

Once-Life's Terms of Service Last update: July 2019

Welcome!

Once-Life.com ("Once-Life") is a talent market platform for services performed by its users or sellers.

The following terms and conditions (these "Terms of Service"), govern your access to and use of the Once-Life website, including any content, functionality and services offered on or through www.Once-Life.com (the "Site" or "OL"), as applicable.

By using the Site, opening an account or by clicking to accept or agree to the Terms of Service when this option is made available to you, you hereby accept and agree to be bound and abide by these Terms of Service and our Privacy Policy, incorporated herein by reference. If you do not want to agree to these Terms of Service or the Privacy Policy, you must not access or use the Site. For more policies surrounding the activity and usage on the Site, please access the following articles herein.

By using this Site, you represent and warrant that you are of legal age to form a binding contract and meet all of the foregoing eligibility requirements. If you do not meet all of these requirements, you must not access or use the Site.

The users of OL acknowledge that OL is not party to any contracts for the Services or Products accepted by the Buyer and provided by the Seller and is not responsible in any way for the transaction and agreement for sale or supply of services and/or products.

When users make or accept a service booking, they are entering into a contract directly with each other. OL is not and does not become a party to or other participant in any contractual relationship between users, nor is OL an employment agency or insurer.

OL is under no obligation or responsibility for the quality, quantity, specifications and/or the performance of the services and/or products offered by the Seller via the site or to vary the same or the character and/or conduct of the Seller and /or the Buyer.

Your may contact our Customer Service on [HERE](#) or help@Once-Life.com for any questions.

Salient Terms

Services are services offered on Once-Life. There are two (2) types of services consisting of Online and Physical services. Services are of 3 levels – "Recognised", "Professional" and "Try Me"

Online services are services that can be delivered digitally

Physical services are services that delivered physically in person/tangible services

Buyers are users who purchase or subscribe services or book the talent on Once-Life.

Sellers are users or talent who offer and perform services or talent through Services on Once-Life.

Personal Profile is a where the Seller or Talent provide their personal details, contact, location base, physical statistics, relevant tag words, photos, images, videos, portfolio, self or experiences descriptions also signify their consent and to authorize Once-Life to utilize all the info input to help promoting or marketing the seller for more possibilities of booking or transactional potential as well as direct connection with potential buyer.

Service Folio is where the seller can describe their Services and the Services' terms, and the buyer can purchase the Service and create an order.

Service Packages allow sellers to offer services in different formats and prices. Packages can include additional enhanced services upgrades, which lets sellers price their service for at different prices. However, "Basic" service price is pre-fixed by Once-Life.

A2Z Job is a signature offline product of Once-Life where Buyer firstly post a job request to solicit sellers with location PIN and tag words

Recognised Level are services which have been recognized with either awards, certification by authorized parties or patterned services

Professional Level are services which have been rendered commercially and received a payment from the market before

"Try Me" Level are services that have not been commercialized before.

Custom Orders are requests made by a buyer to receive a Custom Offer from a seller.

Custom Offers are tailored made services that a seller is offering in response to specific requirements of a buyer.

Orders are the formal agreement between a buyer and seller after a purchase was made from the seller's Service Folio.

Order Page is where buyers and sellers communicate with each other in connection with an ordered Service.

Disputes are disagreements experienced during an order between a buyer and seller on Once-Life.

Revenue is the money sellers earn from completed orders.

Sales Balance is cleared revenue from completed orders for sellers to withdraw or use to purchase Services.

Once-Life Wallet "OL Wallet" is credit purchased with any forms of payment, referral rewards or credit collected from cancelled orders or our promotional activities to be used for purchasing services.

Overview

All registration for all users are free of charges. Only registered users may enter into a transaction on Once-Life.

- Services® on Once-Life may be offered at different prices under the discretion of the Talent. Buyer may negotiate with the Talent otherwise and maybe be fixed at a price via a Custom Order.
- Buyers pay Once-Life in advance to create an order.
- Orders are purchased through the Order button found on a seller's job application, Service Folio or through a Custom Offer.
- Sellers must fulfill their orders, and may not cancel orders on a regular basis or without cause. Cancelling orders will affect sellers' reputation and status.
- Users may not offer or accept payments using any method other than placing an order through Once-Life.com.

