

TERMS OF SERVICE

Last updated: 1 January 2026

1. GENERAL PROVISIONS

1.1. These Terms of Service (the “Terms”) govern the relationship between the service provider — Project Management Academy EOOD, with its registered office and principal place of business at BULGARIA, Sofia, Lyulin District, Building 604, Floor 3, UIC 205690799, contact email contacts@docilab.com (hereinafter referred to as the “Provider” or the “Service”), and any natural or legal person that meets the qualification requirements set out in Clause 3.1 and that accesses, uses, or registers for the Service (hereinafter referred to as the “User”).

1.2. The agreement for the provision of paid services is concluded upon the User’s explicit acceptance of these Terms and the successful completion of payment. The agreement enters into force as of the moment the User receives confirmation of activated access to the paid content.

1.3. The PDF version of these Terms, available at <https://docilab.com/pages/en/terms.pdf>, constitutes a full and accurate copy of the HTML version published on the website at <https://docilab.com/pages/en/terms.html>. Both versions are identical. The pages of the PDF version are sequentially numbered solely for ease of navigation and reference by Users. In the event of any discrepancy between the two versions, the HTML version published on the website shall prevail.

1.4. The Service provides paid online access to materials of a hypothetical, analytical, and informational nature, including texts, articles, and educational content relating to various fields (biology, physics, chemistry, pharmacy, biotechnology, and other related disciplines). The published content does not constitute established, guaranteed, or verified scientific information and is provided solely for speculative, theoretical, and educational purposes. The User acknowledges that the materials must not be used as professional, scientific, or medical advice and that the Provider bears no responsibility for any decisions, actions, or interpretations based on such materials, to the fullest extent permitted by applicable law.

The content made available through the Service is intended exclusively for use by persons who meet the requirements set out in Section 3, “TARGET AUDIENCE AND QUALIFICATION REQUIREMENTS.”

The materials may also be used for processing by artificial intelligence (AI) and machine learning systems, including but not limited to the training of large language models (LLMs), retrieval-augmented generation (RAG) systems, and other analytical or experimental technical processes. In all cases, such use is permitted only in compliance with the conditions described in Sections 3 and 9 and subject to the explicit acknowledgment that the content is hypothetical, theoretical, and non-validated in nature and does not constitute a reliable, verified, or guaranteed scientific source.

Access to the Service is provided via an annual subscription and subject to acceptance of these Terms.

1.5. By accessing, registering on, paying for a subscription to, or using any part of the Service, the User confirms that they have read, understood, and accepted these Terms. If the User does not agree with any part thereof, they must immediately cease using the Service. Nothing in these Terms affects or limits any statutory rights that cannot be waived under applicable consumer protection laws.

1.6. These Terms are published on the Service's website and are accessible at all times. They constitute a legally binding agreement between the User and the Provider, effective from the moment of their acceptance.

1.7. The Provider reserves the right to amend these Terms at any time. In the event of amendments, the Provider shall notify Users by publishing a notice in a prominent place on the Service and/or by sending a message to the email address provided by the User upon registration. The amendments shall enter into force 30 days after the date of notification. If the User does not agree with the amendments, they may discontinue use of the Service and notify the Provider in writing prior to the effective date. Continued use of the Service after the effective date shall constitute acceptance of the amended Terms.

1.8. Governing Law

1.8.1. These Terms shall be governed by and construed in accordance with the laws of the Republic of Bulgaria.

1.8.2. For Consumers in the European Union and the United Kingdom: Nothing in these Terms, including the choice of Bulgarian law, shall deprive you of the mandatory protections and rights granted to you by the consumer protection laws of your country of habitual residence. If any provision of these Terms conflicts with such mandatory laws, the mandatory laws shall prevail to the extent of the conflict.

1.8.3. For Consumers in the United States: To the extent permitted by the law of your state of residence, these Terms are governed by Bulgarian law. However, this choice of law shall not

be used to deny you any protections, rights, or remedies that are available to you under the mandatory consumer protection statutes of your state which would otherwise apply.

