

10. Fees, Refund and Cancellation Policy

JustAnswer's platform allows Customers to post questions to Experts in subject-matter categories, facilitates communication with Experts on the Platform via chat, emails, and online message boards, and enables delivery of and access to answers to your questions ("Site Access Benefits"). Site Access Benefits may have additional terms such as limits on the number and/or subject matter of questions provided at the time of sign up. Customers on the Platform may be presented with one of three payment models: (1) ongoing membership; (2) additional Platform model (which is explained in Section E below); and (3) pay-per-question model.

Membership & Membership Renewal. Memberships allow Customers to receive Site Access Benefits on the Platform for auto-renewing time periods (e.g., monthly, annually) set forth at the time of sign up. Customers who elect to pay for memberships are hereinafter referred to as "Members" and your participation in the Platform is a "Membership." Unless otherwise stated on your sign-up page, when you sign up for Membership, you agree that you are subscribing to an automatically renewing Membership requiring recurring payments at the stated frequency (e.g., monthly or annually) at the then-current price until you cancel. You will be charged your first Membership fee and any applicable taxes on the date you purchase your Membership or, if applicable, after your free trial ends. Your Membership will automatically continue at the selected interval, and you will continue to be charged at the then-current price (including any applicable taxes), unless at least 24 hours prior to the end of the current Membership period: (a) you terminate your account; (b) you cancel your Membership (as described below); (c) we decline to renew your Membership; or (d) these Terms are otherwise properly terminated as expressly permitted herein. Membership fees are non-refundable except as expressly set forth in these Terms or in accordance with applicable law. If any Membership fee is not paid in a timely manner, or your transaction cannot be processed, we reserve the right to suspend, disable, cancel or terminate your Membership. You will be responsible for paying all past due amounts. You acknowledge that billing may not occur on the exact same date of each month. JustAnswer will send notice of upcoming automatic renewal prior to renewing your membership as required by law. We reserve the right to change the terms of your Membership, including price or in scope Site Access Benefits, from time to time. We will attempt to provide advanced notice of any changes in Membership fees or prices prior to the next billing cycle, but this will not include notification of changes in applicable taxes. If you do not wish to accept a fee or price change, you may cancel your Membership in accordance with these Terms.

Sign Up Fees. Some Customers/Members may be charged a sign-up fee disclosed at the time of sign up for a Membership. The fee is automatically charged to the Member's payment source provided on the Platform.

App Store Memberships. Memberships purchased via the app—not on JustAnswer's website—are managed directly by the applicable App Store. Consult the appropriate

App Store to determine if the price charged includes all applicable taxes and currency exchange settlements. You are solely responsible for paying such taxes or other charges. JustAnswer relies on the App Store to collect subscription fees, manage the subscription for your memberships, and to report on the status of subscription accounts that have been purchased from within the app. JustAnswer does not have the ability to manage any aspect of an App Store subscription membership on your behalf, including, but not limited to, initiating, canceling, or refunding subscriptions.

Membership Cancellation or Termination. When you cancel a subscription, you cancel only future charges associated with your membership. You may initiate your cancellation at any time, but the cancellation will become effective at the end of your current subscription period. You can cancel your Membership at any time up to 24 hours before the end of the current billing period by (1) clicking the cancel membership button on either the help center page or your account's membership page; (2) sending a written notice of cancellation via e-mail to support@justanswer.com; (3) talking to a customer support agent via our online chatbot or through calling 1-800-581-6476; or (4) for subscriptions purchased through a third party App Store or platform, through that third party. No refunds will be provided for a partial Membership period, but you will continue to have access to the Site Access Benefits until the next billing cycle. Notwithstanding any other terms, JustAnswer reserves the right to cancel your JustAnswer Membership in its entirety at any time and for any reason, with or without prior notice. In the event that JustAnswer cancels a JustAnswer Membership, it will refund the current period's fee.

Trials & Promotions. We may offer promotional trial subscriptions to obtain a Membership on a trial basis or access Platform for free or at promotional rate, as well as referral discounts or similar free access to Member benefits when you refer a new user(s). If your subscription includes a free trial, you will not be charged the applicable fee during your free trial. To obtain the free trial, you will be required to provide a credit card or other payment method in order to ensure uninterrupted access and continued use after the expiration of the free trial. Upon completion of your free trial, your subscription will automatically convert into a paid Membership and your payment method will be charged the applicable fee unless you have cancelled your Membership. You may cancel your Membership during your free trial to avoid being charged as described above.

If your subscription includes a promotional rate, you will be charged the promotional rate for the relevant number of billing periods and upon completion of that period, your subscription will continue to automatically renew at the full rate. You may only be permitted to use one free trial or discounted price offer. If your Membership is ever cancelled or terminated for any reason, and you purchase an additional Membership, you may not be eligible for a free trial or to take advantage of another discounted price offer.

Any promotional monies or credits placed into Customer accounts by JustAnswer for use towards Site Access Benefits on the Platform remain the property of JustAnswer

(they never become the property of Customers and never become refundable to the Customer), and unless otherwise stated on the Platform or in an email to a Customer, will be usable only for thirty (30) days.

