TiketFix Terms and Conditions

Gaschi Tech11 Inc. | TiketFix

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Agreement To Terms

These Terms and Conditions constitute a legally binding agreement made between you, whether personally or on behalf of an entity ("you"), and TiketFix, operated by Gaschi Tech11 Inc. ("TiketFix," "we," "us," or "our"), concerning your access to and use of the TiketFix website, mobile application, marketplace, case-management tools, communications features, and related services (collectively, the "Platform"). By accessing or using the Platform, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions. If you do not agree with all these terms and conditions, you must not use the platform and must discontinue use immediately.

Supplemental terms, policies, or notices posted on the Platform are incorporated into these Terms by reference. We may update these Terms from time to time by posting a revised version and updating the "Last updated" date. Where required by law, or where changes materially affect your rights or obligations, we will provide additional notice through the Platform, by email, or by another reasonable method. Your continued use of the Platform after revised Terms are posted means you accept the revised Terms.

The Platform is operated from Canada and is intended for use only where its use is lawful. If you access the Platform from outside Canada, you are responsible for complying with local laws that apply to you.

The Platform is intended for users who are at least 18 years old. Users who are minors in their jurisdiction may use the Platform only with the permission and direct supervision of a parent or legal guardian, and the parent or legal guardian must review and agree to these Terms on the minor's behalf.

Platform Role And No Legal Advice

TiketFix is a technology and marketplace platform that helps users connect with independent lawyers, paralegals, agents, and other authorized legal professionals. TiketFix is not a law firm, does not practise law, does not provide legal advice, does not represent users in court, and does not guarantee any legal outcome.

Any legal services are provided solely by the legal professional you select or who accepts your matter. No lawyer-client, paralegal-client, fiduciary, agency, employment, partnership, or joint venture relationship is created between you and TiketFix by your use of the Platform. Communications with TiketFix support are administrative and operational only and should not be treated as legal advice.

Submitting a case, receiving a response or opening an account does not itself confirm that a professional has accepted representation or that a court filing has been made. The selected professional must confirm acceptance, scope, fees and required retainer arrangements. Users must attend to applicable deadlines until responsibility is clearly agreed.

Intellectual Property Rights

Unless otherwise indicated, the Platform and its source code, databases, functionality, software, website designs, audio, video, text, photographs, graphics, trademarks, service marks, and logos are owned or controlled by us or licensed to us and are protected by Canadian and international intellectual property laws. The Platform and its content may be used for personal case management, authorized corporate case management, and legal services offered through the Platform in accordance with these Terms. This permission does not authorize resale of the Platform or exploitation of its software or content outside its intended functions. Except as expressly permitted by

these Terms, no part of the Platform may be copied, reproduced, aggregated, republished, uploaded, posted, publicly displayed, encoded, translated, transmitted, distributed, sold, licensed, or otherwise exploited for any commercial purpose without our prior written permission.

Provided that you are eligible to use the Platform, we grant you a limited, revocable, non-exclusive, non-transferable licence to access and use the Platform for its intended purpose. We reserve all rights not expressly granted to you.

User Representations

By using the Platform, you represent and warrant that: (1) all registration and account information you provide is true, accurate, current, and complete; (2) you will maintain and promptly update that information as needed; (3) you have the legal capacity to agree to these Terms; (4) you are not a minor in your jurisdiction, or, if you are a minor, you have parental or guardian permission to use the Platform; (5) you will not access the Platform through automated or non-human means except as expressly authorized by us; (6) you will not use the Platform for any illegal or unauthorized purpose; and (7) your use of the Platform will comply with all applicable laws and regulations.

If you provide any information that is untrue, inaccurate, not current, or incomplete, we have the right to suspend or terminate your account and refuse all current or future use of the Platform (or any portion thereof).

User Registration

You may be required to register on the Platform. You agree to keep your password confidential and will be responsible for all use of your account and password. We reserve the right to remove, reclaim, or change a username you select if we determine, in our sole discretion, that such username is inappropriate, obscene, lewd, lascivious, filthy, violent, harassing, libelous, slanderous, or incites hate.

