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Benesch Comments - 6/23/2021*

Laso Health Customer Terms of Use

Effective Date: January 27, 2020

Last Updated Date: June 23, 2021

The following Customer Terms of Use constitute a legally binding agreement between you and Laso Health, Inc. ("Laso Health," "we," or "us") concerning your access to and use of the LasoHealth.com app ("App") as well as any other media form, media channel, mobile website or mobile application related, linked, or otherwise connected thereto (collectively and including the App, the "Site") and in any case where these Customer Terms of Use are posted or referenced (collectively, the "Services"). These Customer Terms of Use, together with our PRIVACY POLICY and ACCEPTABLE USE POLICY (each of which are incorporated herein by reference, and collectively, this "Agreement") govern your use of the Services, whether or not you have created an account.

BY USING OR OTHERWISE ACCESSING THE SITE AND/OR SERVICES AND/OR BY CREATING AN ACCOUNT WITH US, YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE BOUND BY ALL OF THESE CUSTOMER TERMS OF USE, INCLUDING THE INFORMATION PRACTICES DISCLOSED IN OUR PRIVACY POLICY AND THE USE RESTRICTIONS IN THE ACCEPTABLE USE POLICY. YOU ALSO AGREE TO RESOLVE ANY DISPUTE THAT YOU MAY HAVE WITH US OR THE SERVICES IN THE STATE OF TEXAS. IF YOU DO NOT AGREE TO BE BOUND BY THESE CUSTOMER TERMS OF USE, THE PRIVACY POLICY OR THE ACCEPTABLE USE POLICY, YOU ARE NOT PERMITTED TO USE OR ACCESS THE SITE OR THE SERVICES IN ANY WAY. If you create an account or use the Services on behalf of an individual or entity other than yourself, you represent that you are authorized by such individual or entity to accept this Agreement on such individual's or entity's behalf.

Supplemental terms of use or documents that may be posted on the Site from time to time are hereby expressly incorporated herein by reference. We reserve the right, in our sole discretion, to make changes or modifications to these Customer Terms of Use at any time and for any reason. We will alert you about any changes by updating the "Last updated" date of these Customer Terms of Use and you waive any right to receive specific notice of each such change. It is your responsibility to periodically review these Customer Terms of Use to stay informed of updates. You will be subject to, and will be deemed to have been made aware of and to have accepted, the changes in any revised Customer Terms of Use by your continued use of the Site and/or Services after the date such revised Terms are posted.

I. ABOUT THE SITE

Portions of the Services can be viewed without a Laso Health account and these Customer Terms of Use will govern regardless of whether you have an active account with us or not. To benefit from all of the Services we offer, you must create a Laso Health account and provide certain basic information about yourself, which you authorize Laso Health to use and disclose as described in our Privacy Policy.

You acknowledge that although some Content may be provided by healthcare professionals, the provision of such Content does not create a medical professional/patient relationship, and does not constitute an opinion, medical advice, diagnosis, treatment, or referral, but is provided to assist you in finding availability and scheduling appointments with doctors, dentists or other healthcare specialists, professionals, providers, or organizations (collectively, "Healthcare Provider"). You acknowledge that all such Healthcare Providers are independent from Laso Health, and Laso Health does not employ, and is not responsible for, the actions of any such Healthcare Providers; and, accordingly, Laso Health is not responsible for any medical advice, diagnosis, treatment or care you receive from any Healthcare Provider or any other healthcare professional

or organization. "Content" means content, text, data, graphics, images, photographs, video, audio, information, suggestions, guidance, and other materials provided, made available or otherwise found through the Site and/or Services, including, without limitation, Content provided in direct response to your questions or postings.

THE INFORMATION DISPLAYED ON OR ACCESSIBLE THROUGH THE SITE IS PROVIDED "AS IS," "AS AVAILABLE," AND ALL WARRANTIES, EXPRESS OR IMPLIED, ARE DISCLAIMED (INCLUDING, BUT NOT LIMITED TO, THE DISCLAIMER OF ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE). THE SERVICE MAY CONTAIN BUGS, ERRORS, PROBLEMS OR OTHER LIMITATIONS. LASO HEALTH MAKES NO GUARANTEE, REPRESENTATION OR WARRANTY OF THE SITE'S FUTURE OR CONTINUED AVAILABILITY, COMPATIBILITY, OR EXISTENCE. WE MAKE NO GUARANTEES, REPRESENTATIONS OR WARRANTIES, WHETHER EXPRESSED OR IMPLIED, WITH RESPECT TO PROFESSIONAL QUALIFICATIONS, EXPERTISE, QUALITY OF WORK, PRICE OR COST INFORMATION, OR ANY OTHER CONTENT AVAILABLE THROUGH THE SERVICES. IN NO EVENT SHALL WE BE LIABLE TO YOU OR ANYONE ELSE FOR ANY DECISION MADE OR ACTION TAKEN BY YOU IN RELIANCE ON ANY SUCH CONTENT. FURTHERMORE, WE DO NOT IN ANY WAY ENDORSE OR RECOMMEND ANY INDIVIDUAL OR ENTITY LISTED OR ACCESSIBLE THROUGH THE SERVICES.

The information provided on the Site is not intended for distribution to or use by any person or entity in any jurisdiction or country where such distribution or use would be contrary to law or regulation or which would subject us to any registration requirement within such jurisdiction or country. Accordingly, those persons who choose to access the Site from other locations do so on their own initiative and are solely responsible for compliance with local laws, if and to the extent local laws are applicable.

2. LASO HEALTH IS NOT A HEALTHCARE PROVIDER OR A HEALTHCARE SUPPLIER

The Content that you obtain or receive from Laso Health, its employees, contractors, partners, sponsors, advertisers, licensors or otherwise through the Services, is for informational, scheduling and payment purposes only. Laso Health does not provide medical advice or medical treatment of any kind. All medically related information, including, without limitation, information shared on any blog, social channel, email or text message associated with or integrated into Laso Health, comes from independent healthcare professionals and organizations and is for informational purposes only.