Pay-Per-Question. Certain customers may have the option to participate on the Platform with the pay-per-question model. Using Pay-Per-Question, you select the price that you are willing to pay for the Site Access Benefits for a single question. Once you have selected the price and submitted your payment information, your question may be posted on JustAnswer. A portion of your payments will be paid to the Expert and a portion to JustAnswer. You will be charged in one of three ways depending on the payment source, as described on the payment page: (i) when the question is posted; (ii) at the time an Expert responds to the Customer's question; or (iii) \$5 upon the posting of a question, with the remainder of the selected price charged at the time an Expert responds. Charges are not refundable except as expressly permitted in these Terms.

Rating the Expert. Experts typically respond to Customers' questions quickly. If the Expert requests further information before answering your question, you may wish to take advantage of the opportunity to provide more information to the Expert to allow the Expert to help you better. Once the Expert answers your question, you will be asked to rate the Expert. JustAnswer does not guarantee that you will receive a response from an Expert, or that you will be satisfied with your communication with an Expert. For Pay-Per-Question Customers, in the rare instance that no Expert responds at all to your question, you agree that any amount up to \$5 that was charged upon posting of your question may be retained by JustAnswer in consideration for the Site Access Benefits received. See Refunds section below for information on requesting a refund.

Additional Premium Services Fees. Any amounts a Customer pays for Additional Premium Services are divided into two parts: (i) JustAnswer's fee for enabling the request, offer, and/or fulfillment of Additional Premium Services ("Additional Site Access Benefits"); and (ii) the Expert's fee for the specific Additional Premium Service provided to the User. Once you accept an offer for Additional Premium Services, your payment method on file, if any, will be automatically charged the Additional Premium Services amount.

Additional Membership Terms & Changes. Members will be bound by their Membership Details so please be sure to review them carefully. We may change the Membership terms or fees at any time on a going forward basis in our discretion. If the pricing for your Membership increases, we will notify you, and provide you an opportunity to change your subscription before applying those changes to your account or charging you in connection with an automatic renewal. We may choose in our sole discretion to add, modify, or remove benefits and features from a Membership. Your continued use of the Platform after the changes become effective will constitute your acceptance of the changes. If you do not wish to continue subscribing with the new fees or features,

you may cancel your Membership. If you accept the new Membership subscription, its terms and conditions will apply for that renewal and all renewals going forward *Additional Fees and Expert Bonuses*. JustAnswer may charge additional fees, including but not limited to service fees for use of the Platform or for submission of questions, and change such fees, as we deem necessary or appropriate for our business. Customers may have the opportunity to provide Experts bonuses or tips. You authorize JustAnswer to charge your payment method for any bonus or tip you elect to provide. Except as otherwise provided on the Platform, JustAnswer shall retain 3% of such bonus or tip.

Payment Information. When you provide payment information, you represent and warrant that the information is accurate and that you are authorized to use the payment method provided for any payments due, including Membership fees, pay per question fees, service fees, taxes, and tips or bonuses you elect to provide. You acknowledge that we may process an authorization hold using your payment information in order to verify the information provided. You are responsible for keeping your payment details up to date by changing the details in your account setting. If your payment card details change or are due to expire, we may obtain or receive from your payment provider updated payment details including your card number, expiration date, and CVV (or equivalent). You authorize us to continue to charge your card using the updated information so that you can continue to receive your Membership.

If you do not pay any fees when due (for example, due to credit card expiration or insufficient funds), we may suspend or terminate your access to the Platform or your Membership. We also reserve the right to pursue any amounts you fail to pay in connection with your use of the Platform or your Membership.

Taxes. Experts are responsible for any and all applicable federal, state, and local taxes, duties, tariffs, levies, withholdings, and similar assessments (including without limitation, sales, use, and value added taxes) relating to the subject matter hereunder, excluding taxes based on JustAnswer's income.

11. Proprietary Rights and Limited License

All right, title, and interest in and to the Platform are and will remain the exclusive property of JustAnswer and its licensors. All materials therein, including, without limitation, software, images, text, graphics, illustrations, logos, patents, trademarks, service marks, copyrights, photographs, audio, videos, music, and all intellectual property rights related thereto, are the exclusive property of JustAnswer and its licensors. The Platform is protected by copyright, trademark, and other laws of both the United States and foreign countries. You acknowledge that the Platform has been developed, compiled, prepared, revised, selected, and arranged by JustAnswer and others through the application of methods and standards of judgment developed and applied through the expenditure of substantial time, effort, and money and constitute valuable intellectual property of JustAnswer and such others. Except as explicitly provided herein, nothing in this Expert Agreement gives you a right to use the JustAnswer name or any of the JustAnswer trademarks, logos, domain names, and

other distinctive brand features. Any other trademarks, service marks, logos, trade names, and any other proprietary designations are the trademarks or registered trademarks of their respective owners.

Subject to your complete and ongoing compliance with these Terms, JustAnswer grants you a non-transferable, non-exclusive, revocable, limited license to access and use the Platform. We reserve all rights not expressly granted to you by these Terms.