- Buyers are granted all rights for the delivered work, unless otherwise specified by the seller on their Service Folio. Note: some Services charge additional payments (through Service Extras) for Commercial Use License. See our “OWNERSHIP” and “Commercial Use License” sections below for more information.
- Once-Life retains the right to use all personal data, information uploaded by Seller, published delivered works for Once-Life marketing and promotion purposes. Once-Life can also make available direct connection of Seller to Buyer or vice versa.

Data Protection and Privacy Policy

Your Privacy

Once-Life is committed to protecting your privacy. This data protection and privacy policy sets out how we use and protect the information you give us through this website.

To serve you better, you are aware and agreeable that we may share information you give us via the following means with Buyers, our partners or any other government agencies:

- register with our website;
- all information in any form uploaded, shared or listed on our website
- submit any electronic forms available in this website;
- send an e-mail which includes personal data,

For instance, you may have a complaint that we can only resolve or address by working with another government agency.

Cookies

Our website (along with many others) generates “cookies”, which are special files collected by our servers that identify you or your computer whenever you visit the site. These cookies do not record data permanently and are not stored on your computer’s hard drive; once you close your browser, your computer deletes the cookies.

Log Information

When you access Once-Life’s website, our web servers automatically records in a log information that your browser sends. These server logs may include information such as your web request, internet protocol address, browser type, browser language, the date and time of your request and one or more cookies that may uniquely identify your browser.

Storage Security & Data Protection

Once-Life has put in place technology and standards to protect stored and transmitted personal information you give us. This includes encryption software and strict security standards. However, while we are committed to protecting your personal data, we do not guarantee unauthorised or accidental access to such data.

Information Collected

This website does not automatically gather personal information that can identify you when you browse the site. Any personal information we receive must come from you, for instance when you send us e-mail, uploaded on our website or submit an electronic form during the course of registration, replying to a survey, communicating with Buyers, making an application or executing a contract in a secured part of the website.

Your Consent

By giving us your personal information or any information you uploaded or listed on our website/platform or shared with our representative in any form of communication channel or messenger, you are giving us consent to collect, use and disclose your personal information under the terms of this policy and any relevant privacy and data protection laws in Malaysia. If you do not wish to give us this consent, then please do not use any part of our website or platform.

Use and Disclosure of Personal Data and Purpose Specification

Once-Life will keep confidential all personal information collected through our website. We may however disclose such information or allowing direct connection of you to the following parties in the course of using the information for the reason it was collected:

- Subsidiaries, holding companies, associated companies or affiliates of Once-Life;
- Companies solely or jointly-controlled by Once-Life;
- A person or company acting on behalf of Once-Life;
- Any other person or company who has undertaken to keep such information confidential, provided they have a right to such information;
- Buyers (existing or potential) or authorised person of Buyers of this website or platform , whom you may aware that the Buyer can be anybody or any organisation
- We will also disclose your personal data to government authorities if we are forced to by law. We may also disclose your personal information to anyone else that has a right to it under Malaysian law so long as they can prove they have the authority to do.

Data Retention

We will keep any personal information you give us as long as there is a reason to do so, for instance to satisfy the law or regulations, or to protect our interests. If not, then we will destroy it by purging it from our electronic, manual, and other filing systems according to our internal procedures and schedules.

Transfer of Personal Data Outside of Malaysia

In the course of our business, we may need to transfer your personal information outside of Malaysia.

Withdrawing Consent

We may send you promotional materials to present good deals that may be of interest to you.

Nevertheless, you may stop receiving promotional activities by:

- (a) unsubscribing from the mailing list;
- (b) editing the relevant account settings to unsubscribe; or
- (c) sending a written request to help@once-life.com

Changes to this Policy

Once-Life has the right to change this policy at any time. We will announce any changes on this page. This policy is not a contract, nor does it suggest any obligation on our part with another party.