2. SUBJECT OF THE SERVICE

2.1. The Service provides online access to digital content, including articles, documents, conceptual descriptions of laboratory methods, summarized research, analytical materials, and other resources of an educational and theoretical nature. All materials are entirely hypothetical, speculative, or scientifically unconfirmed and must not be regarded as verified or definitive scientific data.

2.2. The Service does not provide practical instructions or guidance for the actual performance of laboratory, scientific, medical, or other experimental or non-experimental activities. All content is provided solely for informational and educational purposes. The Provider bears no responsibility for the accuracy, completeness, or timeliness of the information provided, nor for any actions, decisions, or consequences arising from the use, misinterpretation of, or reliance upon such content, except where such liability cannot be excluded under applicable law.

2.3. No material, document, response, or recommendation published or provided through the Service shall be construed as professional, medical, pharmaceutical, biological, chemical, physical, legal, financial, or other practical advice. The User declares that they will not use the provided content to make decisions with potential professional, health-related, financial, or legal consequences.

2.4. The Service does not guarantee absolute scientific accuracy, completeness, timeliness, or error-free content. All information represents theoretical, hypothetical, or experimental descriptions that do not constitute officially established scientific practices, as well as analytical models, assumptions, and interpretations that may be incomplete, outdated, or inaccurate and must not be considered scientifically validated or applicable in real-world conditions.

2.5. The Service may provide functionality for submitting questions and receiving responses. All such forms of communication are purely conceptual, theoretical, hypothetical, and entirely non-binding. They do not constitute and must not be interpreted as professional, scientific, medical, pharmaceutical, biological, chemical, technical, legal, financial, or other advice, guidance, or consultation. The User acknowledges that the information provided is not intended and must not be used for taking any real, educational, practical, professional, experimental,

or other actions or decisions. Responses and opinions provided by the Service are of a limited, unverified, and hypothetical nature. The Provider bears no responsibility for the accuracy, completeness, content, interpretation, or consequences of the use of such information, subject to mandatory statutory limitations on liability.

2.6. The content of the Service is created by an editorial team and may be assisted by artificial intelligence systems (including large language models — LLMs) used for initial structuring, formatting, or editing of texts. Final responsibility for the content and its hypothetical nature rests with the authors and editors. All articles are published under human supervision.

2.7. The Service does not provide, and is not designed to function as, a clinical decision-support system, diagnostic tool, or any form of automated medical advice interface. No functionality, including but not limited to APIs, outputs, or integrations, is intended for real-time clinical decision-making.

3. TARGET AUDIENCE AND QUALIFICATION REQUIREMENTS

3.1. The content of the Service is intended exclusively for:

(a) Qualified professionals: qualified researchers, laboratory specialists, lecturers, students in advanced stages of education in the natural sciences, and persons who use the materials under the direct supervision of a qualified professional, as defined below.

(b) AI system developers: individuals or entities that develop, train, fine-tune, or improve artificial intelligence systems, machine learning systems, large language models (LLMs), or retrieval-augmented generation (RAG) systems, provided that their access to and use of the content is strictly limited to the purposes of training and developing their AI models and systems.

The use of the content for the creation or improvement of AI systems that directly compete with or offer services similar to those of the Service is expressly prohibited.

For the purposes of these Terms, “direct competition” means providing online access to materials, analyses, or educational content in the fields of biology, chemistry, physics, pharmacy, and related disciplines.

Although the Service does not systematically verify users’ qualifications, it reserves the right to request evidence thereof in cases of reasonable suspicion of misuse.