Fees Refunds And Payment Terms

Unless expressly stated otherwise at the time of purchase, fees paid to TiketFix for access to, use of, or connection through the Platform are final and non-refundable once a legal professional has accepted or begun work on the matter. Fees charged by independent legal professionals are set by those professionals and may include pre-trial fees, trial fees, additional work, disbursements, taxes, court costs, fines, bail, government charges, or other amounts. Court costs, fines, bail, and government or municipal charges are separate from legal professional fees and are your responsibility unless expressly stated otherwise.

TiketFix may collect service fees, or subscription fees as disclosed on the Platform or in the service agreement.

If a matter is cancelled before acceptance by a legal professional, if a duplicate payment is made, if a payment is processed in error, or if a legal professional withdraws or fails to provide the agreed service, TiketFix may review the matter and determine whether a refund, credit, reassignment, or other remedy is appropriate. Nothing in these Terms limits any non-waivable refund, chargeback, consumer protection, or professional-services rights that apply under applicable law.

Prohibited Activities

You may not access or use the Platform for any purpose other than that for which we make the Platform available. The Platform may not be used in connection with any commercial endeavors except those that are specifically endorsed or approved by us.

As a user on the Platform, you agree not to:

1. Systematically retrieve data or other content from the Platform to create or compile, directly or indirectly, a collection, compilation, database, or directory without written permission from us.

2. Make any unauthorized use of the Platform, including collecting usernames and/or email addresses of users by electronic or other means for the purpose of sending unsolicited email, or creating user accounts by automated means or under false pretenses.

3. Use a buying agent or purchasing agent to make purchases on the Platform.

4. Use the Platform for unauthorized advertising, spam, or offers of unrelated goods or services. Authorized legal professional profiles, case responses and services offered through the Platform are permitted.

5. Circumvent, disable, or otherwise interfere with security-related features of the Platform, including features that prevent or restrict the use or copying of any Content or enforce limitations on the use of the Platform and/or the Content contained therein.

6. Engage in unauthorized framing of or linking to the Platform.

7. Trick, defraud, or mislead us and other users, especially in any attempt to learn sensitive account information such as user passwords.

8. Make improper use of our support services or submit false reports of abuse or misconduct.

9. Engage in any automated use of the system, such as using scripts to send comments or messages, or using any data mining, robots, or similar data gathering and extraction tools.

10. Interfere with, disrupt, or create an undue burden on the Platform or the networks or services connected to the Platform.

11. Attempt to impersonate another user or person or use the username of another user.

12. Sell or otherwise transfer your profile.

13. Use any information obtained from the Platform to harass, abuse, or harm another person.

14. Copy or exploit the Platform or its content to build a competing service, except as permitted by law. Authorized commercial use by corporate clients and legal professionals is permitted.

15. Decipher, decompile, disassemble, or reverse engineer any of the software comprising or in any way making up a part of the Platform.

16. Attempt to bypass any measures of the Platform designed to prevent or restrict access to the Platform, or any portion of the Platform.

17. Harass, annoy, intimidate, or threaten any of our employees or agents engaged in providing any portion of the Platform to you.

18. Delete the copyright or other proprietary rights notice from any Content.

19. Copy or adapt the Platform's software, including but not limited to Flash, PHP, HTML, JavaScript, or other code.

20. Upload or transmit (or attempt to upload or to transmit) viruses, Trojan horses, or other material, including excessive use of capital letters and spamming (continuous posting of repetitive text), that interferes with any party's uninterrupted use and enjoyment of the Platform or modifies, impairs, disrupts, alters, or interferes with the use, features, functions, operation, or maintenance of the Platform.

21. Upload or transmit (or attempt to upload or to transmit) any material that acts as a passive or active information collection or transmission mechanism, including without limitation, clear graphics interchange formats ("gifs"), 1×1 pixels, web bugs, cookies, or other similar devices (sometimes referred to as "spyware" or "passive collection mechanisms" or "pcms").

22. Except as may be the result of standard search engine or Internet browser usage, use, launch, develop, or distribute any automated system, including without limitation, any spider, robot, cheat utility, scraper, or offline reader that accesses the Platform, or using or launching any unauthorized script or other software.

23. Threaten, defraud, defame, or unlawfully harm TiketFix or another person. Nothing in these Terms restricts honest reviews, good-faith criticism, or lawful complaints to regulators or professional bodies.

