# PETTOO PRIVACY POLICY AND SUPPLEMENTAL TERMS OF USE

## Mobile Application

**Effective Date:** August 8, 2026

This document contains two parts. Part I (Privacy and Personal Data) explains how PETTOO handles Personal Data. Part II (Supplemental Terms of Use) sets out the contractual rules that govern access to and use of the PETTOO Services.

## PART I — PRIVACY AND PERSONAL DATA

Zhuazhi (Shenzhen) Technology Co., Ltd. operates the PETTOO mobile application. This notice explains the personal information handled when you install PETTOO, register an account, access the app, or use connected features. It describes why the information is needed, who may receive it, how long it is kept, how it may move across borders, the measures used to protect it, and the choices available to you. In this notice, "Personal Data" includes information connected, or reasonably capable of being connected, to an individual and any information protected as personal data by applicable law.

The Services may include AI-assisted image generation and editing, a cloud library, community features, memberships, customer support, and PETTOO-operated ordering and fulfillment features. A section applies only when you use the relevant feature. This Policy is a privacy notice; contractual rules for using the Services are set out in Part II (Supplemental Terms of Use) of this document.

### 1. Scope of This Notice

This Policy applies to Personal Data handled by PETTOO through the Services. It does not apply to independent third-party websites, platforms, or services that you choose to visit or use. Those parties process information under their own privacy notices.

### 2. At-a-Glance Practices

- You choose the photos, videos, prompts, and other content submitted for a PETTOO feature.
- Some basic editing may occur on your device; compute-intensive generation may require cloud processing.
- Before selected media is sent to a third-party AI provider, PETTOO provides an in-app disclosure and requests explicit permission.
- Original media used for ordinary cloud generation is retained on PETTOO active systems for no longer than 24 hours; some workflows delete it sooner.
- Generated content saved to the PETTOO Cloud Library remains until you delete it or delete your account, subject to limited legal and technical exceptions.
- PETTOO neither exchanges Personal Data for money nor makes it available for behavioral advertising across unrelated services. We also do not use it to follow your activity across third-party apps.
- Information connected to you is not used to develop a stand-alone, general-purpose AI system beyond carrying out the PETTOO feature you selected.

### 3. Information Categories

#### 3.1 Information You Choose to Give Us

- **Account and profile information.** Email address, user or account identifier, username, profile image, preferences, and information received through Sign in with Apple, including an Apple private relay address if you choose that option.
- **Creative media and instructions.** Photos, videos, background images, prompts, captions, style choices, editing instructions, and other content you select or enter.

- **Pet-related information.** Pet names, images, characteristics, memorial details, and other information you voluntarily associate with a project or profile.
- **Generated and saved content.** Generated images, edited media, saved projects, Cloud Library items, and related metadata.
- **Community information.** If community functions are available, posts, comments, reactions, follows, reports, messages, and the audience or visibility settings you select.
- **Order and delivery information.** If you order a product, recipient name, delivery address, contact details, customization choices, order status, tracking events, return information, and refund records.
- **Support and communications.** Messages, screenshots, attachments, feedback, and troubleshooting information you send to PETTOO.

### 3.2 Information Generated Through App Use

- Device and network information, such as IP address, device or app identifiers, device model, operating system, app version, language, network type, and app-store country or region.
- Usage information, such as features viewed or used, navigation events, settings, timestamps, and interactions with content.
- Diagnostics and security information, such as crash reports, performance measurements, error logs, failed requests, and suspected fraud or abuse events.
- Approximate location inferred from an IP address. PETTOO does not collect precise GPS location unless a feature clearly requires it and you grant the relevant device permission.

### 3.3 Information Supplied by Partners

PETTOO may receive limited information from Apple or another app store, authentication providers, payment services, cloud and AI providers, analytics or crash-reporting services, customer-support tools, and printing or delivery providers. Depending on the feature, this may include sign-in identifiers, purchase validation, subscription status, transaction identifiers, shipping updates, delivery confirmation, or technical reports. PETTOO does not receive your full payment-card number when payment is processed by Apple or another independent payment provider.

## 4. Image and AI Data Flows

### 4.1 Selecting Media

PETTOO processes only the media you select or capture for the feature you request. The app may request camera or photo-library access for capture, selection, saving, or upload. Where supported, you may use Apple's limited photo picker instead of granting access to your entire library. Declining a permission may prevent the related feature from working, but PETTOO does not request unrelated permissions as a condition of using other available features.