3.2. For the purposes of these Terms, a “qualified professional” (supervisor) is defined as a person who meets one or more of the following criteria:

(a) Holds a Master's degree or higher in one or more of the following fields: biology, chemistry, physics, pharmacy, medicine, or another related scientific field, and has at least two (2) years of professional experience in the relevant field;

(b) Holds a Bachelor's degree in one of the above-mentioned fields and has at least five (5) years of professional experience in the relevant field, as well as proof of additional qualification or specialization related to the subject matter of the materials available on the Service;

(c) Is a lecturer or scientific researcher at an accredited higher education institution or research institute in one of the above-mentioned fields;

(d) Is a person who has received written authorization from the Provider on the basis of evidence of equivalent qualifications or experience.

3.3. The User represents and warrants that:

(a) For human users: they possess the appropriate professional qualifications to read the materials provided, or they will read and use the materials solely under the direct supervision of a person with the required qualifications and legal capacity.

(b) For AI developers: they possess the necessary technical capabilities and authority to use the content exclusively for the permitted AI-related purposes set out in Clause 3.1(b), and that

they will not use the content for the prohibited activities specified in Clauses 4.4 and 9.2.

(c) All Users declare and expressly acknowledge that they understand and accept the hypothetical, theoretical, unverified, and potentially high-risk nature of the information provided. Users are aware that the content may be incomplete, inaccurate, speculative, outdated, or unsuitable for practical application, and they accept that any use, interpretation, or reliance upon such information is undertaken at their own risk, except where liability cannot be lawfully excluded.

3.4. Upon request by the Provider, the User undertakes to provide evidence of qualification or supervision (such as diplomas, certificates, employer confirmations, or similar documents). Failure to provide such evidence entitles the Provider to temporarily restrict or terminate access to the services.

3.5. The materials available on the Service may contain descriptions of laboratory or experimental procedures, chemical reactions, biological methods, summaries of clinical cases, or other activities that, by their nature, may pose potential risks to health, safety, or the environment.

The User expressly declares and accepts that:

(a) All described procedures and experiments are presented solely for theoretical, educational, and hypothetical purposes;

(b) Under no circumstances should the User perform, simulate, or reproduce any described procedures, even if they possess relevant education, experience, or protective equipment;

(c) Any practical implementation of the content is undertaken entirely at the User's own risk, and the Provider shall not be liable for any damages or losses arising therefrom, except where such liability cannot be excluded under applicable law (including liability for death or personal injury caused by negligence).

3.6. The User expressly declares and accepts that they must not, in any manner whatsoever, undertake, simulate, reproduce, or apply any actions, including laboratory, experimental, technical, or other activities, related to the materials of the Service. Any reading, interpretation, or analysis of the provided information must be carried out solely under the direct supervision of a qualified, licensed, or otherwise competent professional. The Provider bears no liability for any actions, decisions, interpretations, or attempts by the User outside such supervision, subject to mandatory statutory rights and non-excludable liabilities.

3.7. Minimum Age Requirement

Access to the Service is permitted only to persons who have reached the age of 18 and have the legal capacity to enter into binding contracts under their applicable local law. Upon

registration, the User declares that they meet this age and capacity requirement.

3.8. The Provider bears no responsibility for the misinterpretation or misuse of the content by persons lacking adequate preparation, or by their qualified supervisors as defined in Clause 3.2, to the extent permitted by law.

4. USER REPRESENTATIONS, WARRANTIES, AND LIABILITY

4.1. By accepting these Terms, the User declares and warrants that:

4.1.1. they understand that the Service provides information solely for educational, informational, and theoretical purposes and that it must not be used for any other purposes;

4.1.2. they expressly agree that they must not, under any circumstances, use the provided materials for real laboratory, medical, chemical, physical, biological, or other experimental activities. All materials are intended exclusively for theoretical, hypothetical, and educational review;

4.1.3. they acknowledge that any application or reliance on the content is undertaken at their own risk;

4.1.4. they confirm that they are familiar with all applicable laws, regulations, and safety standards related to the materials and topics covered by the Service.

4.2. The User bears full and sole responsibility for their use of the information accessible through the Service, subject to any non-excludable rights or remedies available under applicable law.