24. Use the Platform in a manner inconsistent with any applicable laws or regulations.

User Generated Contributions

The Platform may allow users to post reviews, comments, feedback, public profile information, or other content intended to be visible to TiketFix, legal professionals, other users, or the public (collectively, "Contributions"). Contributions do not include private case documents, court notices, tickets, driver information, legal instructions, payment information, identity documents, confidential communications, or other information submitted for the purpose of receiving or managing legal services (collectively, "Case Materials"). Case Materials are handled in accordance with these Terms, the Privacy Policy, and applicable law.

1. The creation, distribution, transmission, public display, or performance, and the accessing, downloading, or copying of your Contributions do not and will not infringe the proprietary rights, including but not limited to the copyright, patent, trademark, trade secret, or moral rights of any third party.

2. You are the creator and owner of or have the necessary licences, rights, consents, releases, and permissions to use and to authorize us, the Platform, and other users of the Platform to use your Contributions in any manner contemplated by the Platform and these Terms.

3. You have the written consent, release, and/or permission of each identifiable individual person in your Contributions to use the name or likeness of each and every such identifiable individual person to enable inclusion and use of your Contributions in any manner contemplated by the Platform and these Terms.

4. Your Contributions are not false, inaccurate, or misleading.

5. Your Contributions are not unsolicited or unauthorized advertising, promotional materials, pyramid schemes, chain letters, spam, mass mailings, or other forms of solicitation.

6. Your Contributions are not obscene, lewd, lascivious, filthy, violent, harassing, libelous, slanderous, or otherwise objectionable.

7. Your Contributions do not threaten, unlawfully harass, defame, intimidate, or abuse anyone. Honest criticism and lawful complaints are permitted.

8. Your Contributions do not advocate the violent overthrow of any government or incite, encourage, or threaten physical harm against another.

9. Your Contributions do not violate any applicable law, regulation, or rule.

10. Your Contributions do not violate the privacy or publicity rights of any third party.

11. Your Contributions do not contain material that solicits personal information from anyone under the age of 18 or exploits minors in a sexual, violent, or unlawful manner.

12. Your Contributions do not contain material that violates any law intended to protect the health, safety, privacy, dignity, or well-being of minors.

13. Your Contributions do not include discriminatory, hateful, or offensive comments connected to race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital or family status, disability, or any other protected ground.

Any use of the Platform in violation of the foregoing violates these Terms and may result in, among other things, termination or suspension of your rights to use the Platform.

Contribution Licence

By posting Contributions to the Platform, you grant TiketFix a non-exclusive, worldwide, royalty-free licence to host, store, reproduce, display, adapt, and distribute those Contributions solely as reasonably necessary to operate, improve, promote, and protect the Platform and our business. This licence does not give TiketFix ownership of your Contributions and does not apply to Case Materials except as needed to operate the Platform, process your matter, support communications, comply with law, enforce these Terms, or protect our rights and users.

To the extent permitted by law, you waive moral rights in Contributions posted publicly or submitted as feedback, but only to the extent necessary for TiketFix to use those Contributions as permitted above. You are responsible for ensuring that you have the rights and permissions needed to submit any Contributions or Case Materials.

We do not assert ownership over your Contributions. You retain ownership of your Contributions and any intellectual property rights associated with them. We are not responsible for statements, representations, or content submitted by users, and you remain responsible for your own Contributions.

We may, in our discretion, edit, redact, re-categorize, remove, or disable Contributions that violate these Terms, applicable law, or Platform policies. We have no general obligation to monitor Contributions.

Guidelines For Reviews

Reviews must reflect genuine experience and must not contain knowingly false statements, threats, unlawful harassment, discriminatory abuse, spam, undisclosed conflicts of interest, or another person's confidential information. Do not publish private case records or privileged communications. Honest negative reviews and lawful reports of suspected misconduct are permitted.

We may moderate or remove reviews that violate these requirements or applicable law. Reviews express the reviewer's views and are not endorsed by TiketFix. The Contribution Licence applies to reviews; posting a review does not transfer ownership to TiketFix. Nothing in this section prevents complaints to a regulator, professional body, court or other appropriate authority.

