users can collaborate on genealogy research or simply stay in touch.

2.4 Additional Features

My Heirloom also offers tools for advanced users, such as family tree integration, multimedia editing, and time-capsule creation. These premium features may be accessed through upgraded subscription plans.

3. Eligibility

3.1 Minimum Age Requirements

The Platform is available to individuals aged 13 and older. In jurisdictions where higher age thresholds apply, users must meet the minimum age required by local laws.

3.2 Parental Consent for Minors

Users under the age of 18 must obtain explicit consent from a parent or legal guardian to use the Platform. By granting consent, the parent or guardian assumes responsibility for all actions performed by the minor on the Platform.

3.3 Geographic Restrictions

The Platform is not available in jurisdictions where it would violate applicable laws or regulations. This includes, but is not limited to, countries subject to U.S. trade restrictions.

4. Account Creation and Security, Age Restriction

4.1 Registration Process

To access most features of the Platform, you must create an account by providing your full name, a valid email address, and a secure password. You may also link your account to third-party services, such as Google or Apple. As part of the registration process, you will submit your email address and full name, and select a password. You are required to pick a password for the Platform that is unique, i.e. that you are not using on any other service. You must provide us with your real full name, email address and birth year. Failure to do so constitutes a breach of this Agreement. You must not (i) submit a name or email address of another person with the intent to impersonate that person; (ii) use the name or email address of any person other than yourself without their authorization; (iii) enter an untrue birth year for yourself; or (iv) use a name or email address that we, in our sole discretion, deem improper or offensive.

You must be 13 years or older to use the Service, unless the laws of your location or place or residence require a higher minimum age (see section "Underage Users" below). Registering to the Platform shall be deemed as confirmation that you are over the Minimum Age. If you are over the Minimum Age but under the age of 18, you will be requested to submit written consent from a parent or legal guardian to use the Service.

You are responsible for maintaining the confidentiality of your password and for all activity on the Platform made using your password. Giving your password to others for accessing to the Platform is strictly prohibited and shall constitute a breach of this Agreement. We will not require you to reveal your password to any of our representatives. You shall notify us by email at privacy@myheirloom.com of any suspected or known unauthorized use of your account, or any suspected or known breach of security. Any fraudulent, abusive, or otherwise illegal activity may be grounds for termination of your membership, at our sole discretion, and you may be reported to the appropriate law enforcement agencies.

4.2 Responsibility for Account Activity

You are solely responsible for maintaining the confidentiality of your login credentials. Any activities conducted under your account will be considered your actions unless proven

otherwise. If you suspect unauthorized access to your account, notify us immediately at support@myheirloom.us.

4.3 Account Verification

We reserve the right to verify user accounts to ensure compliance with these Terms. Verification may involve confirming your email address, providing identification documents, or answering security questions.

4.4 Modifications to this Agreement and the Service

We retain the right, at our sole discretion, to modify this Agreement or the Service at any time. Changes in Service will be posted on the Platform. If any portion of this Agreement or any change of this Agreement or of the Service is unacceptable to you or will cause you to no longer be in compliance with this Agreement, you should discontinue use of the Service. Continued use of the Service now or following changes in this Agreement means that you have accepted and are bound by the changes. It is important that you check the current version of the Agreement from time to time and ensure you are updated as to any changes. Whenever this Agreement is modified in substance, the label updated will be displayed prominently next to the link "Service Terms" that leads to this Agreement, in the footer of the pages of the Platform. The updated label will be removed after 30 days or when you visit the updated Terms and Conditions to read them, whichever comes sooner.