4.3. If the User provides false or incomplete information regarding their identity, qualifications, or purposes for using the Service, the User shall indemnify and hold harmless the Provider, its affiliates, officers, and agents from any claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from such breach, to the extent permitted by applicable law.

4.4. The User undertakes not to use the Service in any manner that:

4.4.1. violates any applicable law or regulation;

4.4.2. infringes the intellectual property, privacy, or other rights of any third party;

4.4.3. compromises the security, integrity, or availability of the Service, including through hacking, distributing malware, or spamming.

4.5. For Users who use the content for AI-related purposes:

4.5.1. Automated scraping, indexing, or bulk extraction of content is prohibited without the Provider's prior written consent, except for Users qualifying under Clause 3.1(b), who may extract content solely for permitted AI training purposes under Clause 9.2, provided such extraction is performed in compliance with applicable text and data mining exceptions under the EU Copyright Directive (Articles 3-4) and the Data Governance Act.

4.5.2. The use of the content to train, fine-tune, or improve AI systems that operate in direct competition with the Service's core business is prohibited.

4.5.3. The redistribution, publication, or provision of the Service's full-text content to third parties, including via API, is prohibited.

4.5.4. The User is expressly prohibited from using the Service's content to train, develop, or deploy AI systems intended for high-risk applications as defined under EU AI Act Article 6 and equivalent regulations, including but not limited to systems that perform medical diagnosis, treatment recommendations, or other health-related decisions without continuous supervision by a qualified healthcare professional.

4.6. Limitation of Liability

4.6.1. Disclaimer: To the fullest extent permitted by applicable law, the Provider, its directors, employees, partners, agents, suppliers, or affiliates shall not be liable for any indirect,

incidental, special, consequential, or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from (i) your access to or use of or inability to access or use the service; (ii) any conduct or content of any third party on the service; (iii) any content obtained from the service; and (iv) unauthorized access, use, or alteration of your transmissions or content, whether based on warranty, contract, tort (including negligence) or any other legal theory, whether or not we have been informed of the possibility of such damage.

4.6.2. Cap on Liability: To the maximum extent permitted by law, the aggregate liability of the Provider for all claims relating to the services provided under these Terms shall not exceed the total amount of fees paid by the User to the Provider in the twelve (12) months preceding the event giving rise to the claim.

4.6.3. Exceptions: Nothing in these Terms excludes or limits our liability for: (a) death or personal injury caused by our negligence; (b) fraud or fraudulent misrepresentation; or (c) any other liability that cannot be excluded or limited under applicable mandatory law.

4.7. Remedies for Breach

In the event of a material breach of these Terms, the Provider may, at its sole discretion and without liability:

4.7.1. immediately suspend or terminate the User's access to the Service and delete their account;

4.7.2. take any legal action necessary to protect its rights and interests.

5. DISCLAIMER OF WARRANTIES

5.1. “As Is” Basis. The Service and all content, features, and services included therein are provided on an “as is” and “as available” basis, solely for theoretical, hypothetical, and educational purposes. To the fullest extent permitted by applicable law, the Provider disclaims all warranties of any kind, whether express or implied, statutory or otherwise, including but not limited to any warranties of merchantability, fitness for a particular purpose, accuracy, completeness, non-infringement, and warranties arising from course of dealing or usage of trade.

5.2. Specific Disclaimers. Without limiting the foregoing, the Provider does not warrant or represent that:

5.2.1. the content is accurate, reliable, current, or error-free;

5.2.2. access to the Service will be uninterrupted, timely, secure, or free from viruses or other harmful components;

5.2.3. any information or results obtained from the use of the Service will be effective, reliable, accurate, or meet the User’s requirements.

5.3. No Professional Advice. The User agrees and declares that the content is purely informational and educational. It does not constitute and must not be relied upon as professional, scientific, medical, legal, financial, or any other form of expert advice. Any reliance on the material is strictly at the User's own risk.