Legal Professionals

For purposes of these Terms, a "legal professional" means a lawyer, paralegal, licensed agent, or other person who is authorized in the applicable jurisdiction to provide the legal services offered through the Platform. By using TiketFix to acquire clients, accept matters, communicate with users, or manage cases, each legal professional agrees to these Terms and to any additional professional, marketplace, or payment terms that apply.

All update, communication, document and event requirements below are subject to confidentiality, privilege, client authority and applicable professional duties. Corporate payment or account administration does not by itself make an employer the represented client or authorize access to another person's confidential information.

A professional who accesses a case before retention must use the ticket, driver's licence, abstract or court documents only to assess the matter, check whether they can act, and prepare an authorized response. Access does not establish representation or permit unrelated solicitation, independent marketing, unauthorized onward disclosure, or retention beyond a lawful purpose. Professionals must protect information received during preliminary discussions even when no retainer follows.

1 Licensing Scope And Professional Obligations

a) Legal professionals must maintain all licences, permissions, insurance, trust-account arrangements, and good-standing requirements needed to provide the services they offer through the Platform.

b) Legal professionals may accept only matters that fall within their authorized scope of practice and must comply with all applicable laws, court rules, professional conduct rules, advertising rules, referral-fee rules, privacy obligations, confidentiality obligations, and conflict-of-interest obligations.

c) Legal professionals are solely responsible for performing conflict checks, assessing competence and capacity, confirming client identity where required, obtaining client instructions, advising clients on legal options and risks, and determining whether they can ethically accept or continue a matter.

2 Updates Plea Deals And Alternative Options

a) Legal professionals must provide timely case updates when meaningful information becomes available and when a client, driver, or TiketFix customer service reasonably requests an update.

b) Before accepting any plea deal, resolution, withdrawal, adjournment position, or other material step, the legal professional must obtain instructions from the client or driver unless applicable law or urgent circumstances permit or require otherwise.

c) Any plea deal or alternative option should be entered into the case record with the material terms, applicable deadlines, any additional trial or hearing fee, and the consequence of not responding by the deadline.

d) If a client or driver does not respond by a stated deadline, the legal professional must act in accordance with applicable professional obligations and add an update to the case explaining the action taken or recommended.

3 Communication

a) Legal professionals must use the Platform for case-related communications unless another communication method is necessary or required by law, court procedure, accessibility needs, urgency, or the client's informed instructions.

b) All communications must be professional, respectful, accurate, and consistent with applicable professional obligations. Profanity, threats, harassment, discriminatory language, or misleading statements are prohibited.

c) Legal professionals should respond to client, driver, and TiketFix messages within seven calendar days, and sooner where a deadline, court date, plea offer, limitation period, or other time-sensitive issue is involved.

4 Events

a) Events include court dates, trial dates, hearing dates, filing deadlines, response deadlines, payment deadlines, limitation periods, and any other dates that may affect a matter.

b) Legal professionals must add relevant events to each case and update those events when dates change.

5 Documents And Case Materials

a) Clients and drivers are responsible for uploading any notices, tickets, disclosure, correspondence, court documents, and other materials they receive that may affect their matter.

b) Legal professionals must review new case documents within a reasonable time after receiving notice and advise whether any action is required.

c) When closing a case, the legal professional must add the disposition, result, fine notice, order, or other closing document where applicable.

6 Platform Case Management And Non Circumvention

A platform-originated matter is a matter introduced to a legal professional through TiketFix, whether through a case submission, response, message or other Platform interaction. Accepting a retainer does not end the professional's obligations to TiketFix. Professionals must continue managing and maintaining each accepted platform-originated

matter on the Platform through completion of the agreed engagement or lawful termination or transfer of representation.

Commented [TF1]: Have counsel review scope and enforceability in each jurisdiction, including professional independence, client choice, payments, fee-sharing and referral rules. This clause does not restrict all unrelated future work or impose an automatic penalty.

Professionals must keep case status, material communications, client instructions, dates, documents, offers, resolutions and final outcomes accurate and reasonably current. Material developments must be recorded promptly and urgent matters communicated without delay. Professionals must not abandon the Platform record after retaining a client or falsely mark a matter complete to move it elsewhere. Completion requires a final status update and applicable closing documents, together with notice of remaining obligations and deadlines within the agreed engagement.