NO INFORMATION PROVIDED BY US IS INTENDED AS A SUBSTITUTE FOR, NOR DOES IT REPLACE, PROFESSIONAL MEDICAL ADVICE, DIAGNOSIS, OR TREATMENT. DO NOT DISREGARD, AVOID OR DELAY OBTAINING MEDICAL ADVICE FROM A QUALIFIED HEALTHCARE PROVIDER, UNDER ANY CIRCUMSTANCE. USE OF OUR SERVICES IS NOT APPROPRIATE FOR EMERGENCIES. YOU ACKNOWLEDGE THAT YOU SHOULD SEEK EMERGENCY MEDICAL TREATMENT IMMEDIATELY IF YOU THINK YOU HAVE A MEDICAL OR MENTAL HEALTH EMERGENCY, OR IF AT ANY TIME YOU ARE CONCERNED ABOUT YOUR CARE OR TREATMENT, CALL 9-1-1 OR GO TO THE NEAREST OPEN CLINIC OR EMERGENCY ROOM. YOUR USE OF THE CONTENT IS SOLELY AT YOUR OWN RISK. NOTHING STATED OR POSTED ON THE SITE OR AVAILABLE THROUGH ANY SERVICES IS INTENDED TO BE, AND MUST NOT BE TAKEN TO BE, THE PRACTICE OF MEDICINE, DENTISTRY, NURSING, OR OTHER PROFESSIONAL HEALTHCARE ADVICE, OR THE PROVISION OF MEDICAL CARE. NOTHING STATED IN THESE CUSTOMER TERMS OF USE AND NOTHING STATED OR POSTED ON THE SITE OR AVAILABLE THROUGH ANY SERVICES IS INTENDED TO BE, AND MUST NOT BE TAKEN TO BE A PROMISE OF GUARANTEE ABOUT THE OUTCOME OF ANY OF CUSTOMER'S TREATMENTS OR PROCEDURES FOR WHICH SERVICES ARE SOUGHT FOR AND RENDERED. LASO HEALTH MAKES NO SUCH PROMISES OR GUARANTEES. ANY SUCH COMMENTS ABOUT THE OUTCOME OF ANY OF CUSTOMER'S TREATMENTS OR PROCEDURES STATED OR POSTED ON THE SITE OR AVAILABLE THROUGH ANY SERVICES ARE EXPRESSIONS OF OPINION ONLY.

All options available on the Site, including without limitation, options related to the Healthcare Providers, locations and appointment times are provided to you for informational purposes and we do not recommend or endorse any specific tests, Healthcare Providers, procedures, opinions, or other information that may appear through the Services. If you rely on any

Content, you do so solely at your own risk. We encourage you to independently confirm any Content relevant to you with other sources, including the Healthcare Provider's office, medical associations relevant to the applicable specialty, your state medical boards, and the appropriate licensing or certification authorities to verify listed credentials and education.

3. NO DOCTOR PATIENT RELATIONSHIP

DOCTORS, DENTISTS, NURSES, AND OTHER MEDICAL PROFESSIONALS USE THE SERVICES TO SHARE CONTENT WITH YOU, BUT YOUR USE OF THIS CONTENT IS NOT A SUBSTITUTE FOR MEDICAL CARE. NO LICENSED MEDICAL PROFESSIONAL/PATIENT RELATIONSHIP IS CREATED WHEN YOU USE THE SERVICES OR CONTENT. THIS IS TRUE WHETHER SUCH CONTENT IS PROVIDED BY OR THROUGH THE USE OF THE SERVICES, DIRECTLY BY A HEALTHCARE PROVIDER TO YOU THROUGH THE USE OF THE SERVICES OR THROUGH ANY OTHER COMMUNICATIONS FROM LASO HEALTH INCLUDING, WITHOUT LIMITATION, ANY BLOG, SOCIAL CHANNEL, EMAIL OR TEXT MESSAGE ASSOCIATED WITH OR INTEGRATED INTO LASO HEALTH OR LINKS TO OTHER SITES, OR ANY ASSISTANCE WE MAY PROVIDE TO HELP YOU FIND AN APPROPRIATE HEALTHCARE PROVIDER IN ANY FIELD.

Laso Health encourages Healthcare Providers to use the Services responsibly, but we do not control, nor do we guarantee the availability of any Healthcare Provider at any particular time. By accessing the Site and/or Services, you agree and acknowledge that Laso Health is not liable for cancelled or otherwise unfulfilled appointments, or any injury resulting therefrom, or for any other injury resulting or arising from, or related to, the use of the Site or Services whatsoever. **[NOTE TO LASO: We would like to discuss cancellation so we can include information on a cancellation policy].**

4. AUTHORIZATION AND ACKNOWLEDGEMENT; IMPORTANT INFORMATION ABOUT HEALTHCARE PROVIDER RELATIONSHIPS AND HEALTHCARE PROVIDER LISTS

In connection with using the Site and the Services to locate and schedule appointments with Healthcare Providers, you understand that:

YOU ARE RESPONSIBLE FOR CHOOSING YOUR OWN HEALTHCARE PROVIDER. NOTHING STATED OR POSTED ON THE SITE OR AVAILABLE THROUGH ANY SERVICES IS INTENDED TO BE OR CONSTITUTES A REFERRAL TO A HEALTHCARE PROVIDER BY LASO HEALTH. LASO HEALTH DOES NOT REFER PATIENTS TO HEALTHCARE PROVIDERS, DOES NOT ENTER INTO REFERRAL OR FEE-SHARING AGREEMENTS, OR COLLECTS A REFERRAL FEE FROM ANY HEALTHCARE PROVIDER.

LASO HEALTH SERVICES ARE ONLY INTENDED FOR CUSTOMERS AND HEALTHCARE PROVIDERS IN THE UNITED STATES. These Services are hosted in the United States and are intended only for Customers located in the United States. Laso Health makes no representation that the Services are appropriate or available for use outside of the United States. If you access our Services from outside the United States, you will be responsible for compliance with all local laws. Under California Civil Code Section 1789.3, Customers of the Services from California are entitled to the following consumer rights notice: The Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs may be contacted in writing or you may contact us at Laso Health.

Laso Health may exclude Healthcare Providers who, in Laso Health's discretion, have engaged in inappropriate or unprofessional conduct, however Laso Health makes no representation that the Healthcare Providers are properly licensed in each State in which they do business. Laso Health shall not be liable for any injury resulting or arising from, or related to, the use of the Site or Services related to any Healthcare Provider who is not properly licensed in the State in which such Healthcare Provider practices.

Some Healthcare Providers listed through the Services enter into contracts with us, and may pay us a fee in order to be marketed through or to use the Services. However, all such Healthcare Providers are independent of Laso Health, and Laso Health does not employ, and is not responsible for, the actions of any such Healthcare Providers. To help you find Healthcare Providers who may be suitable for your needs, and enable the maximum choice and diversity of Healthcare Providers participating in the Services, we will provide you with lists and/or profiles of Healthcare Providers. These results

are based on information that you provide to us, such as geographical location, symptoms and healthcare specialty. They may also be based on other criteria (including, for example, Healthcare Provider availability, past selections by and/or ratings of Healthcare Providers by you or by other Laso Health users, and past experience of Laso Health users with Healthcare Providers). Note that Laso Health (a) does not, recommend or endorse any Healthcare Providers, (b) does not make any representations or warranties with respect to these Healthcare Providers or the quality of the healthcare services they may provide, and (c) does not receive any additional fees from Healthcare Providers for featuring them (i.e., higher or better placement on lists) through the Services (subject to Sponsored Results as described below).

