

LORECa – TERMS OF USE (SERVICE AGREEMENT)

LORECa – Doğuş Medikal Tic. ve San. Ltd. Şti.

All Rights Reserved

Effective Date: 19 January 2026

OVERVIEW

This Terms of Use agreement (“Terms”) is a contract between you (“you”, “user”) and **LORECa – Doğuş Medikal Tic. ve San. Ltd. Şti.** (“LORECa”, “we”, “us”, “our”), the operator and copyright owner of the **myLORECa** mobile application (“App”).

By downloading, installing, accessing, or using the App and related services (“Service”), you agree to be bound by these Terms, as well as our **Privacy Policy** (incorporated by reference). If you do not agree to these Terms, you must not use the App.

The App is distributed via the **Apple App Store** and **Google Play Store**. Your use of those platforms is also subject to their applicable terms and policies.

We may update these Terms from time to time by posting a revised version within the App and/or on our website. Your continued use after changes become effective constitutes acceptance of the updated Terms.

SECTION 1 – ELIGIBILITY & ACCEPTABLE USE

1. You must be at least the age of majority in your jurisdiction to use the App. If you are under the age of majority, you may use the App only with consent and supervision of a parent or legal guardian.
2. You may not use the App for any unlawful, illegal, or unauthorized purpose, or in a manner that violates applicable laws, including intellectual property laws.
3. You must not transmit viruses, malware, or any code intended to harm, disrupt, or interfere with the App, servers, systems, or networks.
4. A breach of these Terms may result in immediate suspension or termination of your access to the Service.

SECTION 2 – GENERAL CONDITIONS

1. We reserve the right to refuse service to anyone for any reason, to the extent permitted by law.
2. Certain transmissions may pass through various networks and may be technically adjusted to meet connectivity requirements of devices and networks.
3. You agree not to reproduce, duplicate, copy, sell, resell, or exploit any portion of the Service without our express written permission.
4. Headings are for convenience only and do not affect interpretation.

SECTION 3 – INFORMATION ACCURACY

IMPORTANT NOTICE – NOT MEDICAL ADVICE

The App and the Service do **not** provide medical diagnosis or treatment. Any fitting assistance, configuration guidance, or information provided through the App is not medical advice. If you suspect a medical condition or have concerns about your hearing, consult a qualified physician or audiologist.

SECTION 4 – MODIFICATIONS TO THE SERVICE

We reserve the right to modify, suspend, or discontinue the Service (or any part of it) at any time, with or without notice, to the extent permitted by law. We are not liable for any such modifications or discontinuance.

SECTION 5 – OPTIONAL TOOLS / THIRD-PARTY SERVICES

The App may provide access to third-party tools or services that we do not own or control. These are provided “as is” and “as available” without warranties. Use of third-party tools is at your own risk and may be subject to third-party terms.

SECTION 6 – THIRD-PARTY LINKS

The App may contain links to third-party websites or services. We are not responsible for third-party content, accuracy, policies, or practices. You should review their terms and policies before using them.

SECTION 7 – USER FEEDBACK & SUBMISSIONS

If you send feedback, suggestions, ideas, or other submissions (“Feedback”), you agree that we may use such Feedback to improve our products and services without restriction and without compensation to you, unless prohibited by law.

You represent that your Feedback does not violate third-party rights and does not include unlawful, abusive, defamatory, obscene, or harmful content.

SECTION 8 – PRIVACY & PERSONAL INFORMATION

Your use of the App and any submission of personal information is governed by our **Privacy Policy**. You can access the Privacy Policy within the App or via the link provided by LORECa.

SECTION 9 – ERRORS, INACCURACIES & OMISSIONS

We may correct errors, inaccuracies, or omissions in the App at any time without prior notice. We do not undertake an obligation to update, amend, or clarify information except as required by law.

SECTION 10 – PROHIBITED USES

You are prohibited from using the App or its content:

- (a) for unlawful purposes;
- (b) to violate any laws or regulations;
- (c) to infringe intellectual property rights;
- (d) to harass, abuse, defame, threaten, or discriminate;
- (e) to submit false or misleading information;
- (f) to upload malware/viruses;
- (g) to collect personal data of others without consent;
- (h) to interfere with the security features or operation of the Service.

We may terminate or suspend access for violations.

SECTION 11 – DISCLAIMER OF WARRANTIES

The Service is provided “**as is**” and “**as available**”. To the maximum extent permitted by law, we disclaim all warranties, express or implied, including implied warranties of merchantability, fitness for a particular purpose, durability, title, and non-infringement. We do not guarantee uninterrupted, timely, secure, or error-free operation.

SECTION 12 – LIMITATION OF LIABILITY

To the maximum extent permitted by law, LORECa, its directors, officers, employees, affiliates, agents, contractors, and service providers shall not be liable for any direct, indirect, incidental, special, consequential, or punitive damages arising from your use of the Service, including loss of data, profits, revenue, or business interruption.

If certain jurisdictions do not allow limitations, liability shall be limited to the maximum extent permitted.

SECTION 13 – INDEMNIFICATION

You agree to indemnify and hold harmless LORECa and its affiliates, officers, directors, employees, and agents from any claim or demand (including reasonable legal fees) arising out of your breach of these Terms, violation of law, or infringement of third-party rights.

SECTION 14 – TERMINATION

These Terms are effective unless terminated by you or us. You may stop using the App at any time. We may terminate or suspend your access if we believe you have violated these Terms. Obligations and liabilities incurred prior to termination survive termination.

SECTION 15 – ENTIRE AGREEMENT

These Terms and the Privacy Policy constitute the entire agreement between you and LORECa regarding your use of the Service and supersede prior agreements or communications.

SECTION 16 – GOVERNING LAW

These Terms shall be governed by and construed in accordance with the laws of **Türkiye**, unless mandatory local consumer laws in your jurisdiction require otherwise.

SECTION 17 – CHANGES TO TERMS

We may update these Terms from time to time. The latest version will be available in the App and/or on our website. Your continued use after changes constitutes acceptance.

SECTION 18 – CONTACT INFORMATION

Questions about these Terms should be sent to:

✉ support@loreca.com

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