4.5 Minors

You (as Minor) can use the Service, provided that you obtained the consent of your parent or guardian for the use of the Service ("Parental Consent"). Minors must not use the Service without Parental Consent until they reach the age of 18 or above. The Platform will display a mandatory parent/guardian consent form when a user determined to be a minor signs up or logs into the Platform. In the consent form, a parent or guardian is required to enter their full name and email address and to check boxes that declare that they are a parent or guardian of the minor, accept this Agreement and the privacy policy of the Service, and take responsibility for the use of the Service by the minor. If the consent form is displayed, the Service cannot be used until it is filled out. When the consent form is filled out and submitted, the Service will document the details of the Parental Consent and will not make any further use of the details of the parent or guardian filled in the consent form.

5. User Content and Ownership

5.1 Ownership of Content

Users retain full ownership of all content uploaded to the Platform, including photos, videos, text, and documents. My Heirloom does not claim ownership of user-generated content.

5.2 License to Use Content

By uploading content, you grant My Heirloom a non-exclusive, royalty-free license to host, display, and distribute your content as necessary to provide services. This license is limited to your chosen privacy settings.

5.3 Content Removal

You may delete your content at any time. However, content shared with other users may remain accessible to them, depending on their permissions.

5.4 Searchable and Accessible

Once you post content to the Platform, including family trees and photos, it may become searchable and accessible to other people on the Platform, depending on permission settings in your control. Based on your permission settings, other users may be able to find, view, copy, download, store, and sometimes edit or delete content that you post. You agree that other users may access your family site and take the actions described above. Other users may contact you through the Platform regarding content you upload. We may send you an email notification when you have a new message on the Platform. You can change your email settings in the "My Account" section if you prefer not to receive such notifications.

6. Acceptable Use Policy

6.1 Prohibited Activities

Users shall refrain from posting to the Platform, or sending or making available through it, the following content, which is prohibited:

- Photographs, videos and other content which include nudity, sexuality, pornography, indecency, vulgarity, violence or any offensive subject matter.
- Any content which may violate the privacy or breach the confidentiality of other people, including your family members.
- Any content which doesn't belong to you or which you do not have a right to use.
- Any content that infringes the intellectual property or other rights of others, including copyrights and trademarks. You should not reproduce content that belongs to others, including photographs, without permission of its owner.
- Any content which is obscene, indecent, defamatory, derogatory, fraudulent, abusive, hateful, false, misleading, inaccurate, malicious, offensive, harassing, threatening, or could incite racial, religious or ethnic hatred.
- Any content that could prejudice any active legal proceedings of which you are aware; is unlawful or promotes unlawful activity.
- Any computer virus, trojan or other malicious code.
- Any content that violates our Privacy Policy.
- Any content that is in any other way unlawful.
- Any content that we reasonably deem to be inappropriate.

6.2 Enforcement

My Heirloom reserves the right to suspend or terminate accounts found in violation of this policy.

7. Subscription Plans and Billing

7.1 Free and Paid Plans

The Platform offers a Free Plan with basic features and multiple Paid Plans that provide additional benefits, such as increased storage and enhanced collaboration tools.

7.2 Automatic Renewal

All subscriptions renew automatically at the end of each billing period unless canceled by the user.

7.3 Payment Methods

Accepted payment methods include credit/debit cards, PayPal, and other methods specified on the Platform.

8. Refund Policy

Refunds for subscription payments are available within 30 days of the initial charge. To request a refund, contact us at support@myheirloom.us. Refunds are not applicable to one-time purchases, such as customized digital keepsakes.

9. Privacy and Data Protection

9.1 Compliance

We comply with all applicable privacy regulations, including GDPR and CCPA, please see our [Privacy Policy](#) and [US STATE PRIVACY NOTICE](#).

9.2 Data Security

Your data is protected through encryption and other security measures. Our [Privacy Policy](#) details how we collect, use, and protect your information.

10. Intellectual Property Rights

All software, trademarks, and other intellectual property associated with the Platform are owned by My Heirloom or licensed to us. Users may not modify, distribute, or reproduce any part of the Platform without prior consent.

By posting content on the Platform, you grant us a non-exclusive, royalty-free, worldwide, license to host, display, process, transfer and distribute such content.