We may show you advertisements or sponsored results ("Sponsored Results") on the Site, including above the search results. Laso Health receives additional fees from Healthcare Providers for providing Sponsored Results. Sponsored Results shown through the Services are not, and should not be considered as an endorsement or recommendation by Laso Health of the Healthcare Provider.

5. PAYMENTS FOR SERVICES; NO HEALTHCARE PROGRAM REIMBURSEMENT

You understand and acknowledge that by accessing and using the App, Site and/or Services, you acknowledge that all Services provided through us are self-pay only services for which the Customers will be solely responsible, and no part of the cost of the services will be submitted for reimbursement directly or indirectly by Customers or Healthcare Providers to commercial payors, nor to any state or federally funded healthcare programs, including, but not limited to Medicare, Medicaid, and TRICARE. Submitting claims for self-pay services to Federal, state, or commercial healthcare programs could expose you to civil and criminal liability and may result in removal from the App and Site.

6. CONTENT PROVIDED BY THIRD PARTIES

Healthcare Provider and practice Content is intended for general reference purposes only and is provided to you with limited or no editorial oversight from Laso Health. Healthcare Provider Content may be provided by the Healthcare Provider and/or office staff, and collected from multiple other data sources that may not be confirmed by the Healthcare Provider. Such Content can change frequently and may become out of date, incomplete or inaccurate. Neither the Site nor Laso Health provides any advice or qualification certification about any particular Healthcare Provider.

- **No Endorsements.** Laso Health does not endorse and is not responsible or liable for any Content, data, advertising, products, goods or services available or unavailable from, or through the App, Site and/or Services. The statements, comments, reviews, information and ratings contained in any Content are solely the opinion of the Customer submitting such Content and do not reflect the opinion of Laso Health or any of its affiliates or subsidiaries or any of their respective owners, managers, officers, employees, agents or representatives. You acknowledge and understand that Laso Health simply acts as a passive conduit and an interactive computer provider for the publication and distribution of Content. Laso Health does not have any duty or obligation to investigate the accuracy of Content or the quality of the services performed by you or any other Healthcare Provider which is the subject of any Content. By using the App, Site and/or Services, you agree that it is solely your responsibility to evaluate your risks associated with the use, accuracy, usefulness, completeness, appropriateness or legality of any information, responses, writings or other materials that you submit, transmit or otherwise convey through the App, Site and/or Services or otherwise.
- **Waiver of Liability.** Under no circumstances will Laso Health be liable in any way for any Content including, but not limited to any Content that contains errors, omissions or defamatory statements, or for any loss or damage of any kind incurred as a result of the use of any Content submitted, accessed, transmitted or otherwise conveyed via the App, Site and/or Services or otherwise. You hereby waive any claims, rights or actions that you may have against Laso Health or any of its affiliates or subsidiaries with respect to any Content and release Laso Health and each of its affiliates and subsidiaries from any and all liability for or relating to Content.
- **Indemnification.** You agree to indemnify and hold Laso Health and each of its affiliates and subsidiaries and their respective owners, managers, officers, employees, agents or representatives harmless for any damages that may arise, directly or indirectly, from any claim or right it may have against Laso Health with respect to any statements

made by a Customer or Content submitted by a Customer which is communicated, posted or published by Laso Health on its App, Site and/or Services or to a third party.

7. PRIVACY POLICY

Laso Health reserves the right, and you authorize Laso Health, to use and assign all information regarding your use of the Site and all information provided by you in any manner consistent with the Privacy Policy. The Privacy Policy, which may change from time to time without prior notice, is a part of these Customer Terms of Use. Please review the Privacy Policy carefully, as your use of the Services constitutes your agreement to it.

8. YOUR RESPONSIBILITIES

- Your Account Username and Password

If you choose, or are provided with an account, a user name, password, or any other piece of information as part of your use of the Site, you must treat such information as confidential, and you must not disclose it to any other person or entity. You also acknowledge that your account is personal to you and agree not to provide any other person with access to this Site or portions of it using your user name, password, or other security information. You should use particular caution when accessing your account from a public or shared computer so that others are not able to view or record your password or other personal information.

Laso Health has the right to disable any user name, password, or other identifier, whether chosen by you or provided by Laso Health, at any time in Laso Health's sole discretion for any or no reason, including if, in Laso Health's opinion, you have violated any provision of these Customer Terms of Use.

- Your Responsibilities Generally

The Services are free to you, but you are still entirely responsible for your healthcare expenses. Usual, customary and any other charges for any medical or related services rendered by Healthcare Providers will be set by the Healthcare provider and will be entirely your responsibility. You are responsible for ensuring that all information that you provide to Laso Health is accurate and up-to-date. A portion of the Services may not be available through Laso Health or your Healthcare Provider depending upon a number of factors. Ultimately, you must resolve any dispute between you or any Healthcare Provider arising from any transaction hereunder directly with the Healthcare Provider.

You are responsible for all use of the Site and/or Services, including the privacy and security of any account, usernames and passwords assigned to or created by you. You may only use the Site and the Services for lawful, non-commercial purposes. You may not use the Site in any manner that could damage, disable, overburden, or impair our servers or networks, or interfere with any other party's use and enjoyment of the Site or the Services. You may not attempt to gain unauthorized access to any of the Services, user accounts, or computer systems or networks, through hacking, password mining or any other means. You may not accumulate or index, directly or indirectly, any Content or portion of the Site and/or Services (including, without limitation, Healthcare Provider Content, appointment availability and price information) for any purpose whatsoever.

You must use the Site and/or Services in a manner consistent with the Acceptable Use Policy. Please review the Acceptable Use Policy carefully, as your use of the Site and/or Services constitutes your agreement to it.

In addition to our rights in these Customer Terms of Use, we may take any legal action and implement any technological measures to prevent violations of the restrictions hereunder and to enforce these Customer Terms of Use or our Acceptable Use Policy.