Professionals must not solicit, encourage or assist a client introduced through TiketFix to move a platform-originated matter outside the Platform to avoid agreed TiketFix fees, case-management requirements or other contractual obligations. This includes off-platform discounts designed to bypass the Platform, requests for payment outside an agreed lawful payment process, or transfers through another person or firm to circumvent these requirements. Professionals must not use Platform contact information to solicit off-platform engagements designed to circumvent these obligations.

Court filings, hearings, calls, meetings and other activities that cannot appropriately occur within the Platform are permitted. Professionals must add relevant updates and records afterwards as soon as reasonably practicable, where lawful and consistent with confidentiality, privilege and client instructions. Platform outages must not delay necessary legal work.

These requirements do not override applicable law, professional duties, court orders, confidentiality, privilege or a client's right to choose or change representation. They do not give TiketFix ownership of a client or an exclusive right over all of the client's future unrelated legal work. An independently initiated client request must be handled consistently with these rights and must not be used as a pretext for professional-led circumvention. Where lawful, record the reason and contact TiketFix to arrange an appropriate transition.

A professional who lawfully withdraws or transfers a matter must document the status and outstanding dates and facilitate the client's access to records as required by law. TiketFix may investigate suspected non-compliance, request corrective action, restrict new case access, or suspend or terminate participation, subject to applicable law. Enforcement must preserve necessary client access and continuity of representation. Lawfully payable contractual fees remain subject to the applicable agreement; no automatic penalty is created by this section.

7 Payment Accounts

a) Legal professionals may be required to create and maintain a payment account or provide payment details in order to receive matters or payments through the Platform.

b) TiketFix will pay legal professionals in accordance with the applicable payment terms after payment is received and cleared, subject to refunds, chargebacks, disputes, taxes, platform fees, payment-processing fees, and any required holds or compliance reviews.

8 Legal Fees

a) Legal fees for traffic matters may consist of a pre-trial fee, trial fee, fixed fee, hourly fee, or other fee arrangement disclosed to and accepted by the client or driver.

b) When accepting a matter, the legal professional must clearly identify what work is included in the quoted fee and what work, events, disbursements, court costs, fines, taxes, or additional services are excluded or may cost extra.

c) Court costs, fine notices, bail amounts, government or municipal charges, and other amounts payable to a court, municipality, ministry, or government body are not included in legal professional fees unless expressly stated.

9 Acceptance Of Professional Obligations

By accepting these Terms and using the Platform to receive or manage matters, the legal professional agrees to these ongoing case-management and non-circumvention requirements. Where TiketFix presents an acceptance control, the professional must affirmatively accept the applicable Terms before proceeding. TiketFix may retain the accepted version and acceptance record. Material amendments will be notified and further acceptance obtained where required by law.

Commented [TF2]: Implementation action: use an unticked acceptance checkbox for professionals, link the current Terms, record version and timestamp, and arrange appropriate notice/acceptance for existing professionals. Document edits do not implement this in the product.

Mobile Application Licence

Use Licence

If you access the Platform via a mobile application, then we grant you a revocable, non-exclusive, non-transferable, limited right to install and use the mobile application on wireless electronic devices owned or controlled by you, and to access and use the mobile application on such devices strictly in accordance with the terms and conditions of this mobile application licence contained in these Terms. You shall not: (1) decompile, reverse engineer, disassemble, attempt to derive the source code of, or decrypt the Platform; (2) make any modification, adaptation, improvement, enhancement, translation, or derivative work from the Platform; (3) violate any applicable laws, rules, or regulations in connection with your access or use of the Platform; (4) remove, alter, or obscure any proprietary notice (including any notice of copyright or trademark) posted by us or the licensors of the Platform; (5) use the Platform for purposes outside its intended personal, corporate or professional functions; (6) distribute or sublicense the application without permission; authorized use across supported devices and authorized team accounts is permitted; (7) use the Platform for creating a product, service, or software that is, directly or indirectly, competitive with or in any way a substitute for the Platform; (8) use the Platform to send automated queries to any website or to send any unsolicited commercial e-mail; or (9) use any proprietary information or any of our interfaces or our other intellectual property in the design, development, manufacture, licensing, or distribution of any applications, accessories, or devices for use with the Platform.