### 4.2 Local and Remote Processing

Basic edits may be performed on your device. For generation, stylization, background replacement, or other compute-intensive functions, PETTOO may transmit the selected media and instructions to cloud infrastructure operated for PETTOO. PETTOO uses Amazon Web Services (AWS) for cloud hosting and may use Google Gemini API to perform the AI generation requested by you.

### 4.3 Google Gemini Processing

Before PETTOO sends selected media to Google Gemini API, the app presents a notice identifying the third-party AI processing and asks for explicit permission. The transmitted data is limited to the selected media, relevant instructions, and technical information necessary to return the result. PETTOO does not intentionally include your contacts, payment-card details, or unrelated account information in that request.

Google processes API content under the terms and configuration applicable to PETTOO's account. PETTOO does not authorize the provider to use submitted media for advertising. Where paid Gemini API services are used, Google's published terms state that prompts, files, and responses are not used to improve Google's products; limited logging may nevertheless occur for security and abuse monitoring unless an approved zero-data-retention configuration applies. Provider-side retention may therefore differ from PETTOO's retention on its own active systems.

### 4.4 Face Images and Biometrics

Uploaded media may contain a person or an animal. The image may be processed as a whole, including visual characteristics needed to create the requested output. PETTOO does not use uploaded images for facial recognition, identity verification, authentication, or surveillance, and does not create or retain faceprints or biometric identity templates. PETTOO does not attempt to identify a person from an uploaded face.

### 4.5 Storage Periods for Media and Results

- **Ordinary cloud generation:** originals and related temporary data are kept on PETTOO active systems for no longer than 24 hours and then deleted, unless a shorter workflow applies or limited retention is required for security, dispute resolution, or law.
- **Designated personalized workflows:** originals, temporary processing artifacts, and any temporary model copy created solely for the request are deleted from PETTOO active systems after successful generation.
- **Cloud Library:** an output you choose to save remains available until you delete it or delete your account.
- **Community:** a post remains until you remove it or close your account, subject to moderation, backup, safety, and legal requirements. Copies made by other users or outside PETTOO may remain beyond PETTOO's control.

### 4.6 AI Model-Training Boundaries

Your identifiable information and content are used to fulfill requested PETTOO functions, not to build an unrelated foundation or general-use AI system. Before any voluntary improvement program uses identifiable content, PETTOO will provide in-app details about its scope, purpose, recipients, and storage period and will obtain affirmative consent when required by law.

## 5. Purposes for Processing

- Provide requested features, including account access, AI creation, editing, cloud saving, community functions, memberships, product customization, order fulfillment, and support.
- Authenticate users, validate subscriptions and purchases, process transactions, and communicate about accounts, security, orders, deliveries, returns, or service changes.
- Operate, maintain, troubleshoot, secure, and improve the Services, including performance analysis and aggregate product analytics.
- Detect fraud, abuse, infringement, unauthorized access, and violations that threaten users, PETTOO, service providers, or other parties.
- Comply with law, respond to lawful requests, protect legal rights, and establish, exercise, or defend claims.
- Send marketing communications where permitted. You may opt out of marketing without losing essential account or service messages.

PETTOO uses Personal Data only for the purposes described in this Policy, obtains consent where required, and otherwise processes Personal Data as permitted by applicable law.

## 6. Recipients of Personal Data

PETTOO may disclose Personal Data only as reasonably necessary for the purposes in this Policy:

- Cloud and AI service providers, including AWS and Google Gemini API, for hosting, storage, processing, security, and requested generation.
- Analytics, diagnostics, moderation, fraud-prevention, and customer-support providers, where those services are enabled.
- Apple and other app stores, authentication providers, and payment services for sign-in, purchase validation, subscription administration, refunds, and fraud prevention.
- Printing, production, customs, fulfillment, and delivery providers when you order a personalized physical product.

- Professional advisers, regulators, courts, law enforcement, and other parties when disclosure is required by law or reasonably necessary to protect safety, prevent fraud, enforce rights, or address a legal claim.
- A prospective buyer, successor, lender, or transaction adviser in connection with a financing, reorganization, merger, acquisition, or sale, subject to applicable law and confidentiality safeguards.