- Responsibilities of Healthcare Providers and Others in the Healthcare or Medical Industries

If you are a Healthcare Provider or other person or entity in the healthcare or medical industries, regardless of whether you maintain an account with Laso Health or whether you schedule or intend to schedule appointments through the Services, you acknowledge and agree that:

- You will not use the Site and/or Services to view, access or otherwise use, directly or indirectly, price, availability, or other Content for any purpose other than your own personal use as a patient or prospective patient. You will not use the Site and/or Services to establish, attempt to establish, or enforce, directly or indirectly, any agreement or coordination of the prices charged for any product or service; the kinds, frequencies or amounts of any product or service offered; or the customer or customer categories for any product or service, or otherwise engage or attempt to engage in price fixing, output restriction, or customer or market allocation.
- You will not use the Site and/or Services, directly or indirectly, to engage in any anti-competitive, deceptive or unfair practices, or otherwise violate applicable antitrust, competition or consumer protection laws, or regulations.
- You will not use the Site and/or Services, directly or indirectly, to engage in any activity in violation of federal and state Healthcare Laws. "Healthcare Laws" means all applicable Laws relating to the possession, control, warehousing, marketing, sale and distribution of pharmaceuticals, the operation of medical or senior housing facilities (such as, but not limited to, nursing homes, skilled nursing facilities, rehabilitation hospitals, intermediate care facilities and adult care facilities), patient healthcare, patient healthcare information, patient abuse, the quality and adequacy of medical care, rate setting, equipment, personnel, operating policies, fee splitting, including, without limitation, (a) all federal and state fraud and abuse laws, including, without limitation, the federal Anti-Kickback Statute (42 U.S.C. §1320a-7b(6)), the Stark Law (42 U.S.C. §1395nn), the civil False Claims Act (31 U.S.C. §3729 et seq.), (b) TRICARE, (c) HIPAA, (d) Medicare, (e) Medicaid, (f) the Patient Protection and Affordable Care Act (P.L. 111-1468), (g) The Health Care and Education Reconciliation Act of 2010 (P.L. 111-152), (h) quality, safety and accreditation standards and requirements of all applicable state laws or regulatory bodies, (i) all laws, policies, procedures, requirements and regulations pursuant to which Healthcare Permits are issued, and (j) any and all other applicable health care laws, regulations, manual provisions, policies and administrative guidance, each of (a) through (j) as may be amended from time to time.

9. CHANGES TO THE SERVICES; NEW SERVICES

We may from time to time add new features to the Services, substitute a new service for one of the existing Services, or discontinue or suspend one of the existing Services. Under no circumstances will Laso Health be liable for any suspension or discontinuation of any of the Services or portion thereof, and the use of new services will be governed by this Agreement.

10. LINKS TO OTHER WEBSITES

- Linking to the Site

Hyperlinks to the Site may not state or imply any Laso Health sponsorship or endorsement of another website, publication, or service. The Content may not be incorporated into another website, publication, or service without Laso Health's prior written approval. You agree to cooperate with Laso Health in causing any unauthorized framing or linking to stop immediately. Laso Health reserves the right to withdraw linking permission without notice.

- Links to Other Sites

If the Site contains links to other sites and resources provided by third parties, these links are provided for your convenience only. Laso Health has no control over the contents of those sites or resources, and accepts no responsibility for them or for any loss or damage that may arise from your use of them. If you decide to access any of the third-party websites linked to this Site, you do so entirely at your own risk.

11. CONTENT YOU POST OR SUBMIT

You will have the opportunity to submit feedback regarding your experiences with Healthcare Providers you find through the Services, to submit inquiries concerning possible medical needs and to participate in the other interactive or community features of the Site (collectively, "Posted Information"). We may also invite you to chat, contribute to, or participate in blogs, message boards, online forums, and other functionality, and may provide you with the opportunity to create, submit, post, display, transmit, perform, publish, distribute, or broadcast content, questions, comments, suggestions, ideas, feedback and other information and materials to us or on the Site, including but not limited to text, writings, video, audio, photographs, graphics, comments, suggestions, or personal information or other material (collectively, "Contributions"). It is important that you act responsibly when providing Posted Information and Contributions. You represent and warrant that the Posted Information is up to date, accurate, complete, correct, truthful and complies with our Acceptable Use Policy and all applicable laws complete and accurate, and has not been provided in a misleading, negligent or fraudulent manner. Additionally, your Healthcare Provider reviews must comply with our guidelines for reviews. Laso Health reserves the right to remove or censor any Posted Information that does not comply with the Acceptable Use Policy, as determined by Laso Health in its sole discretion.

By posting Posted Information and Contributions through the Services, you agree to and hereby do grant, and you represent and warrant that you have all intellectual property rights necessary to grant to Laso Health and its contractors an irrevocable, perpetual, royalty-free, fully sub-licensable, fully paid up, worldwide license to use, copy, publicly perform, digitally perform, publicly display, and distribute such Posted Information and to adapt, edit, sell, re-sell, translate, prepare derivative works of, incorporate into other works, or otherwise exploit, such Posted Information. This license is non-exclusive, except that you agree that Laso Health shall have the exclusive right to practice this license to the extent of combining your Posted Information and Contributions with the Posted Information and Contributions of other Laso Health users for purposes of constructing or populating a searchable database of reviews and information related to the healthcare industry.

LASO HEALTH RESERVES THE RIGHT TO IMMEDIATELY REMOVE ANY MATERIAL THAT LASO HEALTH BELIEVES IS OR MAY BE INFRINGING OR VIOLATING OF ANY THIRD PARTY INTELLECTUAL PROPERTY OR OTHER RIGHTS OR IN VIOLATION OF FEDERAL, STATE, LOCAL OR FOREIGN LAWS AT ANYTIME, WITHOUT PRIOR NOTICE TO YOU. YOU FURTHER AGREE THAT LASO HEALTH MAY TERMINATE YOUR ACCESS AND/OR ACCOUNT AT ANYTIME FOR ANY REASON WITHOUT NOTICE.

12. YOUR USE OF CONTENT

Unless otherwise indicated, the Site is our proprietary property and all source code, databases, functionality, software, website designs, audio, video, text, photographs, and graphics on the Site (collectively, the "Content") and the trademarks, service marks, and logos contained therein (the "Marks") are owned or controlled by us or licensed to us, and are protected by copyright and trademark laws and various other intellectual property rights and unfair competition laws of the United States, foreign jurisdictions, and international conventions. The Content and the Marks are provided on the Site "AS IS" for your information and personal use only. Except as expressly provided in these Customer Terms of Use, no part of the Site and no Content or Marks may be copied, reproduced, aggregated, republished, uploaded, posted, publicly displayed, encoded, translated, transmitted, distributed, sold, licensed, or otherwise exploited for any commercial purpose whatsoever, without our express prior written permission. Except as expressly provided herein, neither Laso Health nor its licensors grant you any express or implied rights, and all rights in the Site and/or Services not expressly granted by Laso Health to you are retained by Laso Health.