5.4. AI-Generated Outputs. The Provider bears no responsibility for any errors, inaccuracies, biases, or harmful outputs generated by third-party AI systems that have been trained or fine-tuned using content from the Service. The developer or user of such an AI system assumes full and sole responsibility for verifying and validating any outputs before their use or distribution.

6. REGISTRATION, ACCESS, AND SECURITY

6.1. Account Creation. To use the services, the User must create an account by providing accurate and complete information. The Provider processes personal data in accordance with its Privacy Policy and applicable data protection laws, including the EU GDPR, UK GDPR, and other relevant regulations.

6.2. User Obligations. The User undertakes to:

6.2.1. provide and maintain true, accurate, and complete account information;

6.2.2. not impersonate any person or entity or use automated means to create accounts;

6.2.3. comply with all applicable laws regarding data protection and privacy.

6.3. Account Security. The User is solely responsible for maintaining the confidentiality of their login credentials and for all activities under their account. The User must promptly notify the Provider of any unauthorized use or security breach.

6.4. Security Measures. The Provider implements reasonable technical and organizational measures to protect User data. However, the User acknowledges that no online service can guarantee absolute security.

6.5. Provider's Rights. The Provider reserves the right to:

6.5.1. restrict, suspend, or terminate a User's access for any breach of these Terms;

6.5.2. modify or discontinue the Service (or any part thereof) temporarily or permanently, with reasonable notice where required by law.

6.6. No Guarantee of Availability. Access to the Service is not guaranteed to be available at all times and may be interrupted for maintenance, updates, or due to circumstances beyond the Provider's reasonable control.

7. SUBSCRIPTION, PAYMENT, AND ACCESS ACTIVATION

7.1. Subscription Terms. Access to the Service is granted via an annual subscription. All applicable fees, billing periods, and conditions are displayed on the Service at the time of purchase. The Provider reserves the right to modify its price list for future subscription periods, provided such changes are communicated in advance as required by law.

7.2. Payment Methods. Payment can be made via the methods specified on the Service (e.g., credit card, PayPal, bank transfer). The User must provide valid and up-to-date payment details.

7.3. Access Activation & Explicit Consent for Immediate Performance.

7.3.1. Upon successful payment, the Provider will activate the User's access to the subscribed content. Activation is typically immediate but may be subject to reasonable processing delays.

7.3.2. Critical Notice Regarding Loss of Withdrawal Right: By completing the purchase, the User expressly requests and consents to the immediate provision of the digital content. The User acknowledges that by giving this explicit consent, they will lose their statutory right to cancel (withdraw from) the contract once the provision of the content has begun. This is in accordance with EU Directive 2011/83/EU, UK consumer law, and applicable state laws in the United States.

7.3.3. This explicit consent must be provided by the User actively confirming a separate declaration with the following or similar unambiguous wording during the checkout process: "I hereby expressly agree to the immediate commencement of the performance (provision of the digital content) and acknowledge that I will lose my right to cancel this contract once the service has begun." The checkbox for this consent must not be pre-ticked.

7.4. Refunds.

7.4.1. Refunds are generally not provided once access to the digital content has been activated, due to the User's explicit consent as outlined in Clause 7.3.

7.4.2. The Provider may, at its sole discretion, issue a refund or credit in exceptional circumstances.

7.4.3. This refund policy does not affect the User's statutory rights to a refund in cases where the digital content is defective or not as described, or where otherwise required by mandatory law.

7.5. Currency and Taxes. Prices displayed in the Service are shown depending on the selected language version:

- in euros (EUR) and/or Bulgarian leva (BGN) for the Bulgarian language version;
- in euros (EUR) for the language versions used in European Union countries;
- and, where applicable, in Polish zloty (PLN), Romanian lei (RON), or Czech koruna (CZK) for the Polish, Romanian, and Czech language versions, respectively, in cases where these currencies are used in the relevant countries.

Regardless of the displayed currency, all payments are processed exclusively in euros (EUR).