PETTOO requires service providers that handle Personal Data on its behalf to use it only for authorized services, apply appropriate security, and provide the same or an equivalent level of protection required by this Policy and applicable law. Some independent providers, such as app stores and payment platforms, also process information under their own privacy notices.

PETTOO does not sell Personal Data. PETTOO does not share Personal Data for cross-context behavioral advertising, disclose it to data brokers, or use it to track you across apps or websites owned by other companies.

## 7. SDKs and Technical Measurement

The Services may use software development kits, local storage, server logs, and similar technologies for sign-in, core functionality, security, performance measurement, crash reporting, and analytics. PETTOO does not use advertising identifiers for targeted advertising or advertising measurement. If that practice changes, PETTOO will update this Policy, update App Store disclosures, and request any permission required by iOS or applicable law before the change applies.

## 8. Retention Schedule and Erasure

PETTOO retains Personal Data only for as long as reasonably necessary for the purpose for which it was collected, taking into account account status, the feature used, active orders, security needs, disputes, tax and accounting duties, and other legal requirements.

- Original media and temporary AI data: as described in Section 4.5.
- Saved outputs and projects: until you delete them or delete your account.
- Account and profile information: while the account is active and for the limited period needed to complete deletion, protect the Services, and meet legal obligations.
- Order, transaction, tax, shipping, refund, and support records: for the period required by commercial, accounting, consumer-protection, fraud-prevention, and dispute-resolution obligations.
- Security and abuse records: for a proportionate period needed to investigate incidents, prevent recurrence, and protect users and the Services.

User-initiated deletion is generally processed from PETTOO active systems within four hours. Limited copies may remain temporarily in backups or be retained when reasonably necessary for an unfinished order, security incident, dispute, fraud investigation, legal hold, or other legal obligation. PETTOO may retain aggregated or de-identified information that cannot reasonably be linked to you.

## 9. Managing Permissions and Preferences

- Photos and camera: choose selected media access where available, or change access in iOS Settings. Previously uploaded media must be deleted through PETTOO or by a privacy request.
- Third-party AI processing: decline the in-app disclosure if you do not want selected media sent to the named AI provider. The related cloud-generation feature will not operate without that processing.
- Notifications: manage push-notification permissions in device settings.
- Marketing: use the unsubscribe link in an email or contact PETTOO. Essential service and security messages may still be sent.
- Consent: where processing is based on consent, you may withdraw it through available in-app controls or by contacting PETTOO. Withdrawal does not affect processing already lawfully completed.

## 10. Privacy Rights in the United States

Depending on the U.S. state in which you reside and the applicability of state privacy law, you may have the right to request access to, correction of, deletion of, or a portable copy of your Personal Data. You may also have the right to obtain information about the categories, sources, purposes, and recipients of Personal Data; opt out of the sale or sharing of Personal Data or the use of Personal Data for targeted

advertising; limit certain uses of Sensitive Personal Data; and appeal a decision concerning your privacy request.

PETTOO does not sell Personal Data or share Personal Data for cross-context behavioral advertising. You will not be discriminated against for exercising a privacy right available to you under applicable law.

To submit a privacy request, use the available in-app controls or contact privacy@entsz.online. We may take reasonable steps to verify your identity before completing a request. You may use an authorized agent where permitted by applicable law. PETTOO will respond within the period required by applicable law and will explain any permitted extension or denial.

## 11. Closing a PETTOO Account

If the Services allow account creation, you may initiate permanent account deletion from the account or privacy settings in the app. Account deletion covers the account and associated Personal Data that PETTOO is not legally required to retain, including saved Cloud Library content and user-generated content controlled by PETTOO. Deleting the app from your device does not delete your account.

Closing your PETTOO account and ending an App Store subscription are separate actions. Charges managed by Apple or another store may continue until you cancel through that store's subscription-management page. Where appropriate, the account-closing flow will point you to those controls.

## 12. Cross-Border Processing

PETTOO and its service providers may process Personal Data in mainland China, the United States, and other locations where they operate. Privacy protections in those locations may differ from those in your state. PETTOO uses reasonable contractual, organizational, and technical safeguards designed to protect Personal Data when it is transferred across borders. You may contact us for additional information about safeguards relevant to your Personal Data.

## 13. Safeguarding Personal Data

PETTOO maintains administrative, technical, and organizational controls appropriate to the nature of the information and the associated risk. Depending on the system, controls can include restricted access, encryption during transmission, audit logs, vendor oversight, and incident-response procedures. Security risk cannot be eliminated entirely, so we cannot promise that every transmission or storage environment will remain completely secure.