We may incorporate third party software as part of certain of the Site and/or Services, including without limitation open source third party software. Your use of such third party software is subject to any and all applicable additional terms of use governing such use provided by the third party software provider. Where applicable, additional notices relating to the third party software may be provided by us, which for example may contain attribution and disclaimer notices applicable to the third party software.

13. MOBILE APPLICATION LICENSE

- Use License

Laso Health.com (the "App") is a mobile application developed by Laso Health. We grant you a revocable, non-exclusive, non-transferable, limited right to install and use the App on wireless electronic devices owned or controlled by you, and to access and use the App on such devices strictly in accordance with the terms of use of this mobile application license contained in these Customer Terms of Use. Please read these Customer Terms of Use carefully before downloading or installing the App. You may only use this App pursuant to these Customer Terms of Use. By downloading, accessing, or otherwise using this App, you acknowledge that you have read, understood, and agree to be bound by these Customer Terms of Use. If you do not accept these Customer Terms of Use and do not wish to be bound by these Customer Terms of Use, do not download, install, or otherwise use the App. We reserve the right to make changes to these Customer Terms of Use at any time, without notice to you, by posting changes on the Site and or through the App. Check back from time to time to ensure you are aware of any updates or changes to these Terms.

- Apple and Android Devices

The following terms apply when you use a mobile application obtained from either the Apple Store or Google Play (each an "App Distributor") to access the Site and/or Services: (1) you and Laso Health acknowledge that these Customer Terms of Use are concluded between you and Laso Health only, not an App Distributor, and the license granted to you for the App is limited to a non-transferable license to use the App on a device that utilizes the Apple iOS or Android operating systems, as applicable, and in accordance with the usage rules set forth in the applicable App Distributor's terms of service; (2) we are responsible for providing any maintenance and support services with respect to the App as specified in the Customer Terms of Use of this mobile application license contained in these Customer Terms of Use or as otherwise required under applicable law, and you acknowledge that each App Distributor has no obligation whatsoever to furnish any maintenance and support services with respect to the App; (3) in the event of any failure of the App to conform to any applicable warranty, you may notify the applicable App Distributor, and the App Distributor, in accordance with its terms and policies, may refund the purchase price, if any, paid for the App, and to the maximum extent permitted by applicable law, the App Distributor will have no other warranty obligation whatsoever with respect to the mobile application; (4) you acknowledge and agree that Laso Health, and not an App Distributor, is responsible for addressing any claims you or any third party may have in relation to the App; (5) you acknowledge and agree that, in the event of any third party claim that the App or your possession and use of the App infringes a third party's intellectual property rights, the App Developer will not be responsible for the investigation, defense, settlement and discharge of any such infringement claim; (6) you represent and warrant that (i) you are not located in a country that is subject to a U.S. government embargo, or that has been designated by the U.S. government as a "terrorist supporting" country and (ii) you are not listed on any U.S. government list of prohibited or restricted parties; (7) you must comply with applicable third-party terms of agreement when using the App, e.g., if you have a VoIP application, then you must not be in violation of their wireless data service agreement when using the App; and (8) you acknowledge and agree that the App Distributors are third-party beneficiaries of the terms of use in this mobile application license contained in these Customer Terms of Use, and that each App Distributor will have the right (and will be deemed to have accepted the right) to enforce the terms of use in this mobile application license contained in these Customer Terms of Use against you as a third-party beneficiary thereof.

14. SITE MANAGEMENT

We reserve the right, but not the obligation, to: (1) monitor the Site for violations of these Customer Terms of Use; (2) take appropriate legal action against anyone who, in our sole discretion, violates the law or these Customer Terms of Use, including without limitation, reporting such user to law enforcement authorities; and (3) otherwise manage the Site in a manner designed to protect our rights and property and to facilitate the proper functioning of the Site.

15. DIGITAL MILLENNIUM COPYRIGHT ACT (DMCA) NOTICE AND POLICY

16. This language applies if there are areas of the App and/or Site where users will upload/post content. If any of that user content infringed someone's copyright, this is a safe harbor from liability under copyright law for infringement.

- Notifications

We respect the intellectual property rights of others. If you believe that any material available on or through the Site infringes upon any copyright you own or control, please immediately notify our Designated Copyright Agent using the contact information provided below (a "Notification"). A copy of your Notification will be sent to the person who posted or stored the material addressed in the Notification. Please be advised that pursuant to federal law you may be held liable for damages if you make material misrepresentations in a Notification. Thus, if you are not sure that material located on or linked to by the Site infringes your copyright, you should consider first contacting an attorney.

All Notifications should meet the requirements of DMCA 17 U.S.C. § 512(c)(3) and include the following information: (1) A physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed; (2) identification of the copyrighted work claimed to have been infringed, or, if multiple copyrighted works on the Site are covered by the Notification, a representative list of such works on the Site; (3) identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit us to locate the material; (4) information reasonably sufficient to permit us to contact the complaining party, such as an address, telephone number, and, if available, an email address at which the complaining party may be contacted; (5) 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; and (6) 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 upon.

- Counter Notification

If you believe your own copyrighted material has been removed from the Site as a result of a mistake or misidentification, you may submit a written counter notification to our Designated Copyright Agent using the contact information provided below (a "Counter Notification"). To be an effective Counter Notification under the DMCA, your Counter Notification must include substantially the following: (1) identification of the material that has been removed or disabled and the location at which the material appeared before it was removed or disabled; (2) a statement that you consent to the jurisdiction of the Federal District Court in which your address is located, or if your address is outside the United States, for any judicial district in which we are located; (3) a statement that you will accept service of process from the party that filed the Notification or the party's agent; (4) your name, address, and telephone number; (5) a statement under penalty of perjury that you have a good faith belief that the material in question was removed or disabled as a result of a mistake or misidentification of the material to be removed or disabled; and (6) your physical or electronic signature.

If you send us a valid, written Counter Notification meeting the requirements described above, we will restore your removed or disabled material, unless we first receive notice from the party filing the Notification informing us that such party has filed a court action to restrain you from engaging in infringing activity related to the material in question. Please note that if you materially misrepresent that the disabled or removed content was removed by mistake or misidentification, you may be liable for damages, including costs and attorney's fees. Filing a false Counter Notification constitutes perjury.