All content on the Platform, except for user-submitted content is owned by us or by third parties who granted us a limited license in respect of such content (in the cases where such license was necessary). Content posted on family sites is owned by the person who created

the content, is under the control of the respective family site manager, and is hosted by us under this Agreement.

The trademarks, trade names, service marks, logos, and other source-identifying features of newspaper content displayed on OldNews.com are proprietary to their respective owners, and our use thereof does not imply any affiliation with or endorsement by such owners.

My Heirloom is protected by copyright pursuant to U.S. copyright laws, international conventions, and other applicable copyright laws.

You may not modify the code powering our Platform, our Service and our software in any way. You will not undertake or authorize any reproduction, modification, creation of derivative works, reverse engineering, decompiling, disassembling or hacking of any of parts of our Platform, Service or software.

It is our policy to respond to notices of alleged copyright infringement that comply with the Digital Millennium Copyright Act of 1998 ("DMCA"). The DMCA provides remedies for copyright owners who believe that material appearing over the Internet infringes their rights under United States copyright law. To learn more about the DMCA, see www.copyright.gov/legislation/dmca.pdf

If you are a copyright owner or an agent thereof, and you believe in good faith that any content hosted on the Platform infringes your copyrights, then you may submit a notification pursuant to the DMCA to our Designated Copyright Agent, by email to: copyright@myheirloom.us

A statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law.

A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

If you are unsure whether you hold rights to a particular work or if the material you are reporting is in fact infringing, please consult an attorney or another adviser, as My Heirloom cannot provide legal advice. Note that there can be penalties for false claims under the DMCA.

11. Community Guidelines

11.1 Respectful Interactions

Users must engage respectfully with one another and avoid harassing or offensive behavior.

11.2 Reporting Violations

Violations of community guidelines can be reported to privacy@myheirloom.us.

12. Dispute Resolution, Limitation

12.1 Arbitration Agreement

All disputes will be resolved through binding arbitration in accordance with applicable laws, except where prohibited.

12.2 Governing Law

These Terms are governed by the laws of the State of Wyoming.

12.3 For U.S. Customers and U.S. Individuals: Dispute Resolution by Binding Arbitration and Class Action Waiver

This arbitration and class action waiver provision applies to all customers and individuals located in the United States and its territories. Please read this arbitration provision carefully to understand your rights. Except where prohibited by governing law, you and My Heirloom agree that any Claim that may arise by you against My Heirloom or vice versa must be resolved through final and binding individual, confidential arbitration. Except as provided herein, you and My Heirloom both agree that you and My Heirloom are waiving the right to a trial by jury. The rights that would have been had by going to court, such as discovery or the right to appeal, may be more limited or may not exist. You agree that you may only bring a claim in your individual capacity and not as a plaintiff (lead or otherwise) or class member in any purported class or representative proceeding. You further agree that the arbitrator may not consolidate proceedings or claims or otherwise preside over any form of a representative or class proceeding.

Arbitration is a manner of resolving a "Claim" without filing a lawsuit. "Claim" means any dispute, actions, or controversies between you, My Heirloom, or any involved third party relating to your account, the Platform or Service, your relationship with My Heirloom, communications from or with My Heirloom, this Agreement (including those relating to the formation, breach, termination, enforcement, interpretation, validity, scope, or applicability of the Terms and this arbitration agreement), the Privacy Policy, the DNA Informed Consent, and any documents or agreements incorporated by reference in any of the foregoing. You, My Heirloom, or any involved third party may pursue a Claim. Except as otherwise provided herein, should My Heirloom have any Claims against you, it agrees to resolve such Claims exclusively through final and binding individual, confidential arbitration. Likewise, except as otherwise provided herein, should you have any Claims against My Heirloom, you agree to resolve such Claims exclusively through final and binding individual, confidential arbitration. By agreeing to arbitrate, you waive the right to go to court and agree instead to resolve any Claims exclusively through final and binding individual, confidential arbitration. This arbitration provision sets forth the terms and conditions of our agreement to final and binding confidential arbitration and is governed by and enforceable under the Federal Arbitration Act (the "FAA"), 9 U.S.C. §§ 1-16, as amended. You agree that this Agreement shall not be

governed by the United Nations Convention on Contracts for the International Sale of Goods and that any and all Claims shall be subject to the terms of this provision.