Sellers

Basics

- Sellers create Services® on Once-Life to allow buyers to purchase their services.
- Sellers may also offer Custom Offers to buyers in addition to their Services.
- Each order you sell and successfully complete, accredits your account with a net revenue of 80% under the product of "A2Z Jobs" or this is subject to your % of platform fee opted under "Service Listing" of the purchase amount.
- Once-Life accredits sellers once an order is completed. See our "ORDERS" section below for a definition of a completed order.
- If an order is cancelled (for any reason) or partially delivered by Sellers, the funds paid will be fully or partially refunded to the buyer's Wallet,
- Revenues are only made available for withdrawal from the Revenue page following a safety clearance period of 7-14 days after the order is marked as complete.
- Sellers may withdraw their revenues using one of Once-Life's Withdrawal Options.
- The seller's rating is calculated based on the order reviews posted by buyers. High ratings allow sellers to obtain VIP Talents status for privileges

- For security concerns, Once-Life may temporarily disable a seller's ability to withdraw revenue to prevent fraudulent or illicit activity. This may come as a result of security issues, improper behavior reported by buyers

Services®

- Sellers are allowed to post a select amount of active Services as determined by Once-Life
- Services created on Once-Life are User Provided Content.
- Services may be removed by Once-Life for violations to these Terms of Service, which may include (but are not limited to) the following violations and/or materials:
 - Illegal or Fraudulent services
 - Copyright Infringement, Trademark Infringement, and violation of a third party's terms of service reported through our Intellectual Property Claims Policy.
 - Adult oriented services, Pornographic, Inappropriate/Obscene
 - Intentional copies of Services
 - Spam, Nonsense, or Violent Services
 - Services misleading to buyers
 - Reselling of regulated goods
- Services that are removed for violations mentioned above, may result in the suspension of the seller's account.
- Services that are removed for violations are not eligible to be restored or edited.
- Services may be removed from our Search feature due to poor performance and/or user misconduct.
- Services may include pre-approved website URLs contained within the Service description and requirements box. Services containing websites promoting content, which violates Once-Life's Terms of Service, will be removed.
- Services are required to have an appropriate Service image related to the service offered. An option to upload four additional Service images are available to all sellers.
- Services may contain an approved Service Video
- Statements on the Service Folio that undermine or circumvent these Terms of Service is prohibited.

Seller Features

Once-Life sellers have access to several exclusive features that help customize the way their services can be offered.

Custom Offer

- Sellers can also send Custom Offers addressing specific requirements of a buyer.
- Custom Offers are defined by the seller with the exact description of the service, the price and the time expected to deliver the service.
- Custom Offers are sent from the conversation page.

Shipping Physical Deliverables

Some of the services on Once-Life are delivered physically (arts and crafts, collectable items, etc.). For these types of Services, sellers may decide to add shipping charges. Sellers can add shipping charges for local shipping (within the same country) and for international shipping (anywhere else).

- Services that include shipping costs must have physical deliverables sent to Buyers.
- Shipping costs added to a Service only pertains to the cost sellers require to ship physical items to Buyers.
- Important: Buyers who purchase Services that require physical delivery, will be asked to provide a shipping address.
- Sellers are responsible for all shipping arrangements once the buyer provides the shipping address.

- Once-Life does not handle or guarantee shipping, tracking, quality, and condition of items or their delivery and shall not be responsible or liable for any damages or other problems resulting from shipping.
- A tracking number is a great way to avoid disputes related to shipping. We require entering the tracking number if available in the order page when delivering your work.

Revenue Withdrawal Methods

Sellers may withdraw any balance of their Revenue Page. Revenues are only made available for withdrawal from the Revenue page following a safety clearance period of 3-10 days after the order is marked as “Done Delivery”.

* Additional fees may apply based on your receiving bank, location and currency.

Buyers

Basics

- You may not offer direct payments to sellers using payment systems outside of the Once-Life Order system.
- Once-Life retains the right to use all publically published delivered works for Once-Life marketing and promotional purposes.
- Buyers may request a specific service from the “Talent Request” feature found from the Shopping dashboard. Services requested on Once-Life must be an allowed service on Once-Life.

