

IDLife Terms of Use and Sale

Effective Date: July 1, 2026

Welcome to IDLife. These Terms of Use and Sale ("Terms") govern your access to and use of **www.idlife.com**, IDLife-provided Independent Associate web pages, IDLife online stores, account portals, product recommendation tools, subscription/autoship services, and any other IDLife digital service where these Terms are posted (collectively, the "Site" or "Services").

These Terms are a legal agreement between you and **IDLife, LLC** ("IDLife," "we," "our," or "us"). By accessing or using the Services, creating an account, checking out as a guest, purchasing products, enrolling in a subscription, using a product recommendation tool, or otherwise interacting with the Services, you agree to these Terms.

If you are an IDLife Independent Associate, your use of the Services is also governed by your Associate Agreement, the IDLife Policies and Procedures, the IDLife Sales and Marketing Plan, and other applicable Associate documents. If those documents conflict with these Terms for Associate business activity, the Associate documents control to the extent of the conflict.

1. U.S. Use Only

The Services are intended for users located in the United States. IDLife may reject orders, registrations, subscriptions, returns, or service requests from outside the United States. If you access the Services from outside the United States, you are responsible for complying with local law, and you understand that your information may be processed in the United States.

2. Eligibility

You must be at least 18 years old and have legal capacity to use the Services, create an account, make a purchase, submit health or wellness information, enroll in a subscription, or become an IDLife Customer, VIP Customer, or Associate. By using the Services, you represent that you are at least 18 years old.

The Services are not intended for minors. Do not use the Services or provide information to IDLife if you are under 18.

3. Changes to These Terms or The Services

We may update these Terms at any time by posting the updated Terms on the Services or by providing notice through other reasonable means. The updated Terms will apply prospectively unless otherwise stated. Your continued use of the Services after the effective date means you accept the updated Terms.

We may change, suspend, discontinue, or limit any part of the Services, including features, products, prices, promotions, content, and availability, at any time and without liability, subject to applicable law and any completed order rights.

4. Accounts and Guest Checkout

You may be required to create an account or may be allowed to check out as a guest. You agree to provide accurate, current, and complete information and to keep that information updated.

You are responsible for maintaining the confidentiality of your username, password, and account credentials. You are responsible for all activity through your account, including purchases, subscription changes, cancellation requests, account updates, and communications. Notify us promptly if you believe your account has been compromised.

We may refuse, suspend, or terminate an account, username, Associate URL, or account feature if we believe it violates these Terms, IDLife policies, law, third-party rights, security requirements, or fraud-prevention rules.

5. Privacy and sensitive information

Our collection and use of personal information is described in the IDLife Privacy Notice. By using the Services, you acknowledge the Privacy Notice.

Some IDLife features may ask for health, wellness, genetic, biometric, or other sensitive information. You should provide that information only if you want IDLife to use it to provide the requested product, recommendation, test-related service, report, or customer support.

IDLife is not a healthcare provider, health plan, healthcare clearinghouse, or medical laboratory. Unless IDLife is acting under a written HIPAA business associate agreement, most information you provide to IDLife is not Protected Health Information under HIPAA. IDLife treats health, wellness, genetic, biometric, and test-related information as sensitive and protects it using HIPAA-aligned safeguards as described in the Privacy Notice.

6. Limited license to use the Services

Subject to these Terms, IDLife grants you a limited, revocable, non-exclusive, non-transferable, non-sublicensable license to access and use the Services for your personal, non-commercial use or, if you are an IDLife Associate, for authorized IDLife business activity under your Associate Agreement.

You may not copy, reproduce, distribute, modify, create derivative works from, publicly display, publicly perform, republish, download, store, transmit, scrape, data mine, reverse engineer, or exploit any part of the Services except as expressly permitted by IDLife in writing or by applicable law.

7. Prohibited Conduct

You agree not to:

- violate any law, regulation, contract, or third-party right;
- use the Services for fraudulent, deceptive, misleading, abusive, harassing, defamatory, obscene, unlawful, or harmful purposes;
- impersonate any person or entity or misrepresent your affiliation;
- submit false, inaccurate, incomplete, or unauthorized information;
- interfere with or disrupt the Services, servers, networks, security, checkout, payment, subscription, or account functions;
- upload or transmit malware, viruses, worms, logic bombs, scripts, or harmful code;
- use bots, crawlers, scrapers, data-mining tools, or automated methods without IDLife's written permission;
- collect information about other users without their consent;
- attempt to access accounts, systems, or data without authorization;
- use the Services to make unauthorized product, income, medical, disease, or treatment claims;
- alter, obscure, or remove proprietary notices;
- frame, mirror, or deep-link to the Services in a manner that misrepresents your relationship with IDLife; or
- assist anyone else in doing any of the above.