Notwithstanding the foregoing, and as an exception to final and binding confidential arbitration, you and My Heirloom both retain the right to pursue, in small claims court, any claim that is within that court's jurisdiction and proceeds on an individual (non-class and non-representative) basis. My Heirloom will not demand arbitration in connection with any individual claim that you properly file and pursue in a small claims court, so long as the claim is and remains pending in that court on an individual basis. The following claims shall not be subject to final and binding arbitration and must be adjudicated only in the courts located in Cheyenne, Wyoming: (i) infringement or validity of our intellectual property rights or the intellectual property rights of a third party; or (ii) an action by My Heirloom for injunctive or other provisional relief for breach or threatened breach of this Agreement. You expressly agree to refrain from bringing or joining any claims that are excluded from final and binding arbitration pursuant to this subsection "2" in any representative or class-wide capacity, including but not limited to bringing or joining any claims in any class action or any class-wide or representative arbitration. Small claims matters may be filed in any small claims court with personal and subject matter jurisdiction over the parties. For all other matters excluded from final and binding arbitration by this subsection, the parties consent to exclusive jurisdiction and venue in the courts located in Cheyenne, Wyoming, and forever waive any challenge to said courts' jurisdiction and venue.

Before initiating any Claim against the other, you and My Heirloom agree to first contact each other with a written notice of the dispute, stating the name, address, and contact information of the party giving notice; the facts giving rise to the Claim; and the relief requested, and including all relevant documents and information. You may send the written notice of dispute by e-mail to legaldepartment@myheirloom.us. My Heirloom will contact you by letter at the billing address you provided to us or at the email address you provided to us. If the dispute is not resolved within 60 days after receipt of the written description of the dispute, you and My Heirloom agree that all Claims shall be resolved exclusively through the dispute resolution provisions below.

You and My Heirloom agree to commence any arbitration proceeding within 1 year after the Claim arises (the 1-year period includes the required pre-dispute procedures set forth above) and that any arbitration proceeding commenced after 1 year shall be forever barred.

The arbitration may be conducted by telephone (or other remote means) or by written submissions in Cheyenne, Wyoming, in the city or county where you reside, or another forum mutually agreed upon by you and My Heirloom.

All Claims other than those exempted above shall be submitted to final and binding individual, confidential arbitration before a single arbitrator of NAM (National Arbitration and Mediation). The arbitration will be conducted in accordance with these Terms and this arbitration agreement and the provisions of NAM's Comprehensive Dispute Resolution Rules and Procedures, the Mass Filing Supplemental Dispute Resolution Rules and Procedures, and any supplemental rules and fee schedules in effect at the time of submission of the demand for arbitration and as applicable (the "NAM Rules"). The arbitrator shall be selected by agreement of the parties or, if the parties cannot agree, chosen in accordance with the