Apple And Android Devices

The following terms apply when you use a mobile application obtained from the Apple App Store or Google Play (each an "App Distributor") to access the Platform: (1) the licence granted to you is limited to a non-transferable licence to use the TiketFix mobile application on a device that uses iOS or Android, as applicable, and in accordance with the applicable App Distributor usage rules; (2) we are responsible for support and maintenance only as stated in these Terms or as required by applicable law, and each App Distributor has no obligation to provide support or maintenance; (3) in the event of a mobile application warranty issue, you may notify the applicable App Distributor, and the App Distributor may refund the purchase price, if any, in accordance with its policies; (4) you must comply with applicable third-party terms when using the mobile application; and (5) each App Distributor is a third-party beneficiary of this mobile application licence and may enforce it against you.

Social Media

If the Platform allows you to link an account with a third-party service, you authorize us to access, store, and use the information made available by that third-party service only as disclosed to you and as reasonably necessary to provide the connected functionality. Your relationship with each third-party service is governed by that service's own terms and privacy policy. You may disconnect a linked account through the Platform or by contacting us, and we will delete or de-identify information obtained from the linked account where required by law and where retention is not reasonably needed for account security, legal compliance, dispute resolution, or Platform operation.

Where TiketFix offers its own community or social features, information you intentionally post is visible to the audience indicated by that feature. Do not publish private case records, privileged communications or another person's information without lawful authority. Case records do not become social posts merely because they are

stored on TiketFix. Report suspected abuse or privacy concerns using the contact details below. Contribution and review rules apply to these features.

Submissions

You acknowledge and agree that questions, comments, suggestions, ideas, feedback, or other information about the Platform that you provide to us ("Submissions") are non-confidential unless we expressly agree otherwise. You grant TiketFix a perpetual, worldwide, royalty-free licence to use Submissions for any lawful business purpose without acknowledgment or compensation. This section does not apply to Case Materials or confidential legal-service communications.

Third Party Websites And Content

The Platform may contain links to third-party websites, applications, services, information, advertisements, or content ("Third-Party Content"). We do not control and are not responsible for Third-Party Content, including its accuracy, legality, reliability, availability, privacy practices, or terms. If you access Third-Party Content, you do so at your own risk and should review the applicable third-party terms and policies.

Advertisers

If advertisers are permitted to display advertisements on the Platform, each advertiser is solely responsible for its advertisements, offers, services, products, claims, intellectual property rights, publicity rights, and legal compliance. TiketFix provides advertising space only and does not become a party to transactions between users and advertisers.

Mobile Application Management

We reserve the right, but not the obligation, to: (1) monitor the Platform for violations of these Terms; (2) take appropriate legal action against anyone who, in our sole discretion, violates the law or these Terms, including without limitation, reporting such user to law enforcement authorities; (3) in our sole discretion and without limitation, refuse, restrict access to, limit the availability of, or disable (to the extent technologically feasible) any of your Contributions or any portion thereof; (4) in our sole discretion and without limitation, notice, or liability, to remove from the Platform or otherwise disable all files and content that are excessive in size or are in any way burdensome to our systems; and (5) otherwise manage the Platform in a manner designed to protect our rights and property and to facilitate the proper functioning of the Platform.

Privacy Policy

The TiketFix Privacy Policy at https://www.tiketfix.com/privacy explains how we collect, store, use and protect personal information and Case Materials. It forms part of these Terms. Acceptance of these Terms does not replace any separate consent required by privacy law.

We store personal information relating to client accounts and cases. We do not sell personal information or disclose it to third-party companies for their own marketing or commercial purposes. The Privacy Policy explains limited disclosures to prospective legal professionals for case review, to the professional representing the client, and to providers processing payment information. Any legally required disclosure is also subject to that policy and applicable law.

Case records are retained in our database while the client maintains an account, subject to applicable law and valid access, correction, consent-withdrawal or deletion requests. Account closure and any legally necessary retention are handled under the Privacy Policy. Closing an account does not itself terminate a professional retainer or alter a court deadline.