We may suspend or terminate access immediately if we believe you violated these Terms or created risk for IDLife, customers, Associates, service providers, or others.

8. User Content, Reviews, Testimonials, and Forums

The Services may allow you to submit product reviews, testimonials, photos, videos, comments, forum posts, feedback, ideas, or other content ("User Content"). You are responsible for your User Content.

You represent that you own or have all rights needed to submit your User Content and that it does not violate law, third-party rights, these Terms, IDLife policies, or platform rules.

By submitting User Content, you grant IDLife a worldwide, perpetual, irrevocable, royalty-free, fully paid, transferable, sublicensable license to use, reproduce, distribute, display, perform, modify, create derivative works from, publish, translate, and otherwise exploit the User Content in any media for business, marketing, compliance, product, customer service, and operational purposes, subject to the Privacy Notice and applicable law.

You understand that testimonials, reviews, and before/after statements must be truthful, not misleading, and representative of your actual experience. Do not submit content claiming that

an IDLife product diagnoses, treats, cures, mitigates, or prevents any disease. Do not submit content suggesting guaranteed results, medical outcomes, income results, or results that are not typical unless clearly and lawfully qualified.

We may monitor, edit, refuse, remove, or use User Content at our discretion, but we have no obligation to do so. User forums, reviews, or community content may include third-party opinions that IDLife does not endorse.

9. Product Information and No Medical Advice

IDLife products, product information, quizzes, personalization tools, recommendations, DNA Test information, Methylation Test information, reports, website content, emails, social media content, and other materials are provided for general wellness, educational, and informational purposes only.

IDLife does not provide medical advice, diagnosis, treatment, cure, or disease prevention. The Services are not a substitute for advice from a licensed physician or other qualified healthcare professional. Consult your healthcare provider before using any product, changing your diet, changing medication, starting a supplement, using a product while pregnant or nursing, using a product with a medical condition, or relying on any health-related information.

Statements about dietary supplements have not been evaluated by the U.S. Food and Drug Administration unless expressly stated. IDLife products are not intended to diagnose, treat, cure, or prevent any disease.

If you have a medical emergency, call 911 or your healthcare provider immediately.

10. DNA Tests, Methylation Tests, and Similar Products

DNA Tests, Methylation Tests, and similar products may involve separate consents, test-provider terms, laboratory policies, privacy notices, sample-handling rules, and report-access procedures. By purchasing or using those products, you agree to complete any required consent, registration, or verification process.

DNA Tests and Methylation Tests are non-refundable and non-exchangeable after order placement, except where required by law or where IDLife cancels the order or cannot fulfill the product. Do not purchase these products unless you accept the applicable test terms, privacy implications, and refund exclusion.

Test-related information is sensitive. Review the IDLife Privacy Notice and any applicable test-provider privacy materials before purchasing or using a DNA Test, Methylation Test, or similar product.

11. Purchases, Order Acceptance, and Payment

All orders are offers to purchase. IDLife may accept, reject, cancel, limit, or modify an order at any time before shipment or fulfillment, including because of product availability, suspected fraud, pricing errors, payment issues, address issues, legal restrictions, excessive quantities, policy violations, or other business reasons.

Prices, promotions, discounts, taxes, shipping charges, product availability, and product descriptions may change without notice. We try to display accurate information, but errors may occur. If an error affects your order, we may cancel the order, correct the error, or contact you for instructions.

You authorize IDLife and its payment processors to charge your selected payment method for the order total, including product price, subscription charges, shipping, handling, taxes, fees, and other amounts disclosed at checkout. Payment processors may include Stripe, PayPal, Apple Pay, Afterpay, and other providers available at checkout. Buy-now-pay-later or digital wallet services are also subject to the provider's terms.

You represent that you are authorized to use the payment method provided. You agree not to initiate improper chargebacks and agree to contact IDLife first to resolve billing or order issues.