Purchasing

- Buyers who book sellers via “A2Z Jobs” can opt for i) Full Payment OR ii) Partial Payment of 20%. Partial Payment of the total price is also deemed the Platform Fee chargeable by OL. **Partial Payment is only applicable for a total booking exceeding RM500/transaction.** The balance of payment, net of Partial Payment shall be made payable by the Buyer directly to the sellers directly soonest to uphold Buyers’ good paymaster status.
- Buyers pay Once-Life to create an order from a seller’s Service Folio or Custom Offer, using the Order Now button.
- In addition, buyers can request a Custom Order which addresses specific buyers’ requirements, and receive a Custom Offer from sellers through the site.
- Services may be purchased using one of the following payment methods: Credit Card, FPX B2B,FPX B2C, Direct IB, Card Installment, AliPay, Union Pay, Cash, OL Wallet/ Credit or voucher/coupon.
- Processing fees are added at the time of purchase where a buyer can review and accept the total amount requested to pay. These fees cover payment processing and administrative fees. As of April 2019, the current fees assessed to the total purchase amount are RM1 on purchases up to RM30 and 2.7% on purchases above RM50.
- If you have funds in your account balance, either from your Shopping or available Revenue balance (OL Wallet), it may be will be automatically applied to your next purchase, but only in the event that your balance covers the entire purchase amount.
- You may not offer sellers to pay, or make payment using any method other than through the Once-Life site. In case you have been asked to use an alternative payment method, please report it immediately to Customer Support [HERE](#).
- To protect against fraud, unauthorized transactions (such as money laundering), claims or other liabilities, we do not collect credit information; but allow our payment vendors to collect information for the purpose of collecting payments from buyers on the Site or transferring payments to sellers on the Site. We are not exposed to the payment information provided to our payment vendors, and this information is subject to the privacy policy applicable to the payment vendor. Please see our Privacy Policy for more information.

Orders

Basics

- Once payment is confirmed, your order will be created and given a unique Once-Life order number (#OL).
- Sellers must deliver completed files and/or proof of work using the Deliver Work button (located on the Order page) according to the service that was purchased and advertised on their Service.
- Using the Deliver Work button may not be abused by sellers to circumvent Order guidelines described in this Terms of Service. Using the "Deliver Work" button when an order was not fulfilled may result in a cancellation of that order after review, affect the seller's rating and result in a warning to seller.
- An order is marked as complete after the order is marked as Delivered and then rated by a buyer. An order will be automatically marked as complete if not rated and no request for modification was submitted within 3 days after marked as Delivered.
- We encourage our buyers and sellers to try and settle conflicts amongst themselves. If for any reason this fails after using the Resolution Center or if you encounter non-permitted usage on the Site, users can contact Once-Life's Customer Support department for assistance [HERE](#).

Handling Orders

- When a buyer orders a Service, the seller is notified by email as well as notifications on the site while logged into the account.
- Sellers are required to meet the delivery time they specified when creating their Services. Failing to do so will allow the buyer to cancel the order when an order is marked as late and may harm the seller's status.
- Sellers must send completed files and/or proof of work using the Deliver Completed Work button (located on the Order page) to mark the order as Delivered.
- Users are responsible for scanning all transferred files for viruses and malware. Once-Life will not be held responsible for any damages which might occur due to site usage, use of content or files transferred.
- A Seller may cancel an order without the buyer's consent at any given moment (Force Cancellation). However, this will have a negative effect on the seller's status.
- Buyers may use the "Request Revisions" feature located on the Order page while an order is marked as Delivered if the delivered materials do not match the seller's description on their Service Folio or they do not match the requirements sent to the seller at the beginning of the order process.

Reviews

- Feedback reviews provided by buyers while completing an order are an essential part of Once-Life's rating system. Reviews demonstrate the buyer's overall experience with the sellers and their service. Buyers are encouraged to communicate to the seller any concerns experienced during their active order in regards to the service provided by the seller.
- Leaving a buyer's feedback is a basic prerogative of a buyer. Feedback reviews will not be removed unless there are clear violations to our Terms of Service.
- To prevent any misuse of our Feedback system, all feedback reviews must come from legitimate sales executed exclusively through the Once-Life platform from users within our Community. Purchases arranged, determined to artificially enhance seller ratings, or to abuse the Once-Life platform with purchases from additional accounts, will result in a permanent suspension of all related accounts.
- Feedback comments given by buyers are publicly displayed on a seller's Service Folio. Buyers have the option not to include a comment, but still rate the service. Cancellation of an order does not remove feedback unless mutually agreed.