## 14. Younger Users

PETTOO is intended for a general audience rather than children younger than 13. We do not intentionally obtain Personal Data from a child under 13 without legally sufficient authorization from a parent. If we discover such collection, we will take reasonable action to remove the information. Parents and guardians may write to privacy@entsz.online. A person below the age of majority in their location may use PETTOO only with a parent or lawful guardian's authorization and oversight.

## 15. External Platforms and Providers

The Services may link to or integrate independent services such as Apple, social networks, payment services, and delivery carriers. When those parties determine how and why Personal Data is processed, their own privacy policies apply. Review the relevant notice before providing information directly to an independent service.

## 16. Revisions to This Notice

PETTOO may update this Policy to reflect changes in features, providers, practices, or law. The effective date at the beginning identifies the current version. If a change materially affects your privacy rights or introduces a materially different use of Personal Data, PETTOO will provide additional notice and obtain consent where required before the change takes effect.

## 17. How to Reach PETTOO

**Privacy requests and questions:** privacy@entsz.online

**Operator:** Zhuazhi (Shenzhen) Technology Co., Ltd.

**Address:** Room 102, Building B52, No. 7688 Longhua Avenue, Longhua District, Shenzhen, China

# PART II — SUPPLEMENTAL TERMS OF USE

These Supplemental Terms of Use (the "Terms") govern your access to and use of the PETTOO mobile application, related websites, software, AI-assisted creation tools, cloud library, community features, memberships, and products and services offered directly by PETTOO (collectively, the "Services"). "PETTOO," "we," "us," and "our" mean Zhuazhi (Shenzhen) Technology Co., Ltd.

By creating an account, selecting "I agree," purchasing a membership or product, or otherwise using the Services, you agree to these Terms and acknowledge Part I (Privacy and Personal Data) of this document. If you do not agree to these Terms, do not use the Services.

## 1. Eligibility and Accounts

You must be at least 13 years old to use the Services. If you are under the age of legal majority where you live, you may use the Services only with permission and supervision from a parent or legal guardian who agrees to these Terms. PETTOO is not directed to children under 13.

You must provide accurate account information, keep your credentials secure, and promptly notify PETTOO of suspected unauthorized access. You are responsible for activity conducted through your account except to the extent caused by PETTOO's failure to use reasonable security measures.

You may not sell, transfer, impersonate another person through, or create an account for unlawful or deceptive purposes.

## 2. The PETTOO Services and AI Creation Tools

PETTOO combines AI-assisted pet-related creation, cloud storage, community sharing, personalized products, membership benefits, and related services. Features may differ by device, region, subscription tier, and product phase.

PETTOO may improve, add, remove, suspend, or discontinue features. Where a material change adversely affects a paid service, PETTOO will provide notice and any remedy required by applicable law.

You may submit photos, videos, prompts, backgrounds, style selections, and other inputs ("Inputs") to generate or edit images and other content ("Outputs"). Inputs and Outputs are included in "User Content."

AI image generation and editing involve variability. This provision applies to both free and paid features. PETTOO does not guarantee that the first or any subsequent generation will meet your aesthetic preferences or expectations. You may need to make multiple attempts, adjust your Inputs, and compare or select from different results to obtain an image you find satisfactory. Repeated attempts do not guarantee a satisfactory result. Any applicable charges or credit usage for additional attempts will be disclosed before you proceed. Outputs may be inaccurate, incomplete, unexpected, non-unique, or similar to content created for others. PETTOO does not guarantee that an Output is suitable for a particular purpose or free of third-party claims. Nothing in this provision limits any specific commitments PETTOO expressly makes for a purchased service or any rights or remedies that cannot lawfully be excluded under applicable law.

You must review Outputs before publishing, selling, gifting, ordering a product, or using them commercially. Do not rely on Outputs for medical, veterinary, legal, financial, safety-critical, or other professional decisions.

As between you and PETTOO, and to the extent permitted by applicable law, you may use Outputs generated for you, subject to these Terms and any third-party rights. This does not give you rights in PETTOO's software, models, templates, style assets, trademarks, or other platform materials, and it does not guarantee that any Output is eligible for intellectual-property protection.