Designated Copyright

Agent John M. Taboada

Taboada Law Firm PLLC

Attn: Laso Copyright

Agent 1925 N. New

Braunfels Ave. San Antonio,

TX 78208

john@tabodalawfirm.com

17. DISCLAIMER

You acknowledge that we have no control over, and no duty to take any action regarding: (a) which users gain access to the Site and/or the Services, (b) what Content you access, (c) what effects the Content may have on you, (d) how you may interpret or use the Content, or (e) what actions you may take as a result of having been exposed to the Content. You release us from all liability for you having acquired or having not acquired, or your use of Content. We make no representations or warranties regarding suggestions or recommendations of services or products offered or purchased through the Site and/or Services. We have no special relationship with or fiduciary duty to you. WE PROVIDE THE SERVICES "AS IS" AND "AS AVAILABLE." WE MAKE NO EXPRESS OR IMPLIED WARRANTIES OR GUARANTEES ABOUT THE SERVICES. TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE HEREBY DISCLAIM ALL SUCH WARRANTIES, INCLUDING ALL STATUTORY WARRANTIES, WITH RESPECT TO THE SERVICES AND THE SITE, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES THAT THE SERVICES ARE MERCHANTABLE, OF SATISFACTORY QUALITY, ACCURATE, FIT FOR A PARTICULAR PURPOSE OR NEED, OR NON-INFRINGEMENT. WE DO NOT GUARANTEE THAT THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES WILL BE EFFECTIVE, RELIABLE OR ACCURATE OR WILL MEET YOUR REQUIREMENTS. WE ARE NOT RESPONSIBLE FOR THE ACCURACY, RELIABILITY, TIMELINESS OR COMPLETENESS OF INFORMATION PROVIDED BY USERS OF THE SERVICES OR ANY OTHER DATA OR INFORMATION PROVIDED OR RECEIVED THROUGH THE SERVICES. LASO HEALTH MAKES NO WARRANTIES ABOUT THE INFORMATION SYSTEMS, SOFTWARE AND FUNCTIONS MADE ACCESSIBLE THROUGH THE SERVICES OR ANY OTHER SECURITY ASSOCIATED WITH THE TRANSMISSION OF SENSITIVE INFORMATION. LASO HEALTH DOES NOT WARRANT THAT THE SITE OR THE SERVICES WILL OPERATE ERROR-FREE, BUG-FREE OR FREE FROM DEFECTS, THAT LOSS OF DATA WILL NOT OCCUR, OR THAT THE SERVICES, SOFTWARE OR SITE ARE FREE OF COMPUTER VIRUSES, CONTAMINANTS OR OTHER HARMFUL ITEMS.

18. GENERAL LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED UNDER LAW, UNDER NO CIRCUMSTANCES WILL LASO HEALTH BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, MULTIPLE OR OTHER INDIRECT DAMAGES, INCLUDING WITHOUT LIMITATION ANY LOSS OF PROFITS, REVENUES, DATA OR COMPENSATION THAT RESULT FROM THE USE OF, OR THE INABILITY TO USE, THE SERVICE OR SITE, EVEN IF LASO HEALTH HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE NEGATION OF DAMAGES SET FORTH ABOVE IS A FUNDAMENTAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN LASO HEALTH AND YOU. THIS SITE AND THE CONTENT DISPLAYED ON OR ACCESSIBLE THROUGH THE SITE WOULD NOT BE PROVIDED WITHOUT SUCH LIMITATIONS. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM LASO HEALTH THROUGH THE SITE WILL CREATE ANY WARRANTY, REPRESENTATION OR GUARANTEE NOT EXPRESSLY STATED IN THESE CUSTOMER TERMS OF USE. THE FOREGOING LIMITATION OF LIABILITY WILL APPLY TO THE FULLEST EXTENT PERMITTED BY LAW IN THE APPLICABLE JURISDICTION. IN NO EVENT WILL LASO HEALTH'S TOTAL LIABILITY TO YOU FOR ALL DAMAGES, LOSSES, AND KNOWN AND UNKNOWN CAUSES OF ACTION RESULTING FROM YOUR USE OF THE SERVICE OR SITE, WHETHER IN CONTRACT, TORT (INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE) OR OTHERWISE, EXCEED U.S. \$100 OR THE LOWEST AMOUNT PERMITTED UNDER APPLICABLE LAW.

IF YOU ARE A CALIFORNIA RESIDENT, YOU WAIVE YOUR RIGHTS WITH RESPECT TO CALIFORNIA CIVIL CODE SECTION 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."

19. TERMINATION

We may terminate, suspend and/or deactivate your account at any time, without notice, if there has been a violation of this Agreement or other policies and terms posted on the Site or through the Services by you or by someone using your account information. We may also terminate, suspend or deactivate your account for any other reason, including inactivity for an extended period. Laso Health shall not be liable to you or any third party for any termination, suspension or deactivation of your access to the Site and/or the Services. Further, you agree not to attempt to use the Site and/or the Services after any

such termination, suspension or deactivation (provided, in the case of deactivation due exclusively to your inactivity, you may be permitted to reactivate your account or create another account). Sections 1, 2, 3, 4, 6, 8, 10, 11, 12, 13, 14, 15, and 16 shall survive any termination or expiration of these Terms of Use.

20. MODIFICATIONS AND INTERRUPTIONS

We reserve the right to change, modify, or remove the contents of the Site at any time or for any reason at our sole discretion without notice. However, we have no obligation to update any information on our Site. We also reserve the right to modify or discontinue all or part of the Site without notice at any time. We will not be liable to you or any third party for any modification, price change, suspension, or discontinuance of the Site.

We cannot and do not guarantee the Site will be available at all times. We may experience hardware, software, or other problems or need to perform maintenance related to the Site, resulting in interruptions, delays, or errors. We reserve the right to change, revise, update, suspend, discontinue, or otherwise modify the Site at any time or for any reason without notice to you. You agree that we have no liability whatsoever for any loss, damage, or inconvenience caused by your inability to access or use the Site during any downtime or discontinuance of the Site. Nothing in these Customer Terms of Use will be construed to obligate us to maintain and support the Site or to supply any corrections, updates, or releases in connection therewith.

21. INDEMNIFICATION

You agree to defend, indemnify, and hold harmless Laso Health, its affiliates, licensors, and service providers, and its owners, officers, directors, employees, contractors, agents, licensors, suppliers, successors, and assigns from and against any claims, liabilities, damages, judgments, awards, losses, costs, expenses, or fees (including reasonable attorneys' fees) arising out of or relating to your violation of these Customer Terms of Use or your use of the Site, including, but not limited to, your Posted Information, any use of the Site other than as expressly authorized in these Customer Terms of Use or your use of any information obtained from the Site.

22. MISCELLANEOUS

◦ Electronic Contracting

Your affirmative act of using the Site and/or Services constitutes your electronic signature to this Agreement, which includes our Privacy Policy and Acceptable Use Policy, and your consent to enter into such agreements with us electronically.