12. Taxes, Shipping, Title, and Risk of Loss

Taxes may be calculated by Avalara or another tax provider based on information available at checkout, including shipping address, product type, taxability rules, and applicable law.

IDLife ships through USPS and may use other carriers or fulfillment providers if disclosed or needed. Shipping times are estimates and are not guaranteed unless expressly stated. IDLife is not responsible for delays caused by carriers, weather, incorrect addresses, payment issues, customs or government action, force majeure, or events outside IDLife's reasonable control.

Title and risk of loss pass to you when IDLife delivers the product to the carrier, unless applicable law requires otherwise. You are responsible for providing a complete and accurate shipping address.

13. Subscriptions and Autoship

IDLife subscriptions and autoship programs are opt-in. By enrolling, you authorize IDLife to charge your selected payment method on a recurring basis at the frequency, price, taxes, shipping charges, and other terms disclosed at enrollment, as updated by any notices we provide, until you cancel.

Before you enroll, IDLife will disclose the material subscription terms, including recurring charge amount or calculation, billing frequency, product selection, renewal timing, cancellation method, and any trial, promotional, or introductory pricing terms. IDLife will provide confirmation after enrollment and will maintain records of subscription consent as required by law.

IDLife may send renewal reminders, shipment reminders, price-change notices, material-change notices, and cancellation confirmations by email, account message, text, or other permitted method.

You may cancel subscriptions at any time through your IDLife account on www.idlife.com, through the IDLife app if available, or by contacting Customer Advocate Department at info@idlife.com or 972.987.4430. If you enroll online, you can cancel online. IDLife will not require you to call solely to cancel an online subscription.

Cancellation stops future subscription orders and, if submitted before shipment, cancels pending unshipped subscription orders. If a subscription order has already shipped, it is subject to the Returns, Refunds & Subscription Cancellation Policy.

14. Returns, Refunds, and Exchanges

Customer and VIP Customer returns, refunds, exchanges, subscription cancellations, and Associate kit refunds are governed by the IDLife Returns, Refunds & Subscription Cancellation Policy posted on the Services.

Unless that policy says otherwise, eligible IDLife products purchased directly from IDLife or from an IDLife Independent Associate's IDLife-provided website may be returned for refund or exchange within 30 days from the order date. Original shipping charges are non-refundable. Customers are responsible for return shipping. DNA Tests and Methylation Tests are non-refundable and non-exchangeable after order placement, except where required by law or where IDLife cancels the order or cannot fulfill the product.

15. IDLife Independent Associates and Associate Web Pages

IDLife Independent Associates are independent contractors. They are not employees, agents, legal representatives, partners, or franchisees of IDLife. Associates may not bind IDLife, change these Terms, change the Privacy Notice, change refund or subscription terms, make unauthorized product claims, make medical or disease claims, or waive IDLife rights.

IDLife may provide Associates with IDLife-hosted or IDLife-provided web pages, URLs, tools, and content. IDLife may reclaim, suspend, modify, terminate, or transfer Associate web pages or URLs as permitted by the Associate Agreement, IDLife policies, or applicable law.

Customer information shared with Associates must be used only for authorized IDLife business purposes and in compliance with the Associate Agreement, IDLife Policies and Procedures, privacy obligations, and applicable law.

16. Intellectual Property

The Services and all content, trademarks, service marks, trade names, logos, graphics, photographs, videos, designs, text, software, data, product names, formulas, content, and other materials are owned by IDLife or its licensors and are protected by U.S. and international intellectual property laws.

No right, title, or interest in the Services or IDLife intellectual property is transferred to you except for the limited license expressly granted in these Terms.

17. Third-Party Services

The Services may include links to or integrations with third-party websites, platforms, payment processors, digital wallets, buy-now-pay-later providers, social media platforms, analytics tools, advertising platforms, shipping providers, tax providers, test providers, laboratories, or other services. IDLife does not control and is not responsible for third-party services. Your use of third-party services is governed by their terms and privacy notices.

18. Mobile, Email, and Text Communications

IDLife may send transactional communications about your account, orders, subscriptions, returns, refunds, security, policy updates, and customer service. If you opt in to marketing emails, text messages, or other promotional communications, IDLife may send marketing messages subject to applicable law.

