

Terms of Use

General terms and conditions

These Terms of Use come into effect on January 26th, 2026 and are valid until further notice.

These Terms of Use ("Terms") apply to all use of the BigPetNet service ("Service"). These Terms constitute a binding agreement between BigPetNet and the user of the Service ("User"). By using the Service, you agree to be bound by these Terms and our Privacy Policy. The Terms apply to all users of the Service regardless of their registration status.

Please read these terms carefully, as they contain important information about your use of the service. We reserve the right to modify the terms of use at any time without prior notice. As a user of the service, you are responsible for regularly reviewing the terms. We will publish the updated terms on this page. The new terms will enter into force at the time of their publication. By using the service, you agree to comply with the then-current terms. Do not use the service if you do not accept or agree to comply with these terms.

If you are using the service on behalf of a company, entity or organization, you represent that you have the authority to bind that entity to these terms of use.

These terms and conditions do not create any partnership, joint venture, fiduciary or other special relationship or employment, and you may not make any claims on behalf of BigPetNet or obligate BigPetNet in any way.

Definitions of concepts

'Application': Any mobile application or website provided by BigPetNet.

'BigPetNet', 'we': BigPetNet

'User', 'You': Any user of the service, including organizations, associations, etc.

'Login details': The email address and password specified by the user.

'Contact information': Contact information entered by the user into the service, which may include, for example, email address, telephone number and location information.

'Site': Any platform provided by BigPetNet, such as a website or application.

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'Privacy Policy': The use of the Service involves the processing of personal data. The Privacy Policy explains what information is collected and what it is used for. By using the Service, you agree to these Terms of Use and the Privacy Policy.

'Content': Content means all material produced or transmitted through the Service, including text, images, data, search results, reports, user rights and other dynamically generated or static digital content.

'Service': The Service refers to the digital online service and related functions provided by BigPetNet, through which users are provided with digital content, user rights and other features of the service. The Service may include both free and paid functions and may change or develop over time.

'Service Provider': Service Provider means BigPetNet, which is responsible for providing and maintaining the Service.

'Dispute': Any dispute, claim or controversy between you and BigPetNet arising out of or in any way related to this Agreement, the Service or our relationship with you.

'Material': Material refers to all data and information that the Service uses or processes to produce Content or implement the Service.

User license

By complying with these Terms, we grant you a personal, worldwide, non-exclusive, non-transferable, non-sublicensable, and revocable license to use our Service, except as otherwise provided in these Terms. Violation of these Terms will result in termination of the license.

The user does not have the right to transfer or assign the right to use the service in whole or in part to a third party. We and you act as independent contractors and are not partners, joint ventures, agents, employees or representatives of each other.

Rights and obligations of the service provider

The service provider has the right to temporarily disable the service for any necessary reason, such as maintenance, security, hardware installation or hardware load. We do not guarantee the error-free operation or uninterrupted operation of the service.

We reserve the right to change the service and its content at any time without notice. We may remove, add or change features, and features may become chargeable or prices may change.

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We may stop providing or maintaining the service in part or in whole. We will make every effort to notify you of the most significant changes in a manner that we deem best. The changes will take effect upon implementation.

The Service Provider has the right, but not the obligation, to monitor the activities of users on the Service. The Service Provider has the right to remove content from the Service that is considered to be illegal, inappropriate, incorrect, harmful to the Service Provider, other users or third parties. We are not obliged to notify you of removed content.

Using the service and user rights and obligations

The user is granted a personal right to use the service in accordance with these terms of use. The user is personally responsible for all his/her actions and any damage resulting from them on the service and undertakes to comply with these terms of use and to act in accordance with the law and good practice. By creating an account/using the service, you warrant that:

- You are legally competent to enter into a contract with BigPetNet.
- You have reached the age of 18.
- You will comply with these terms and conditions and will review the terms at regular intervals for changes.
- You comply with all applicable laws and regulations.
- Protect your login information.
- You are not giving false information.
- You will not use the service in a way that harms the service or other users.
- You will not use the service for any fraudulent or malicious purpose.
- You will not disclose your usernames or passwords to third parties.
- The content you create must be related to the purpose of the service.
- You do not reveal your personal information online.
- You publish content at your own risk.
- You have the required copyright and other rights to the content you publish.

By using the service, you agree that the service provider may remove content you create if it is deemed inappropriate, illegal, or otherwise inappropriate.

By creating content on the Service, you grant BigPetNet a worldwide, non-exclusive right to store, use, display, modify, publish or otherwise make publicly available the information you provide and the content you generate in accordance with these Terms for any purpose, including marketing, improving services to other customers, research or information. This agreement will not expire even if you delete the content you generate from your pet's profile.

The Service Provider may refuse to provide a user ID, revoke an issued user ID, or block the User from accessing the Service in the future if the User has acted or is acting in violation of the Terms of Use, the law, or good practice. The Service Provider may terminate your right to use

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the Service at any time for any reason or temporarily restrict your access to the Service without prior notice. We are not liable to you or anyone else for the termination of your right to use or restricted access to the Service.