On the Bulgarian language version of the Service, payment may be made via bank transfer to the Provider's IBAN account. On all other language versions (including English, Polish, Romanian, Czech, and others), payments are processed exclusively through PayPal or another designated online payment platform.

If the currency of the User's bank account or payment card differs from the euro (EUR), the User's bank or payment institution may apply its own exchange rate and/or charge additional currency

conversion fees. The Provider shall not be liable for any such exchange rate differences, bank fees, or related costs arising outside the Provider's control.

Any prices shown in currencies other than euros are provided for informational and indicative purposes only and do not constitute an obligation to pay in that currency. The final amount due from the User is always calculated and collected in euros (EUR).

7.6. Invoices. Electronic invoices will be made available to the User and shall constitute the official proof of purchase.

7.7. Automatic Renewal. Subscriptions are annual and do not automatically renew. The User will receive a notification prior to the expiration of their subscription period with instructions on how to renew manually.

8. RIGHT OF WITHDRAWAL (CANCELLATION RIGHT) FOR CONSUMERS

8.1. General Right to Withdraw. If you are a consumer, you may have a legal right to withdraw from this contract within a specified period without giving any reason (a "cooling-off period").

8.2. Loss of the Withdrawal Right for Digital Content. You will lose your right of withdrawal once the performance of the service has fully begun, which occurs at the moment your access to the digital content is activated. This is conditional upon you having given your prior explicit consent to this immediate commencement and acknowledged the loss of your right of withdrawal, as detailed in Clause 7.3.

8.3. Exercising the Right of Withdrawal.

8.3.1. If you have not yet started downloading, streaming, or accessing the subscribed content, and the performance has not begun, you may have the right to withdraw within 14 days from the conclusion of the contract.

8.3.2. To exercise this right, you must inform us of your decision by an unequivocal statement (e.g., a letter or email to contacts@docilab.com).

8.3.3. If you validly withdraw, we will reimburse all payments received from you without undue delay and in any event not later than 14 days from the day we are informed of your decision.

8.4. Limitations. This right of withdrawal is subject to the specific provisions of the consumer protection laws of your country of habitual residence (for the EU/UK) or state of residence (for the

USA). The mechanism described in Clauses 7.3 and 8.2 is designed to comply with the relevant provisions of EU and UK law. Consumers in the United States are advised to review their state-specific consumer protection regulations.

9. INTELLECTUAL PROPERTY

9.1. Ownership. All texts, images, graphics, logos, icons, audiovisual materials, databases, website structures, code, and all other elements of the Service are the exclusive intellectual property of the Provider or its licensors. They are protected by copyright, trademark, and other intellectual property laws of Bulgaria, the European Union, the United Kingdom, the United States, and applicable international treaties.

9.2. Grant of License and Permitted AI Use. Subject to these Terms, the Provider grants the User a limited, non-exclusive, non-transferable, and revocable license to access the Service's content for its intended educational and informational purposes.

For Users who qualify under Clause 3.1(b), machine reading and processing of content for the purpose of training, fine-tuning, or developing artificial intelligence (AI) or machine learning models is expressly permitted, provided such use complies with the restrictions in Clauses 9.3 and 9.4.

9.3. Prohibited Acts. Without prior written consent from the Provider, the User is strictly prohibited from:

9.3.1. copying, distributing, reproducing, republishing, translating, or publicly displaying the Service's content;

9.3.2. using the content for any commercial, advertising, or public educational purpose outside the scope of the granted license;

9.3.3. sharing account access with third parties;

9.3.4. extracting, modifying, or selling the content in any form.

9.3.5. Specific AI Prohibitions: Regardless of the permission in 9.2, it is expressly prohibited to: (i) create derivative works or databases containing a substantial portion of the Service's content for redistribution to third parties; (ii) use the content to train AI models that are subsequently offered as a service (AI-as-a-Service) in direct competition with the Service; (iii) use the content to provide advice or generate outputs for end-users in a commercial context.