Personal Data handling associated with AI features, including third-party AI processing, storage periods, and model-training boundaries, is described in Part I, especially Sections 4, 6, and 8.

## 3. User Content, Responsibilities, and Licenses

You retain ownership of User Content you submit, create, save, or publish, subject to any rights held by other people.

You represent that you have all rights and permissions necessary to submit and use User Content, including permissions relating to copyright, trademark, privacy, publicity, portrait, and other personal or proprietary rights. If User Content depicts another person or another person's pet, property, brand, or creative work, you are responsible for obtaining any permission required for the intended use.

You may not submit User Content that is illegal, infringing, fraudulent, deceptive, hateful, abusive, exploitative, sexually explicit, violent in a gratuitous manner, invasive of privacy, harmful to minors or animals, or designed to impersonate a person, brand, or organization without authorization.

### 3.1 Service License

You grant PETTOO a non-exclusive, worldwide, royalty-free, limited license to host, reproduce, process, adapt, transmit, display, and otherwise use User Content only as reasonably necessary to provide, secure, maintain, and improve the Services you request, including AI generation, cloud storage, customer support, fraud prevention, product customization, production, order fulfillment, and legal compliance.

This service license begins when you submit User Content and ends when the relevant content is deleted or the relevant Service is completed, except where limited retention is reasonably necessary for backups, security, disputes, fulfillment, or legal obligations.

### 3.2 Community Content

When you publish User Content to the PETTOO Community, you additionally grant PETTOO a non-exclusive, worldwide, royalty-free license to host, reproduce, format, distribute, publicly display, and make that content available through PETTOO, including in feeds, search results, recommendations, and community previews, until you delete the post or close your account, subject to reasonable technical and backup periods.

Other users may view, react to, share, or capture public posts. Copies made outside PETTOO may remain outside PETTOO's control. PETTOO will not use your User Content in paid advertising or off-platform brand campaigns without your separate permission.

Processing of User Content by contracted service providers is governed by these Terms and the Personal Data handling rules in Part I, including the safeguards described in Sections 6 and 15.

## 4. Community Rules, Moderation, and Reports

PETTOO may use automated systems and human review to detect, review, restrict, refuse, or remove content or activity that reasonably appears to violate law, these Terms, Community rules, or another person's rights. PETTOO may preserve relevant records where reasonably necessary for safety, fraud prevention, disputes, or legal compliance.

Users and rights holders may submit infringement reports, safety reports, objections, or appeals through PETTOO's published reporting channels. Reports must be accurate and made in good faith. PETTOO may request information reasonably necessary to verify a report.

PETTOO may suspend repeat infringers or users who repeatedly submit unlawful or abusive content. Where appropriate and legally permitted, PETTOO will provide notice of material enforcement action and an opportunity to appeal.

## 5. Memberships, Subscriptions, and Digital Benefits

PETTOO may offer free and paid membership tiers, generation credits, cloud features, discounts, or other benefits. The price, billing period, renewal terms, included benefits, and material limitations will be shown before purchase.

Auto-renewable subscriptions purchased through Apple or another app store are billed and managed by that platform. Unless canceled through the platform before renewal, the subscription may renew

automatically at the displayed price. Deleting your PETTOO account does not itself cancel an app-store subscription; you should cancel it through the applicable store.

Generation credits and similar digital benefits have no cash value, may be limited by plan or expiration terms disclosed before purchase, and may not be transferred unless PETTOO expressly allows it. Refunds are handled under the applicable store rules and mandatory consumer law.

## 6. Personalized Products, Orders, and Fulfillment

You must review the product preview, User Content, names, text, size, color, model, shipping information, and other customization details before placing an order. Previews are visual references. Color, placement, texture, dimensions, and fine details may vary reasonably because of screen settings, materials, manual measurement, and production processes.

After production begins, changes or cancellation may not be possible. If a personalized product is not eligible for a change-of-mind return, PETTOO will provide clear notice before purchase. This does not limit remedies for defects, non-conformity, incorrect fulfillment, damage, or rights that cannot be waived under applicable law.

Production and delivery estimates are not guarantees. Delays may result from holidays, weather, carrier disruptions, customs, inaccurate addresses, or events outside reasonable control. Import duties and taxes will be allocated as disclosed at checkout.

