

## **Terms of Service for Carte** *Effective Date: 04/05/2026*

Welcome to Carte. By accessing or using the Carte mobile application (the "Service"), you agree to be bound by these Terms of Service. If you do not agree, do not use the Service.

1. **Use of the Service:** You must be at least 18 years old to create a Producer Profile. The Service is provided "as is" and is intended to connect local consumers with producers. We do not guarantee the accuracy of location data, product availability, or producer claims.

2. **Producer Content and Business Profiles:** You retain all ownership rights to the content you upload. By submitting Content, you grant Carte a non-exclusive, royalty-free license to display that Content solely for the purpose of providing the Service (e.g., displaying your pin on the map).

3. **Acceptable Use and Safety Standards:** To maintain a safe environment, you are strictly prohibited from uploading Content or engaging in behavior that is:

- Sexually explicit or pornographic.
- Violent, graphic, or promotes self-harm.
- Hate speech, harassment, bullying, or discrimination against any group.
- Illegal, fraudulent, or promotes illegal acts.
- Spam, misleading, or impersonating another person or business.

4. **Moderation, Reporting, and Blocking:** Carte enforces a zero-tolerance policy for objectionable content.

- Reporting: Users can flag offensive content or abusive profiles using the in-app "Report" button. We will review reports within 24 hours.
- Blocking: Users can block any producer using the "Block" button, which will immediately hide that producer's content from their map.
- Enforcement: We reserve the right to remove any Content and permanently suspend or ban any user account that violates these Terms, without prior notice.

5. **Subscriptions and Billing:** Certain features ("Producer Pro/ Advanced tools") require a paid subscription. Payments are processed securely via the Google Play Store or Apple App Store. Subscriptions automatically renew unless canceled at least 24 hours before the end of the current period. You can manage your subscription through your device's App Store settings.

6. **Contact:** For support or to appeal a moderation decision, contact us at:  
brean@carteapp.au