9.4. Enforcement. Any infringement of these intellectual property rights entitles the Provider to immediately terminate the User's access and pursue all available legal remedies, including claims for damages and injunctive relief.

9.5. Fair Use / Fair Dealing. The use of short excerpts from the content for personal, non-commercial, educational purposes such as criticism, comment, or research is permitted, provided the source is clearly credited and such use qualifies as "fair use" or "fair dealing" under applicable copyright law.

9.6. The Service does not qualify as a 'data-sharing service' under Article 8 of the EU Data Governance Act (Regulation (EU) 2022/868). Access to content is granted exclusively for reading and permitted text/data mining activities under these Terms. No API, bulk data exports, or real-time data feeds are provided. Any use beyond explicit permissions requires prior written consent.

10. PRIVACY AND PERSONAL DATA PROTECTION

The processing of the User's personal data is carried out in accordance with the Service's Privacy Policy (available at: <https://docilab.com/pages/en/privacy.html>), which forms an integral part of these Terms. We comply with applicable data protection laws, including the EU GDPR, UK GDPR, and other relevant regulations.

11. COMMUNICATION WITH THE SERVICE

11.1. Nature of Communication. The Service may offer interactive features such as a Q&A function. All communications and responses provided by the Provider's team are solely for informational and educational purposes.

11.2. No Professional Advice. Such communications do not constitute and must not be interpreted as expert, professional, medical, scientific, legal, or any other form of qualified advice. They are not a substitute for consultation with an appropriate specialist.

11.3. User Responsibility. The User bears full and sole responsibility for any decision, action, or interpretation made based on information obtained through the Service. Prior to any real-world application, the User must consult a qualified professional.

11.4. User Conduct. The User agrees that their communications submitted to the Service will not:

11.4.1. contain obscene, offensive, discriminatory, unlawful, or misleading content;

11.4.2. infringe the intellectual property or privacy rights of any third party;

11.4.3. violate any applicable data protection laws.

11.5. Moderation Rights. The Provider reserves the right, but not the obligation, to refuse to answer, edit, or delete any submitted question that violates these Terms, applicable law, or is deemed inappropriate. The Provider is not liable for the content of user-submitted questions.

11.6. Reporting. Users can report concerns by contacting: contacts@docilab.com.

12. GOVERNING LAW, JURISDICTION, AND DISPUTE RESOLUTION

12.1. Governing Law.

12.1.1. These Terms shall be governed by and construed in accordance with the laws of the Republic of Bulgaria.

12.1.2. For Consumers in the European Union and the United Kingdom: Nothing in these Terms, including the choice of Bulgarian law, shall deprive you of the mandatory protections and rights granted to you by the consumer protection laws of your country of habitual residence.

12.1.3. For Consumers in the United States: This choice of law shall not be used to deny you any protections, rights, or remedies available under the mandatory consumer protection statutes of your state of residence.

12.2. Jurisdiction.

12.2.1. Any disputes shall be subject to the jurisdiction of the competent courts in Sofia, Bulgaria.

12.2.2. For Consumers in the EU and UK: You may bring legal proceedings either in the courts of Bulgaria or in the courts of your country of habitual residence. We may only bring proceedings against you in your country of residence.

12.2.3. For Consumers in the USA: You agree that any legal disputes shall be subject to the jurisdiction of the state or federal courts located in your state of residence.

12.3. Alternative Dispute Resolution (ADR).

12.3.1. For Consumers in the European Union: We are committed to resolving disputes amicably. If we cannot resolve a complaint, you may refer it to an approved Alternative Dispute Resolution (ADR) body in your country. A list of approved national ADR bodies is available on the official European Consumer Redress Portal: <https://consumer-redress.ec.europa.eu/dispute-resolution-bodies>.

12.3.2. For Consumers in the United Kingdom: UK consumers may refer unresolved complaints to the relevant UK ADR provider for digital content services.