Product-specific terms, return windows, and support procedures shown at checkout or in PETTOO's Purchase and Returns Policy form part of these Terms. If they conflict with these Terms, the more specific product or transaction term applies, subject to applicable law.

## 7. PETTOO Intellectual Property

The Services, including software, interfaces, designs, AI systems, templates, style assets, databases, text, graphics, logos, and trademarks, are owned by or licensed to PETTOO and are protected by law. Except for the limited right to use the Services, no PETTOO rights are transferred to you.

You may not copy, reverse engineer, scrape, extract models or datasets, bypass security or usage limits, use automated means without authorization, or use PETTOO materials to build or train a competing model or service, except where such restriction is prohibited by law.

## 8. Third-Party Services and Privacy

The Services may integrate app stores, payment services, social networks, carriers, and other third-party services. Their separate terms and privacy policies govern their services. PETTOO is not responsible for third-party services outside PETTOO's reasonable control, but this does not limit rights you may have against PETTOO under mandatory law.

PETTOO's collection, use, disclosure, retention, transfer, and protection of Personal Data, and the privacy rights available to you, are described in Part I (Privacy and Personal Data). Nothing in these Terms reduces any rights available under applicable law.

## 9. Suspension, Termination, and Account Deletion

You may stop using PETTOO at any time and may initiate account deletion in the app. Before deleting an account, review active subscriptions, unfinished orders, saved content, and any information you want to retain.

PETTOO may restrict or suspend access where reasonably necessary to address suspected fraud, security risks, unlawful conduct, repeated infringement, material breach, non-payment, or harm to users, PETTOO, or third parties. PETTOO may terminate an account for serious or repeated violations, with notice where appropriate and legally permitted.

Account deletion, associated Personal Data and User Content deletion, applicable retention exceptions, and the separate cancellation of app-store subscriptions are described in Part I, especially Sections 8 and 11.

## 10. Disclaimers and Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.” PETTOO DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. PETTOO DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR COMPLETELY SECURE, OR THAT AI OUTPUTS WILL BE ACCURATE, UNIQUE, OR SUITABLE FOR YOUR PURPOSE.

Nothing in these Terms excludes warranties, remedies, or consumer rights that cannot lawfully be excluded.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, PETTOO WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR LOST PROFITS, REVENUE, DATA, GOODWILL, OR BUSINESS OPPORTUNITY, ARISING FROM THE SERVICES, EVEN IF ADVISED OF THE POSSIBILITY.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, PETTOO’S AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO THE SERVICES WILL NOT EXCEED THE GREATER OF (A) THE AMOUNT YOU PAID TO PETTOO FOR THE SERVICE GIVING RISE TO THE CLAIM DURING THE 12 MONTHS BEFORE THE EVENT, OR (B) USD 100. THIS LIMIT DOES NOT APPLY WHERE PROHIBITED BY LAW OR TO LIABILITY THAT CANNOT LAWFULLY BE LIMITED.

## 11. Indemnity

To the extent permitted by law, you will indemnify and hold PETTOO and its affiliates, officers, and personnel harmless from third-party claims, losses, and reasonable costs arising from your unlawful User Content, your material breach of these Terms, or your violation of another person’s rights. This obligation does not apply to the extent a claim results from PETTOO’s own conduct.

## 12. Governing Law and Disputes

These Terms are governed by applicable law. Any dispute may be brought before a court or other tribunal with lawful jurisdiction. Nothing in these Terms deprives you of mandatory consumer protections or the right to bring a claim in a forum that applicable law makes available to you.

Before filing a formal claim, you and PETTOO are encouraged to try to resolve the dispute informally. You may send a description of the issue and the relief you seek through Help & Support in the PETTOO app or through the contact method published at entsz.online. This does not limit requests for urgent relief or rights that cannot be waived.

## 13. Changes, Language, and Contact

PETTOO may update these Terms. If a change materially affects your rights, PETTOO will provide reasonable advance notice and request renewed consent where required. The effective date at the beginning of this document identifies the current version. Continued use after an updated effective date constitutes acceptance only to the extent permitted by law.

If PETTOO provides a translation, the English version controls only to the extent permitted by applicable law and unless the local-language version is required to control.

Questions and notices about the Services may be submitted through Help & Support in the PETTOO app or through the current contact details published at entsz.online. Privacy requests and questions may be sent to privacy@entsz.online.

**Operator:** Zhuazhi (Shenzhen) Technology Co., Ltd.

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