Copyright And Intellectual Property Complaints

Notifications

We respect the intellectual property rights of others. If you believe material available on or through the Platform infringes a copyright, trademark, or other intellectual property right that you own or control, please send us a written notice using the contact information below. Your notice should identify the protected work, identify the allegedly infringing material and its location on the Platform, provide your contact information, explain why you believe the use is unauthorized, and confirm that the information in your notice is accurate.

We may remove or disable access to material that we believe may infringe another person's rights, and we may notify the user who posted or submitted the material. If your material is removed or disabled and you believe this was a mistake, you may contact us with an explanation and supporting information. We may restore material where appropriate, but we are not required to do so. If TiketFix operates in jurisdictions with specific copyright notice, notice-and-notice, or takedown requirements, we will handle notices in accordance with those requirements.

Term And Termination

These Terms remain in full force and effect while you use the Platform. Without limiting any other provision of these Terms, we may, in our sole discretion and without notice or liability, deny access to and use of the Platform, suspend or terminate an account, block certain IP addresses, remove content, or take other reasonable action if we believe a user has breached these Terms, violated applicable law, created risk for TiketFix or others, or interfered with the operation or integrity of the Platform.

If we terminate or suspend your account for any reason, you are prohibited from registering and creating a new account under your name, a fake or borrowed name, or the name of any third party, even if you may be acting on behalf of the third party. In addition to terminating or suspending your account, we reserve the right to take appropriate legal action, including without limitation pursuing civil, criminal, and injunctive redress.

Any suspension, termination or content removal is subject to applicable privacy, consumer and professional requirements. Where lawful and practicable, we will provide notice and a reasonable method for obtaining necessary case records or coordinating a transition. Urgent security restrictions may be immediate. Account restrictions do not cancel a professional's duties to an existing client.

Modifications And Interruptions

We reserve the right to change, modify, suspend, discontinue, or remove all or part of the Platform at any time, subject to applicable law and any specific commitments we have made to you.

We cannot guarantee the Platform will always be available. We may experience hardware, software, or other problems or need to perform maintenance related to the Platform, resulting in interruptions, delays, or errors. We reserve the right to change, revise, update, suspend, discontinue, or otherwise modify the Platform 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 Platform during any downtime or discontinuance of the Platform. Nothing in these Terms will be construed to obligate us to maintain and support the Platform or to supply any corrections, updates, or releases in connection therewith.

Governing Law

These Terms and your use of the Platform are governed by and construed in accordance with the laws of Ontario and the federal laws of Canada applicable therein, without regard to conflict-of-law principles. TiketFix does not guarantee the outcome of any ticket, court matter, dispute, plea negotiation, trial, hearing, or legal proceeding.

Dispute Resolution

To control the cost and burden of disputes, the parties agree to first attempt to resolve any dispute, controversy, or claim arising out of or relating to these Terms or the Platform (each, a "Dispute") through informal negotiations for at least 30 days after one party gives written notice of the Dispute to the other party.

If the parties cannot resolve a Dispute through informal negotiations, either party may bring the Dispute in the provincial or federal courts located in Toronto, Ontario, and the parties consent to the personal jurisdiction and venue of those courts, subject to any mandatory consumer protection, small claims, professional conduct, or other law that gives a party the right to bring a claim in another forum. The United Nations Convention on Contracts for the International Sale of Goods does not apply to these Terms.

Nothing in this section prevents either party from seeking urgent injunctive or equitable relief, enforcing intellectual property rights, addressing unauthorized access or misuse of the Platform, or making a complaint to a court, tribunal, regulator, professional body, payment processor, or law enforcement authority where permitted by law.

Corrections

There may be information on the Platform that contains typographical errors, inaccuracies, or omissions that may relate to the Platform, including descriptions, pricing, availability, and various other information. We reserve the right to correct any errors, inaccuracies, or omissions and to change or update the information on the Platform at any time, without prior notice.