◦ Changes to These Customer Terms of Use

We may change these Customer Terms of Use and the other documents that are part of the Agreement at any time, as we deem appropriate. Upon any such change, we will post the amended terms on the Site; we may also attempt to notify you in some other way. Your continued use of the Site and/or the Services following such posting shall constitute your affirmative acknowledgement of the Customer Terms of Use or other applicable Agreement document, the modification, and agreement to abide and be bound by the Customer Terms of Use or other applicable Agreement document, as amended. We encourage you to periodically review these Customer Terms of Use and the Agreement. **IF AT ANY TIME YOU CHOOSE NOT TO ACCEPT THESE CUSTOMER TERMS OF USE OR THE AGREEMENT, INCLUDING FOLLOWING ANY SUCH MODIFICATIONS HERETO, THEN YOU MUST STOP USING THE SITE AND THE SERVICES.**

◦ Choice of Law – Important – Please Review as This Affects Your Legal Rights

Any legal action of whatever nature brought by either you or us (collectively, the "Parties" and individually, a "Party") shall be commenced or prosecuted in the state and federal courts located in Bexar County, Texas, and the Parties hereby consent to, and waive all defenses of lack of personal jurisdiction and forum non conveniens with respect to venue and jurisdiction in such state and federal courts. Application of the United Nations Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transaction Act (UCITA) are excluded from these Customer Terms of Use. In no event shall any claim, action, or proceeding brought by either Party related in any way to the Site be commenced more

than 1 year after the cause of action arose.

- Dispute Resolution – Important – Please Review as This Affects Your Legal Rights
- Informal Negotiations

To expedite resolution and control the cost of any dispute, controversy, or claim related to these Customer Terms of Use (each a “Dispute” and collectively, the “Disputes”) brought by either you or us (individually, a “Party” and collectively, the “Parties”), the Parties agree to first attempt to negotiate any Dispute (except those Disputes expressly provided below) informally for at least 60 days before initiating arbitration. Such informal negotiations commence upon written notice from one Party to the other Party.

- Binding Arbitration

PLEASE READ THE FOLLOWING CAREFULLY AS IT CONTAINS AN AGREEMENT TO ARBITRATE AND OTHER IMPORTANT INFORMATION REGARDING YOUR LEGAL RIGHTS, REMEDIES, AND OBLIGATIONS. THIS AGREEMENT TO ARBITRATE REQUIRES (WITH LIMITED EXCEPTION) THAT YOU SUBMIT CLAIMS YOU MAY HAVE AGAINST US TO BINDING AND FINAL ARBITRATION, AND FURTHER (1) YOU WILL ONLY BE PERMITTED TO PURSUE CLAIM AGAINST LASO HEALTH ON AN INDIVIDUAL BASIS, NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE ACTION OR PROCEEDING, (2) YOU WILL ONLY BE PERMITTED TO SEEK RELIEF (INCLUDING MONETARY, INJUNCTIVE, AND DECLARATORY RELIEF) ON AN INDIVIDUAL BASIS, AND (3) YOU MAY NOT BE ABLE TO HAVE ANY CLAIMS YOU HAVE AGAINST US RESOLVED BY A JURY OR IN A COURT OF LAW. BY USING THE APP, SITE, AND SERVICES YOU SIGNIFY YOUR ACCEPTANCE OF THESE TERMS OF SERVICE. IF YOU DO NOT AGREE WITH ANY OF THE TERMS AND CONDITIONS CONTAINED IN THE TERMS OF USE, DO NOT USE OR PROVIDE THESE SERVICES. If the Parties are unable to resolve a Dispute through informal negotiations, the Dispute (except those Disputes expressly excluded below) will be finally and exclusively resolved by binding arbitration. YOU UNDERSTAND THAT BY AGREEING TO THIS PROVISION YOU GIVE UP THE RIGHT TO SUE IN COURT AND HAVE A JURY TRIAL. The arbitration shall be commenced and conducted under the Commercial Arbitration Rules of the American Arbitration Association (“AAA”) and, where appropriate, the AAA’s Supplementary Procedures for Consumer Related Disputes (“AAA Consumer Rules”), both of which are available at the AAA website www.adr.org. Your arbitration fees and your share of arbitrator compensation shall be governed by the AAA Consumer Rules and, where appropriate, limited by the AAA Consumer Rules. The arbitration may be conducted in person, through the submission of documents, by phone, or online. The arbitrator will make a decision in writing, but need not provide a statement of reasons unless requested by either Party. The arbitrator must follow applicable law, and any award may be challenged if the arbitrator fails to do so. Except where otherwise required by the applicable AAA rules or applicable law, the arbitration will take place in Bexar County, Texas. Except as otherwise provided herein, the Parties may litigate in court to compel arbitration, stay proceedings pending arbitration, or to confirm, modify, vacate, or enter judgment on the award entered by the arbitrator.

If for any reason, a Dispute proceeds in court rather than arbitration, the Dispute shall be commenced or prosecuted in the state and federal courts located in Bexar County, Texas, and the Parties hereby consent to, and waive all defenses of lack of personal jurisdiction, and forum non conveniens with respect to venue and jurisdiction in such state and federal courts. Application of the United Nations Convention on Contracts for the International Sale of Goods and the Uniform Computer Information Transaction Act (UCITA) are excluded from these Customer Terms of Use.

In no event shall any Dispute brought by either Party related in any way to the Site be commenced more than one (1) year after the cause of action arose. If this provision is found to be illegal or unenforceable, then neither Party will elect to arbitrate any Dispute falling within that portion of this provision found to be illegal or unenforceable and such Dispute shall be decided by a court of competent jurisdiction within the courts listed for jurisdiction above, and the Parties agree to submit to the personal jurisdiction of that court.

- Restrictions

The Parties agree that any arbitration shall be limited to the Dispute between the Parties individually. To the full extent permitted by law, (a) no arbitration shall be joined with any other proceeding; (b) there is no right or authority for any Dispute to be arbitrated on a class-action basis or to utilize class action procedures; and (c) there is no right or authority for any Dispute to be brought in a purported representative capacity on behalf of the general public or any other persons.

- Headings

The headings of the sections of this Agreement are for convenience only, do not form a part hereof, and in no way limit, define, describe, modify, interpret or construe the meaning, scope or intent of this Agreement or any terms or conditions therein.

- Assignment

We may assign this Agreement at any time, including, without limitation, to any parent, subsidiary, or any affiliated company, or as part of the sale to, merger with, or other transfer of our company to another entity. You may not assign, transfer or sublicense this Agreement to anyone else and any attempt to do so in violation of this section shall be null and void.