Despite the termination of the Agreement, the intellectual property rights of these Terms of Use and the provisions regarding the rights of use of user-created content, responsibility for communications and limitation of liability shall remain in force without time limit. The termination of the right to use the Service shall also not exempt the User from payments for services or performances, the basis for which arose before the termination of the right to use the Service.

Prohibited content and activities

Your use of our Services requires that you use them in accordance with the law and these Terms. Reselling BigPetNet products (including information) without the company's express permission, acquiring them for the purpose of resale, or displaying products in a resale context without authorization is prohibited. You may not use our Services if the laws of your place of residence or use prohibit their use. Using the Services in a manner that could harm, disrupt, overburden, or impair the service experience of other users is also prohibited.

You agree that you will not:

- Enter false or misleading information into your account or impersonate someone else.
- Post any illegal, abusive, threatening, harassing, obscene or otherwise inappropriate content.
- Use a name or language that we may consider offensive.
- Distribute content that defames or insults ethnic, racial, gender, religious, or other groups.
- Post content that promotes the use of illegal substances or glorifies violence.
- Infringe copyrights, trademarks, or trade secrets.
- Send unauthorized advertisements or promote products or services illegally.
- Harass, threaten, or intentionally cause annoyance to other users.
- Participate in pyramid schemes or multi-level marketing.
- Use the services to exploit children or collect their information without parental consent.
- Disseminate personal information without the person's permission.
- You will not publish content that infringes copyright or other rights.
- You will not create or publish content that violates the rights of a third party, such as intellectual property rights or laws or general good practice.
- Try to circumvent or disable the service's security features.
- Use automated tools, such as robots or search applications, to explore or copy the Service or its content without permission.

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Our services may not be used:

- For fraudulent or deceptive purposes.
- To act in a manner that is fraudulent, malicious or negligent.
- Unauthorized access to other information systems or obtaining information.
- To spread malware or viruses.

We reserve the right to determine, in our sole discretion, whether your use of the Services violates these Terms. If necessary, we may limit or terminate your access to the Services without notice.

We do not tolerate inappropriate content on our service. We encourage you to report any inappropriate activity or misuse of the service by contacting our customer service.

Registration and user account

Violation of these terms of use will result in the cancellation of your right to use the service. When registering for the service, you must provide your login information and truthful contact information. Your login information is personal and may not be disclosed to a third party. You are responsible for the use of your login information and all activities that occur on your account. You must immediately notify us of any unauthorized use of your login information or its disclosure to third parties. We are not responsible for any losses or damages resulting from improper storage of your login information. All information you provide to the service is subject to our privacy policy. You are responsible for keeping your information up to date. User information or other identifying information may be disclosed to the authorities if there is reason to suspect a crime or other illegal activity and the authorities request identifying information to investigate the case.

Closing an account. You may delete your account at any time from your account settings. BigPetNet has the right to terminate your account without notice if there is reason to suspect that you have violated these terms or acted in an inappropriate manner. These terms will survive termination of your account, regardless of whether the account is terminated by you or BigPetNet. You are not entitled to a refund for purchases made if your account is closed. Your account is not transferable to a third party and all of your rights to the content in your account will terminate upon your death, unless otherwise provided by law. You may not transfer any rights or licenses granted in these terms to a third party.

Dues

Use of certain services and products may incur fees, which are set out on our sites or charged by a third party, such as your data service provider. We may change the pricing of a service at our sole discretion by providing you with notice in a manner we deem appropriate well in advance of the change.

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You agree that we may charge your payment method for all services you purchase and subscribe to, as well as any additional fees such as taxes and late fees. All payments will be made in euros unless otherwise specified at the time of purchase. Any information you provide to us, such as credit card or payment account information, is subject to our Privacy Policy. We may use third-party services instead of processing your credit card information directly. By providing your payment information, you grant us the right to store and use your information with the third-party payment service, which may change from time to time. Payment processing will then be subject to the third-party's terms and privacy practices. You agree that we may change the third-party payment service and transfer your information to it.

All purchases and orders made through the Service are final and non-refundable. You cannot get a refund for unused or discontinued products, whether voluntarily or involuntarily discontinued.

If the use of a paid service provided to the User is prevented in whole or in significant part due to a Service disruption within the scope of influence and responsibility of the Service Provider, the User has the right to an extension of the right to use the paid service for a period corresponding to the interruption as compensation. If the error in the Service cannot be corrected within a reasonable time, and the extension of the usage period cannot reasonably be considered to constitute a proportionate compensation in an individual case in the overall assessment, the User has the right to a price reduction corresponding to the error as compensation.

The user must report a complaint to customer service without delay if they notice a malfunction or error in the service. Customer service contact information: www.bigpetnet.com

Intellectual property rights

Service and all content of the Service, such as texts, images, videos, music, logos, software and all other material, is the property of BigPetNet. The User may not copy, distribute or modify the content of the Service without prior written permission.

The user is only entitled to use the service in accordance with the terms of use. The user may only use the service for purposes that are part of the normal use of the service. The user has no other rights to use the material. The user may not transfer the rights of use to the service or the material obtained from third parties.