- Delivered Works are the delivered images and videos sent to a buyer in a delivery message. Delivered Works are added to a seller's Live Portfolio on their Service Folio if the buyer chooses to publish the Delivered Work while providing a public feedback review.
- Withholding the delivery of services, files, or information required to complete the Service's service with the intent to gain favorable reviews or additional services is prohibited.
- Responding and posting a review: Once work is delivered, the buyer has three days to respond and post a review (or 14 days for Services with shipping). If no response is provided within the response period, the order will be considered completed.
- Users are allowed to leave reviews on orders up to 30 days after an order is marked as complete. No new reviews may be added to an order after 30 days.
- Sellers may not solicit the removal of feedback reviews from their buyers through mutual cancellations.

Disputes and Cancellations

We encourage our buyers and sellers to try and settle conflicts amongst themselves. If for any reason this fails after **using the Resolution Center** or if you encounter non-permitted usage on the Site, users can contact Once-Life's Customer Support department for assistance [HERE](#).

Basics

- Order cancellations can be performed on Once-Life, when eligible, by through the "Dispute" button or Resolution Center or Customer Support.
- Filing a transaction dispute or reversing a payment through your payment provider or your bank is a violation to these Terms of Service. Doing so may get your account temporarily disabled to investigate possible security violations. Note: once you have filed a dispute with your payment provider, the funds will be ineligible for a refund due to our obligations towards the payment provider.
- In the event that a buyer or seller encounters an issue related to the service provided in an order, you are encouraged to use the Site's Resolution Centre to attempt to resolve the matter.
- Once-Life reserves the right to cancel orders or place funds on hold for any suspected fraudulent transactions made on the Site.
- All transfer and assignment of intellectual property to the buyer shall be subject to full payment for the Service and the delivery may not be used if payment is cancelled for any reason.
- If an order is cancelled (for any reason), the funds paid will be refunded to the buyer's Wallet.
- Revisions to deliveries can be performed by sellers based on the seller's Service and customer care. Sellers may determine the amount of revisions offered to buyers, including no revisions.
- Requests for revisions can be performed through the Order page while the order is marked as Delivered.
- Requesting to gain more services from sellers beyond the agreed requirements by using the Request Revisions button is not allowed.

Order Cancellations

- Once-Life encourages Buyers and Sellers to resolve service disputes mutually using the "Dispute" button or Resolution Center.
- Eligibility for requests to Once-Life to cancel an order will be assessed by our Customer Support team based on a number of factors, including violations to our Terms of Service, general misconduct, and improper usage of the Once-Life delivery system. See below for Order specific eligibility.
- Orders are not eligible to be cancelled based on the quality of service/materials delivered by the seller if the service was rendered as described in the Service Folio. Buyers may rate their experience with the seller on the order page, including the overall level of service quality received.

- Buyers must use Once-Life Resolution Center to address their concerns and desired resolution related to the service provided by their seller prior to contacting Customer Support. Customer Support will not take any action against Orders where the buyers failed to inform their seller of issues related to the seller's service and will allow sellers to provide a resolution first. This does not include non-permitted usage of Once-Life.
- Any non-permitted usage of Once-Life encountered during an Order, after being reviewed by our Customer Support team, may result in the order being cancelled. This includes, but not limited to; harassment, unlawful behavior, or other violations to Once-Life's Terms of Service.