Disclaimer

THE PLATFORM IS PROVIDED ON AN AS-IS AND AS-AVAILABLE BASIS. TO THE FULLEST EXTENT PERMITTED BY LAW, TIKETFIX DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, ACCURACY, AVAILABILITY, AND RELIABILITY. TIKETFIX DOES NOT WARRANT OR GUARANTEE ANY LEGAL PROFESSIONAL, LEGAL SERVICE, CASE RESULT, COURT OUTCOME, PLEA DEAL, FINE REDUCTION, DISMISSAL, TIMELINE, OR COST SAVING. LEGAL PROFESSIONALS ARE INDEPENDENT PROVIDERS, AND TIKETFIX IS NOT RESPONSIBLE FOR THEIR PROFESSIONAL JUDGMENT, LEGAL ADVICE, REPRESENTATION, OMISSIONS, CONDUCT, OR FAILURE TO PERFORM, EXCEPT TO THE EXTENT LIABILITY CANNOT BE EXCLUDED BY LAW.

Limitations Of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, TIKETFIX AND ITS DIRECTORS, OFFICERS, EMPLOYEES, CONTRACTORS, AGENTS, AFFILIATES, AND SERVICE PROVIDERS WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, SPECIAL, PUNITIVE, OR LOST-PROFIT DAMAGES ARISING FROM OR RELATING TO YOUR USE OF THE PLATFORM. TO THE FULLEST EXTENT PERMITTED BY LAW, TIKETFIX'S TOTAL LIABILITY FOR ANY CLAIM ARISING FROM OR RELATING TO THE PLATFORM OR THESE TERMS WILL BE LIMITED TO THE AMOUNT YOU PAID TO TIKETFIX FOR THE PLATFORM SERVICE GIVING RISE TO THE CLAIM IN THE SIX MONTHS BEFORE THE EVENT GIVING RISE TO LIABILITY. Some laws do not allow certain exclusions or limitations, so parts of this section may not apply to you.

Indemnification

You agree to defend, indemnify, and hold harmless TiketFix, its affiliates, and their respective directors, officers, employees, contractors, agents, partners, and service providers from and against any loss, damage, liability, claim, demand, cost, or expense, including reasonable legal fees, arising out of or relating to: (1) your Contributions; (2) your misuse of the Platform; (3) your breach of these Terms; (4) your breach of any representation or warranty in these Terms; (5) your violation of another person's rights, including intellectual property, privacy, or publicity rights; (6) your violation of applicable law; or (7) your harmful conduct toward another user, legal professional, or TiketFix

representative. We may assume the exclusive defence and control of any matter subject to indemnification, and you agree to cooperate with our defence.

User Data

We store account information and Case Materials to operate accounts, maintain case records and facilitate the services described in the Privacy Policy. We maintain security protocols designed to protect this information, but no system can guarantee absolute security. We do not use private Case Materials as public promotional content.

You may request access, correction or account closure using the contact details below. Retention and deletion are governed by the Privacy Policy and applicable law. Keep copies of important documents. A professional may have independent legal duties to retain their file after your TiketFix account closes.

Electronic Communications Transactions And Signatures

Visiting the Platform, sending emails, using in-app messaging, uploading forms, and completing online transactions constitute electronic communications. You consent to receive administrative, transactional, case-related, legal, and service communications electronically, including through email, SMS, push notification, in-app message, or the Platform. Commercial electronic messages will be sent only where permitted by applicable law, including Canada's Anti-Spam Legislation where applicable, and will include required identification information and an unsubscribe mechanism where required. You agree that electronic signatures, records, notices, policies, and transaction records satisfy any legal requirement that they be in writing, to the extent permitted by law.

Miscellaneous

These Terms and any policies or operating rules posted by us on the Platform constitute the entire agreement between you and us regarding the Platform. Our failure to exercise or enforce any right or provision is not a waiver. These Terms apply to the fullest extent permitted by law. We may assign our rights and obligations at any time, subject to applicable law. We are not responsible for any loss, damage, delay, or failure to act caused by events beyond our reasonable control. If any provision or part of a provision is unlawful, void, or unenforceable, that provision or part will be severed and the remaining provisions will remain valid and enforceable. No joint venture, partnership, employment, agency, lawyer-client, or paralegal-client relationship is created between you and TiketFix because of these Terms or your use of the Platform.

Contact Us

To resolve a complaint regarding the Platform or to receive further information regarding use of the Platform, please contact us at:

Tiketfix

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