By publishing any content on the service, the user grants the service provider the unlimited right, without separate compensation, to utilize the content created by the user in any way. The Service Provider has, for example, the right to modify, format, store, copy, transfer and distribute

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User-Generated Content and to make User-Generated Content available to the public and on any of the Service Provider's channels. The Service Provider has the right to use User-Generated Content for marketing purposes. The Service Provider has the right to transfer these rights to potential partners. All rights to User-Generated Content remain intact even after the content is deleted. The User waives all claims for compensation regarding the use of User-Generated Content by the Service Provider.

You agree that the structure, arrangement, and programming code of our Services are our sole property. You may not, and may not permit others to:

1. Use our services, for example in a service center, time sharing or in other similar ways for the benefit of others.
2. Modify, enhance, or create derivative works from our services or their content.
3. Attempt to discover the source code of our services by decompiling, merging, or analyzing it.

You may not sell, transfer, publish, or distribute our services or any modifications, enhancements, or derivative works made to them without permission, as such actions violate the terms.

We value your feedback, ideas and suggestions (collectively, "Suggestions"), but we would like to point out the following:

- By submitting suggestions, you agree that they become our property and that you will not be compensated for them.
- You ensure that your proposal does not contain any confidential information of a third party.
- We can use and share suggestions for any purpose without restrictions.
- We are under no obligation to consider suggestions.
- We also do not undertake to keep suggestions confidential.

Data protection

The service provider processes the user's personal data in accordance with the personal data protection statement and the Privacy Act. By using the service, you agree that we may use your personal information in accordance with our Privacy Policy. The Privacy Policy is available at www.bigpetnet.com

Ads and third-party content

The Service may contain third-party advertisements or links to third-party websites. BigPetNet is not responsible for the content or availability of these links, websites or advertisements, nor for the products or services offered by third parties. We have no control over the content of these websites and the link is not a recommendation to use the website. As a user of third-party websites, you are subject to the terms and conditions of use and rules of that website.

Disclaimer

The Service's liability is limited to the maximum extent permitted by applicable law. The Service is provided "as is" without any warranties, representations or liabilities of any kind. BigPetNet is not responsible for any errors or omissions in the Service or for any direct, indirect or consequential damages arising out of the use of the Service, or the inability to use the Service. It is your responsibility to evaluate the accuracy, completeness or usefulness of any information, opinion, advice or other content available through our Services. You use the Service and any information you obtain through the Service at your own risk.

We do not guarantee that

- The information received through our service is error-free, uninterrupted or secure.
- The information on our service is accurate, up-to-date, or suitable for your purposes.
- Deficiencies in the service are detected or corrected.
- Our servers are free of viruses or other harmful components.

We are not responsible for:

- Content published, sent or received by users of the Service or other third parties
- Harm or damage caused by the actions of other users or third parties or by content entered into the service.
- For any expense, loss or damage resulting from using the service, even if the service provider or its representative had knowledge of the error in the service.
- The accuracy of the information in the service.
- Damage to your computer equipment, software or other devices caused by security breaches, hacking, errors, defects or other technical failures.
- Unauthorized access, use or modification of your account or content, even if we have been notified of the possibility of this.
- Information security risks related to the use of the service.
- The accuracy or suitability of the content of the Service for any purpose.

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We and our partners do not guarantee that the personal information you provide will not be misused, intercepted, deleted, destroyed or used by others.

To the extent permitted by applicable law, we are not liable for any direct or indirect damages to the user or any third party arising from the use of the service, interruption of the service, delays, errors or omissions, or information or notifications available through the Service, or for any other direct or indirect damages otherwise arising in connection with the Service.

To the extent permitted by applicable law, BigPetNet's total liability for all claims related to the Services will in no event exceed EUR 100. This limitation applies regardless of the basis of the claim.

The headings and descriptions used in these Terms are for convenience only and should not be relied upon in interpreting or explaining the Terms.

Applicable law and dispute resolution

These Terms are governed by Finnish law. All disputes between the service provider and the user regarding the service or the terms of use will be resolved primarily through negotiation and ultimately in the Finnish General Court. The consumer also has the right to refer the matter to the Finnish Consumer Disputes Board for resolution.

Before taking the matter to the Consumer Disputes Board, we recommend that you contact the Consumer Advice Service (www.kkv.fi/kuluttajaneuvonta), which can be reached by calling 029 505 3050. The European Commission also offers an online dispute resolution platform specifically intended for consumers living in another EU country, <http://ec.europa.eu/consumers/odr/>.

If any part of these Terms is found to be unlawful, void or unenforceable, that part will be deemed severable and will not affect the validity and enforceability of the remaining terms.

If you are dissatisfied with the service, always contact customer service first to resolve the matter.

Your liability for compensation

The User is obliged to compensate the Service Provider and third parties for any damage caused as a result of the User's act or omission in violation of the law, official regulations and instructions, these Terms of Use or the Special Terms.

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Contact information

If you have any questions or feedback regarding the service, you can contact:
BigPetNet, www.bigpetnet.com, info@bigpetnet.com