Online Services

- Active orders (after the buyer submits their requirements and before the seller delivers on Once-Life)
 - The seller is late and unresponsive for more than 24 hours while the order is marked as Late.
 - Users are abusive towards the other party through threats of low ratings or leveraging order materials (such as logins, personal information) against each other.
 - Users supplied or included copyright/trademark infringing materials as part of the Buyer requirements or the seller's delivery.
 - The user is no longer an active Once-Life user due to Terms of Service violations or closure of their account.
- Delivered Orders (after the seller clicks Deliver Now and before the order is marked as complete)
 - The seller uses the Delivery system to extend the delivery due date to complete the requested service without providing the final delivered service to buyers.
 - Note: Multiple reported offenses will result in permanent suspension of your account.
 - The seller delivers no files and/or proof of work related to the agreed upon order requirements.
 - Note: Subjectivity of the materials in question will be reviewed by our Customer Support team.
 - The seller requests additional payments, on or off the Once-Life platform, by withholding the final delivery of services directly related to the agreed requirements.
 - The seller is withholding the final delivery of services for improved ratings.
 - Buyers who abuse the Request Revisions button to gain more services from sellers beyond the agreed requirements.
 - Buyers who threaten to leave a damaging review to gain more services from the seller not related to the agreed requirements.
- Completed Orders (after the order is marked as "Done Delivery" or complete and before the 14 day limitation)
 - Users who have been reported to use copyright/trademark infringing materials after verification and with proof.
 - Buyers who did not purchase commercial use rights and are reported to have used the materials commercially.
 - Note: Terms of Commercial use is found on the seller's Service Folio and cannot be retroactively included once the order is completed for over 14 days.
 - Once-Life Customer Support will review cases of Order delivery manipulation that prevents buyers and sellers from fully utilizing our Resolution Center that enabled the order to be marked as complete.

Refund Policies

All service fee and applicable tax ("Processing Fee") is non refundable.

ONLINE SERVICES/ PHYSICAL/OFFLINE SERVICES

None of the payment is refundable upon a paid order is being taken/accepted by the Provider. Should the Provider fail to deliver the services as per the timeline agreed or as subscribed, Provider or Buyer are encouraged to resolve via Once-Life's "Resolution Centre".

- Once-Life does not automatically refund payments made for cancelled orders back to your payment provider. Funds from order cancellations are refunded to the Buyer's balance as credit and are available for future purchases on Once-Life. Funds returned to the Buyer's balance from cancelled orders will not include Processing Fee paid.
- Deposit refunds, when available from the payment provider, can be performed by our Customer Support team. To prevent fraud and abuse, we limit the total amount of times users can request a payment provider refund from their account which is subject to review by our Customer Support team. Such refunds may be subject to an additional fee. If any processing fees were added at the time of purchase to create a new order, the processing fees from that payment will not be refunded along with your deposit.

PHYSICAL/OFFLINE SERVICES

For "A2Z Jobs", upon payment, cancellation on Buyer's end is not permitted. However, if the sellers cancel the booking, the payment shall automatically be credited to the OL Wallet.

If sellers made partial delivery instead of full, Buyer may proceed to "Dispute" button to dispute and show proof for a refund. Should seller fail to respond to "Dispute" by Buyer for more than 3 days, the disputed amount shall be credited to the Buyer's OL Wallet. If the sellers respond with disagreement of the dispute to Buyer and if they cannot reach an agreement. Either or both may resort to "Resolution Centre" for Once-Life's final decision.

Other services - offline services other than "A2Z Jobs", -cancellation is subject to the "Cancellation Policies" opted by the Provider on their Service Listing, as per the following three (3) categories. None of part or all of the Processing Fees shall be refunded.

"Event Date" refers to the day where the Provider would be performing their offline services.

Flexible : Full refund 1 day prior to Event Date, except Processing Fee

Moderate : Full refund 5 days prior to Event Date , except Processing Fee

Strict : 50% refund up until 1 week prior to Event Date, except Processing Fee

- Once-Life does not automatically refund payments made for cancelled orders back to your payment provider. Funds from order cancellations are reverted to the Buyer's OL Wallet as credit and are available for future purchases on Once-Life. Funds reverted to the Buyer's balance from cancelled orders will not include Processing Fee paid.
- Deposit refunds, when available from the payment provider, can be performed by our Customer Support team. To prevent fraud and abuse, we limit the total amount of times users can request a payment provider refund from their account which is subject to review by our Customer Support team. Such refunds may be subject to an additional fee. If any processing fees were added at the time of purchase to create a new order, the processing fees from that payment will not be refunded along with your deposit.
- For fund withdrawal from OL Wallet, please refer to **OL Wallet Fund Withdrawal**

OL Wallet Withdrawal

Any fund withdrawal is subject to a minimum withdrawal of RM100 or equivalent value. Your withdrawal request method and the incidental charges incurred including but not limited to bank charges shall apply. Only credit that is paid with monetary consideration is allowed to withdraw.

Withdrawal is to be requested via OL Customer Service shown on our site. The processing time may take from 3 – 14 working days.