Text message and data rates may apply. Consent to marketing texts is not required to purchase. You may opt out of marketing emails by using the unsubscribe link. You may opt out of marketing texts by following the instructions in the message, such as replying STOP where supported.

19. Fraud Protection and Security Review

IDLife screens orders, accounts, subscriptions, returns, refunds, payment activity, Associate activity, and website activity for fraud, unauthorized activity, illegal activity, policy violations, security risk, and abuse. Screening may involve AWS security tools, payment processors, identity-verification providers, Social Security verification where applicable, fraud-prevention providers, and manual review.

We may refuse, cancel, hold, or limit orders; request additional verification; cancel accounts; block payment methods; decline refunds; refuse shipment; or take other action if we suspect fraud, unauthorized activity, policy abuse, chargeback abuse, resale abuse, or illegal conduct.

20. Copyright Complaints

IDLife respects intellectual property rights. If you believe material on the Services infringes your copyright, send a notice that complies with the Digital Millennium Copyright Act to:

IDLife, LLC
Attn: Legal Department
10825 John W. Elliott Dr., Suite 100
Frisco, Texas 75033
Email: compliance@idlife.com

Your notice should include the information required by the DMCA, including your signature, identification of the copyrighted work, identification of the allegedly infringing material, contact information, a good-faith statement, and a statement under penalty of perjury that the information is accurate and that you are authorized to act.

21. Termination

We may suspend or terminate your access to the Services, account, subscription features, Associate web page, or other features at any time if we believe you violated these Terms, IDLife policies, law, third-party rights, security requirements, or fraud-prevention rules. Upon termination, your right to use the Services ends immediately.

Sections intended to survive termination will survive, including provisions regarding intellectual property, User Content licenses, payment obligations, disclaimers, limitations of liability, indemnification, arbitration, class waiver, governing law, venue, and miscellaneous terms.

22. Disclaimer of Warranties

THE SERVICES, CONTENT, PRODUCT INFORMATION, RECOMMENDATIONS, QUIZZES, REPORTS, AND WEBSITE FEATURES ARE PROVIDED “AS IS” AND “AS AVAILABLE” TO THE MAXIMUM EXTENT PERMITTED BY LAW. IDLIFE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, ACCURACY, AVAILABILITY, SECURITY, AND COURSE OF DEALING.

IDLIFE DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, CURRENT, COMPLETE, OR FREE OF VIRUSES OR HARMFUL COMPONENTS. YOU USE THE SERVICES AT YOUR OWN RISK.

Some jurisdictions do not allow certain warranty limitations, so some limitations may not apply to you.

23. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, IDLIFE AND ITS AFFILIATES, ASSOCIATES, DISTRIBUTORS, PARTNERS, LICENSORS, SERVICE PROVIDERS, OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, AGENTS, AND REPRESENTATIVES WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, OR ENHANCED DAMAGES, INCLUDING LOST PROFITS, LOST REVENUE, LOST DATA, LOSS OF GOODWILL, BUSINESS INTERRUPTION, OR OTHER INTANGIBLE LOSSES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, IDLIFE’S TOTAL LIABILITY ARISING OUT OF OR RELATING TO THE SERVICES, PRODUCTS, ORDERS, SUBSCRIPTIONS, OR THESE TERMS WILL NOT EXCEED THE GREATER OF: (A) THE AMOUNT YOU PAID TO IDLIFE FOR THE PRODUCT OR SERVICE GIVING RISE TO THE CLAIM; OR (B) \$100.

Some jurisdictions do not allow certain liability limitations, so some limitations may not apply to you.

24. Indemnification

To the maximum extent permitted by law, you agree to defend, indemnify, and hold harmless IDLife and its affiliates, Associates, distributors, partners, licensors, service providers, officers, directors, employees, contractors, agents, and representatives from and against claims, liabilities, damages, losses, costs, expenses, and fees, including reasonable attorneys' fees, arising out of or relating to:

- your use or misuse of the Services;
- your violation of these Terms;
- your violation of law or third-party rights;
- your User Content;
- your product reviews, testimonials, social media content, or claims;
- your account activity;
- your fraud, misconduct, or unauthorized activity; or
- if you are an Associate, your IDLife business activity.