NAM Rules. The NAM Rules are available at <https://namadr.com/resources/rules-fees-forms/> or by calling 1-800-358-2550. The arbitrator shall have the exclusive and sole authority to resolve any dispute relating to the interpretation, construction, validity, applicability, formation, or enforceability of this Agreement, the Privacy Policy, any documents or agreements incorporated by reference in any of the foregoing, and this arbitration provision. The arbitrator shall have the exclusive and sole authority to determine all threshold arbitrability issues, including whether any Claim is arbitrable and whether these Terms are unconscionable or illusory, in whole or in part, and any defense to arbitration, including waiver, delay, laches, or estoppel. The arbitrator shall have the exclusive and sole authority to determine whether this arbitration agreement can be enforced against a non-signatory to this agreement and whether a non-signatory to this agreement can enforce this provision against you or My Heirloom. Payment of all filing, administration and arbitrator fees will be governed by the NAM Rules. For individual, non-mass arbitrations, My Heirloom will pay the fees charged by the arbitrator for Claims totaling less than \$500, unless the arbitrator determines the Claims are frivolous, in which case, My Heirloom reserves the right to seek reimbursement from you for any arbitrator fees paid. Likewise, My Heirloom will not seek attorneys' fees and costs in arbitration unless the arbitrator determines the Claims are frivolous. In all other respects, the parties shall each pay their own additional fees, costs, and expenses, including, but not limited to, those for any attorneys, experts, documents, and witnesses. The arbitrator shall follow the substantive law of the State of Wyoming without regard to its conflicts of laws principles. Any award rendered shall include a confidential written opinion and shall be final, subject to appeal under the FAA. Judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction.

This provision survives termination of your account or relationship with My Heirloom, bankruptcy, assignment, or transfer. If the class action waiver is deemed unenforceable (i.e., unenforceability would allow arbitration to proceed as a class or representative action), then this entire arbitration provision shall be rendered null and void, and you and My Heirloom shall be deemed not to have agreed to arbitrate Claims. If a portion of this arbitration provision (other than the class action waiver) is deemed unenforceable, the remaining portions of this arbitration provision shall remain in full force and effect.

My Heirloom reserves the right to amend this arbitration provision at any time. Your continued use of the Platform and/or Service is affirmation of your consent to such changes. Should the changes to this arbitration provision be material, My Heirloom will provide you notice and an opportunity to opt-out. Your continued use of the Platform and/or Service is affirmation of your consent to such material changes.

After the required pre-dispute resolution procedures above are exhausted, and to increase efficiency of resolution, in the event 25 or more similar arbitration demands against My Heirloom are filed by or with the assistance or involvement of the same or coordinated law firm(s) or organization(s) ("Mass Arbitration"), you and we agree that such Mass Arbitration shall be governed by the NAM Rules in effect when the Mass Arbitration is filed or coordinated, excluding any rules that permit arbitration on a class-wide or other representative basis, and under the rules set forth in these Terms and this arbitration agreement. You and we agree that the Mass Arbitration shall be resolved using NAM's Mass Filing Supplemental Dispute Resolution Rules and Procedures, available at <https://www.namadr.com/>. The individual demands comprising the Mass Arbitration shall be

submitted on NAM's claim form(s) and as directed by NAM. Pending resolution of any dispute concerning the administration of the Mass Arbitration by NAM, you and we agree that all arbitrations comprising the Mass Arbitration (and any obligation to pay arbitration fees) shall be stayed. Disagreements over the applicability of this Mass Arbitration process will be settled in a single, consolidated arbitration proceeding before NAM that includes all affected parties and will be resolved by a single arbitrator subject to the requirements of this section. Notwithstanding any provision in these Terms to the contrary, any Mass Arbitration shall take place in Cheyenne, Wyoming or, if the parties prefer, by video conference or other remote means. The parties may also agree to conduct arbitration based on written submissions alone. If for any reason the provisions in this subsection "9" are found to be unenforceable, or if for any reason NAM is unable to administer the Mass Arbitration, then the disputes comprising the Mass Arbitration shall be administered by ADR Services, Inc. ("ADR Services") consistent with the provisions of this arbitration agreement and these Terms and in accordance with ADR Services' rules and procedures, including any supplementary rules and fee schedules then in effect. ADR Services' rules are available at <https://www.adrservices.com/services-2/arbitration-rules/>.

In the event that 25 or more Mass Arbitration demands are allowed to be submitted for arbitration, NAM or ADR Services, as applicable, shall: (i) administer the arbitration demands in 25 batches, with the discretion to create additional batches to facilitate the efficient resolution of demands; and (ii) apply a single set of applicable arbitration fees per batch for each side as set forth in the applicable fee schedule governing mass arbitrations. You agree to cooperate in good faith to implement this batch approach to facilitate the efficient resolution of claims. Notwithstanding the foregoing, My Heirloom reserves all rights and defenses as to each and any Claim and claimant.