12.3.3. Participation in any ADR procedure is voluntary for both parties unless otherwise required by law.

13. LIMITATION, SUSPENSION, AND TERMINATION OF ACCESS

13.1. The Provider may limit, suspend, or terminate the User's access to the Service immediately if the User:

13.1.1. violates these Terms or applicable law;

13.1.2. uses the Service for illegal or unethical purposes;

13.1.3. provides false or inaccurate information;

13.1.4. lacks the required qualifications for lawful use of the content;

13.1.5. engages in conduct that damages the reputation or interests of the Provider or other users;

13.1.6. misuses or infringes the intellectual property of the Provider or others;

13.1.7. attempts unauthorized access or circumvention of security systems.

13.2. In the event of termination of access due to a material breach of these Terms by the User, the User shall not be entitled

to a refund of any amounts paid, except where refunds are expressly required under mandatory consumer protection laws.

13.3. The Provider may temporarily suspend access for technical, maintenance, or operational reasons. Where required by law, reasonable notice will be provided. The Provider shall not be liable for such suspensions, except where liability cannot be lawfully excluded.

13.4. The Provider may terminate the provision of all services by providing at least 30 days' notice published on its website. In such cases, Users may be entitled to a proportionate remedy as required by applicable consumer law.

13.5. Termination of use by the User does not give rise to any right to a refund or other compensation, unless required by applicable law.

14. FORCE MAJEURE

14.1. Neither party shall be held liable for any failure or delay in performing its obligations under these Terms if such failure or

delay is caused by a Force Majeure Event – an event beyond the reasonable control of the affected party, including but not limited to: acts of God, war, terrorism, riots, government actions, pandemics, major network failures, strikes, or natural disasters.

14.2. The party affected by a Force Majeure Event shall notify the other party as soon as reasonably possible and shall use reasonable efforts to mitigate the effects.

14.3. If a Force Majeure Event prevents performance for a continuous period of 30 days or more, either party may terminate the affected part of the agreement without liability.

15. AMENDMENTS TO THE TERMS

15.1. The Provider reserves the right to modify these Terms at its sole discretion.

15.2. If a modification is material, the Provider will provide Users with at least 30 days' notice before the changes take effect. Notice will be given via email to the address on file and/or by a prominent notice on the Service.

15.3. Continued use of the Service after the effective date of the revised Terms constitutes acceptance of those changes. If a User does not agree to the changes, they must discontinue using the Service before the effective date.

16. GENERAL PROVISIONS

16.1. Entire Agreement. These Terms, together with the Privacy Policy, constitute the entire agreement between the User and the Provider regarding the Service and supersede all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, regarding such subject matter.

16.2. Severability. If any provision of these Terms is held by a court or other tribunal of competent jurisdiction to be invalid, illegal, or unenforceable for any reason, such provision shall be eliminated or limited to the minimum extent possible. The remaining provisions of these Terms will continue in full force and effect.

16.3. No Waiver. The failure of the Provider to exercise or enforce any right or provision of these Terms shall not constitute a waiver of such right or provision.

16.4. Assignment. The User may not assign, delegate, or transfer these Terms or their rights or obligations hereunder. The Provider may freely assign or transfer these Terms without restriction.

16.5. Notices. Notices to the User may be sent via the email address associated with their account or posted on the Service. Notices to the Provider shall be sent to: contacts@docilab.com.

16.6. Relationship of the Parties. Nothing in these Terms shall be construed as creating a joint venture, partnership, employment, or agency relationship between the User and the Provider.

16.7. Electronic Communications. You consent to receive communications from us electronically, such as emails, and you agree that all agreements, notices, and other communications we provide to you electronically satisfy any legal requirement that such communications be in writing.

16.8. Consumer Rights Acknowledgement. For consumers in the EU, UK, and USA, this agreement does not affect and cannot

waive any mandatory statutory rights you hold under the consumer protection laws of your country or state of habitual residence.

16.9. Language. These Terms are prepared in the English language. In the event of any conflict or discrepancy between the English version and any translation, the English version shall prevail.