25. Informal Dispute Resolution

Before filing arbitration or a lawsuit, you and IDLife agree to try to resolve disputes informally. A party must send a written notice describing the dispute, requested relief, and contact information. Notices to IDLife must be sent to compliance@idlife.com and to IDLife, LLC, Attn: Legal Department, 10825 John W. Elliott Dr., Suite 100, Frisco, Texas 75033.

The parties will have 30 days after receipt of the notice to try to resolve the dispute. Either party may seek emergency injunctive relief, file in small claims court, or pursue claims that cannot be delayed by law without completing this informal process.

26. Binding Arbitration and Class-Action Waiver

PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS YOUR RIGHTS.

Except for the exceptions below, you and IDLife agree that any dispute, claim, or controversy arising out of or relating to these Terms, the Services, products, orders, subscriptions, communications, privacy, advertising, or the relationship between you and IDLife will be resolved by binding individual arbitration under the Federal Arbitration Act.

The arbitration will be administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules, unless the parties agree otherwise. The arbitration may be conducted by video, phone, written submissions, or in person in Collin County, Texas, as

determined by the arbitrator and applicable rules. The arbitrator may award the same individual relief that a court could award, subject to these Terms and applicable law.

You and IDLife agree that disputes will be brought only on an individual basis. YOU AND IDLIFE WAIVE ANY RIGHT TO BRING OR PARTICIPATE IN A CLASS ACTION, CLASS ARBITRATION, COLLECTIVE ACTION, REPRESENTATIVE ACTION, PRIVATE ATTORNEY GENERAL ACTION, OR CONSOLIDATED ACTION, TO THE MAXIMUM EXTENT PERMITTED BY LAW.

The arbitrator may not consolidate claims of different people or entities and may not preside over any class, collective, representative, or consolidated proceeding. If the class-action waiver is found unenforceable as to a particular claim or request for relief, that claim or request for relief must proceed in court and not in arbitration, and the arbitrable claims must proceed in arbitration first unless applicable law requires otherwise.

Exceptions

The arbitration agreement does not prevent either party from:

- filing in small claims court if the claim qualifies;
- seeking temporary or preliminary injunctive relief in court to prevent unauthorized use of intellectual property, misuse of confidential information, security breaches, fraud, or unauthorized access;
- reporting to or cooperating with a government agency;
- pursuing a claim that applicable law says cannot be arbitrated; or
- seeking public injunctive relief where a waiver of that right is not enforceable under applicable law.

30-Day Arbitration Opt-Out

You may opt out of this arbitration agreement by sending written notice to compliance@idlife.com within 30 days after you first accept these Terms. The notice must include your name, email address, mailing address, and a clear statement that you opt out of arbitration. Opting out of arbitration does not opt you out of any other part of these Terms.

27. Governing Law and Venue

These Terms are governed by the laws of the State of Texas, without regard to conflict-of-law rules, except that the Federal Arbitration Act governs the arbitration agreement.

For any dispute not subject to arbitration, or for any court proceeding to compel arbitration, confirm an arbitration award, seek injunctive relief, or address claims excluded from arbitration, you and IDLife agree to the exclusive jurisdiction and venue of the state and federal courts located in Collin County, Texas, and waive objections to jurisdiction, venue, or inconvenient forum, except where applicable law requires otherwise.

28. Notice for California Users

Under California Civil Code Section 1789.3, California users may contact the Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs in writing at 1625 North Market Blvd., Suite N 112, Sacramento, California 95834, or by telephone at 916.445.1254 or 800.952.5210.

29. Miscellaneous

These Terms, together with the Privacy Notice, Returns, Refunds & Subscription Cancellation Policy, and any terms presented at checkout or subscription enrollment, are the entire agreement between you and IDLife regarding the Services, except that Associate documents also apply to Associates.

If any provision is found invalid or unenforceable, the provision will be enforced to the maximum extent permitted and the remaining provisions will remain in effect. IDLife's failure to enforce any provision is not a waiver. You may not assign these Terms without IDLife's written consent. IDLife may assign these Terms as part of a merger, acquisition, reorganization, sale of assets, or by operation of law.

Headings are for convenience only and do not affect interpretation.

30. Contact

Questions about these Terms may be sent to:

IDLife, LLC
Attn: Legal Department
10825 John W. Elliott Dr., Suite 100
Frisco, Texas 75033
Email: compliance@idlife.com