12.4 Limitations of Liability

In no event shall My Heirloom or its third-party suppliers be liable to you or any third party for any indirect, consequential, exemplary, incidental, special or punitive damages, including damages arising from your use of the Service or inability to use the Service or any portion of it, even if we have been advised of the possibility of such damages. Notwithstanding anything to the contrary herein, our (or our third-party suppliers') liability to you or any third party for any cause whatsoever and regardless of the form of the action, will at all times be limited to the amount you paid to us for the Service during the term of membership (if any).

We assume no liability resulting from any (i) errors, mistakes, or inaccuracies of content; (ii) personal injury or property damage, of any nature whatsoever, resulting from your access to and use of the Service; (iii) any unauthorized access to or use of our servers and/or any and all information stored therein; (iv) any interruption or cessation of transmission to or from the Service; (v) any bugs, viruses, trojan horses, or the like, which may be transmitted through the Service; and/or (vi) any loss or damage of any kind incurred as a result of your use of the Service, whether based on warranty, contract, tort, or any other legal theory. The foregoing limitations of liability shall apply to the fullest extent permitted by law in the applicable jurisdiction.

Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, this limitation may not apply in part to you. IF YOU

ARE DISSATISFIED WITH ANY PORTION OF THIS SERVICE, OR WITH ANY OF THE TERMS OF THIS AGREEMENT, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING THE SERVICE.

You agree to indemnify and hold My Heirloom, its subsidiaries, employees, directors, licensors, managers, affiliates and any third party acting on our behalf, and their respective officers, and employees, harmless from any loss, liability, claim, or demand, including reasonable attorneys' fees, made by any third party due to or arising out of your use of or access to the Service, your violation of this Agreement and/or any breach of your representations set forth above or if any information that you post on the Platform or otherwise submit to us or through the Service causes us to be liable to any third party.

13. Termination of Services

13.1 User-Initiated Termination

Users may terminate their accounts at any time by accessing account settings.

13.2 Platform-Initiated Termination

My Heirloom reserves the right to suspend or terminate accounts for violations of these Terms.

14. Marketing of our services

By signing up to the Platform, you agree that we may use your contact information to offer you My Heirloom products or services which may complement the product or service you originally signed up to use. Such promotional offers may be made via email, telephone or direct mail.

If you do not want to receive marketing offers via emails, you may opt out at any time by using the unsubscribe link listed in the email or by setting your Email Preferences. See our [Privacy Policy](#).

15. Changes to These Terms and Entire Agreement

15.1 Changes

We may update these Terms to reflect changes in the Platform or applicable laws. Updates will be communicated via email or Platform notifications.

15.2 Entire Agreement

This Agreement, together with the Privacy Policy, and any other legal notices or terms published by My Heirloom on the Platform (as applicable), shall constitute the entire agreement between you and My Heirloom concerning the Platform and the Service. Our

Failure to exercise or enforce any right or provision of this Agreement and/or the Informed Consent, or portion thereof, shall not be deemed as a waiver of such right or provision. The section titles in this Agreement are for convenience only and have no legal or contractual effect. This Agreement and the Informed Consent operate to the fullest extent permissible by law. If any provision of this Agreement or the Informed Consent is unlawful, void or unenforceable, that provision is deemed severable and does not affect the validity and enforceability of any remaining provisions or portions. This Agreement, and any rights and licenses granted hereunder, may not be transferred or assigned by you, but may be assigned by us without restriction. Any attempted transfer or assignment in violation hereof shall be void.

16. Contact Us

For questions or support, reach out to:

My Heirloom LLC

Email: support@myheirloom.us

Phone: **+1-224-844-3587**