- Eligibility

You must be 18 years of age or over, or the legal age to form a binding contract in your jurisdiction if that age is greater than 18 years of age, to create an account with us or use the Site and the Services. If you are between the ages of 13 and 18, or the applicable legal age in your jurisdiction, you can use the Site or Services only under the supervision of your parent or guardian who has agreed to these Customer Terms of Use. Those under the age of 13 are not permitted to and may not use the Site or Services. Parents or legal guardians of a child under the age of 18 may use the Site or Services on behalf of such minor child. By using the Site or Services on behalf of a minor child, you represent and warrant that you are the parent or legal guardian of such child, and that all references in these Customer Terms of Use to "you" shall refer to such child or such other individual on whose behalf you have authorization to enter into these Customer Terms of Use and you in your capacity as the parent or legal guardian of such child or as the authorized party of such individual.

If you do not qualify under these Customer Terms of Use or cannot comply with the Acceptable Use Policy, do not use the Site and/or Services. Use of the Site and/or Services is void where prohibited by applicable law, and the right to access the Site and/or Services is revoked in such jurisdictions. By using the Site and/or Services, you represent and warrant that you have the right, authority, and capacity to enter into these Customer Terms of Use. The Site is administered in the U.S. and intended for U.S. users; any use outside of the U.S. is at the user's own risk and Laso Health is not liable for any injury resulting therefrom, or for any other injury resulting or arising from, or related to, the use of the Site or Services whatsoever. Users are responsible for compliance with any local, state or federal laws applicable to their use of the Services or the Site.

- SMS/Text Communications

We may send communications to you on your mobile telephone by SMS or text message. Message and data rates from your mobile telephone service provider may apply and are subject to the terms of use imposed by your provider.

23. PAYMENT PROCESSING

- Payment and Transaction Processing Generally.

You may be permitted to use the Site and/or Services to pay for Designated Provider Services (as defined below), other products or services provided by the applicable Healthcare Provider, and/or other payment obligations, including, for example, missed appointment fees. In connection with such payments, we process your payment card information in accordance with our Privacy Policy. Laso Health and/or its payment processing partner may collect from the applicable Healthcare Provider a transaction processing fee for our billing, collection and payment services (the "Transaction Processing Services") performed in connection with such payment, which transaction processing fee is paid by the

Healthcare Provider, not you.

- Designated Provider Services.

Certain Healthcare Providers may provide through the Site and/or Services price information for their healthcare and related products and services ("Designated Provider Services"), and permit you to use the Services to pay for such Designated Provider Services.

Prior to scheduling an appointment for Designated Provider Services, please carefully review (a) the price information, and (b) all of the products and services that are included and excluded in each Designated Provider Service. Healthcare Providers are required to provide the applicable Designated Provider Service at or below the price indicated at the time of scheduling ("Designated Price"), unless you separately agree otherwise. Services in addition to or different from Designated Provider Services may be available, required, offered or rendered by Healthcare Providers. You and your Healthcare Providers are responsible for agreeing to any additional or different services. WE ARE NOT RESPONSIBLE FOR YOUR OR ANY HEALTHCARE PROVIDER'S FAILURE TO AGREE TO ANY ADDITIONAL OR DIFFERENT SERVICES.

You acknowledge and agree that:

- (a) you are responsible for and you will pay the Designated Price for the Designated Provider Services charged through Laso Health by the applicable Healthcare Provider, as well as other amounts the applicable Healthcare Provider may charge through Laso Health for any additional or different services rendered during or related to the applicable appointment;
- (b) you remain responsible for paying all amounts required by law and/or contract;
- (c) Laso Health may process your payment, and may do so in collaboration with our payment processing partner;
- (d) Laso Health is not responsible for any charges incurred for any products or services provided by Healthcare Provider, including any Designated Provider Service;
- (e) Laso Health is not responsible for any charges submitted for processing by Healthcare Providers;
- (f) in the event you dispute any fees chargeable or charged through Laso Health by a Healthcare Provider, you will resolve such dispute directly with the applicable Healthcare Provider;
- (g) by using the Transaction Processing Services, you accept the terms of use and privacy policy of our payment processing partner with respect to Transaction Processing Services; and
- (h) you will promptly review all charges processed through the Transaction Processing Services, and immediately notify Laso Health to the extent you have any questions, concerns or disputes; in no event may you raise any questions, concerns or disputes after twelve (12) months from the date of the applicable transaction; and
- (i) You further acknowledge and agree that: neither Laso Health nor our payment processing partner will be responsible if either we or our payment processing partner are unable to complete a transaction for any reason, including but not limited to:
 - (A) if you have not provided us with accurate, current and complete payment information;
 - (B) if you do not have sufficient available funds or available credit to complete the transaction;
 - (C) if you do not have an active payment card, or if we are unable to confirm your payment card information or your identity;
 - (D) if your account with us, your account with our payment processing partner, your access to the Services, or your access to our payment processing partner's services has been terminated or suspended for any reason;

- (E) if we or our payment processing partner have reason to believe that the requested transaction is unauthorized; or
- (F) if we terminate or suspend the services we provide to the applicable Healthcare Provider.

24. ENTIRE AGREEMENT

These Customer Terms of Use and any policies or operating rules posted by us on the Site constitute the entire agreement and understanding between you and Laso Health. Our failure to exercise or enforce any right or provision of these Customer Terms of Use shall not operate as a waiver of such right or provision. These Customer Terms of Use operate to the fullest extent permissible by law. We may assign any or all of our rights and obligations to others at any time. We shall not be responsible or liable for any loss, damage, delay, or failure to act caused by any cause beyond our reasonable control. If any provision or part of a provision of these Customer Terms of Use is determined to be unlawful, void, or unenforceable, that provision or part of the provision is deemed severable from these Customer Terms of Use and does not affect the validity and enforceability of any remaining provisions. There is no joint venture, partnership, employment or agency relationship created between you and us as a result of these Customer Terms of Use or use of the Site. You agree that these Customer Terms of Use will not be construed against us by virtue of having drafted them. You hereby waive any and all defenses you may have based on the electronic form of these Customer Terms of Use and the lack of signing by the parties hereto to execute these Customer Terms of Use.

25. CONTACT

In order to resolve a complaint regarding the Site or to receive further information regarding use of the Site, please contact us at:

LASO Health Inc.

Attn: Tim S.
Kaufeldt

215 North San Saba, Suite 301
San Antonio, TX 78207

Phone: (210) 624-7715
Fax: (210) 468-8001
Info@lasohealth.com

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