Fund is only credited to the authorized account with due documentation and proof.

User **Conduct and Protection**

Once-Life enables people around the world to create, share, sell and purchase nearly any service they need at an unbeatable value. Services offered on Once-Life reflect the diversity of an expanding Service economy. Members of the Once-Life community communicate and engage through orders, social media, and on Once-Life's Community Forums.

Once-Life maintains a friendly, community spirited, and professional environment. Users should keep to that spirit while participating in any activity or extensions of Once-Life. This section relates to the expected conduct users should adhere to while interacting with each other on Once-Life.

To report a violation of our Terms of Service, User Misconduct, or inquiries regarding your account, please contact our Customer Support team help@once-life.com

Basics

- To protect our users' privacy, user identities are kept anonymous. Requesting or providing Email addresses, Skype/IM usernames, telephone numbers or any other personal contact details to communicate outside of Once-Life in order to circumvent or abuse the Once-Life messaging system or Once-Life platform is not permitted.
- Any necessary exchange of personal information required to continue a service may be exchanged within the order page.
- Once-Life does not provide any guarantee of the level of service offered to buyers. You may use the dispute resolution tools provided to you in the order page.
- Once-Life does not provide protection for users who interact outside of the Once-Life platform.
- All information and file exchanges must be performed exclusively on Once-Life's platform.
- Rude, abusive, improper language, or violent messages sent to users will not be tolerated and may result in an account warning or the suspension/removal of your account.

Orders

- Users with the intention to defame competing sellers by ordering from competing services will have their reviews removed or further account status related actions determined by review by our Trust & Safety team.
- Users are to refrain from spamming or soliciting previous Buyers or Sellers to pursue removing/modifying reviews or cancelling orders that do not align on Order Cancellation or Feedback policies.

Non-Permitted Usage

Adult Services & Pornography - Once-Life does not allow any exchange of adult oriented or pornographic materials and services.

Inappropriate Behavior & Language - Communication on Once-Life should be friendly, constructive, and professional. Once-Life condemns bullying, harassment, and hate speech towards others. We allow users a medium for which messages are exchanged between individuals, a system to rate orders, and to engage on larger platforms such as our Community Forum and Social Media pages.

Phishing and Spam - Once-Life takes the matter its members' security seriously. Any attempts to publish or send malicious content with the intent to compromise another member's account or computer

environment is strictly prohibited. Please respect our members privacy by not contacting them for commercial purposes without their consent.

Privacy & Identity - You may not publish or post other people's private and confidential information. Any exchange of personal information required for the completion of a service must be provided in the order page. Sellers further confirm that whatever information they receive from the buyer, which is not public domain, shall not be used for any purpose whatsoever other than for the delivery of the work to the buyer. Any users who engage and communicate off of Once-Life will not be protected by our Terms of Service.

Fraud / Unlawful Use - You may not use Once-Life for any unlawful purposes or to conduct illegal activities.

Abuse and Spam

Targeted Abuse - We do not tolerate users who engage in targeted abuse or harassment towards other users on Once-Life. This includes creating new multiple accounts to harass members through our message or ordering system.

Selling Accounts - You may not buy or sell Once-Life accounts.

General Terms

- Once-Life reserves the right to put any account on hold or permanently disable accounts due to breach of these terms of service or due to any illegal or inappropriate use of the Site or services.
- Violation of Once-Life's Terms of Service may get your account disabled permanently.
- Users with disabled accounts will not be able to sell or buy on Once-Life.
- Users who have violated our Terms of Service and had their account disabled may contact our Customer Support team for more information surrounding the violation and status of the account.
- Users must be able to verify their account ownership through Customer Support by providing materials that prove ownership of that account.
- Sellers will be able to withdraw their revenues from disabled accounts after a safety period of 90 days following full verification of ownership of the account in question, from the day of the last cleared payment received in their account and subject to Once-Life's approval.
- Disputes should be handled using Once-Life's dispute resolution tools ('Resolution Center' on the order page) first and failing which or by contacting Once-Life Customer Support.
- Once-Life may make changes to its Terms of Service from time to time. When these changes are made, Once-Life will make a new copy of the terms of service available on this page.
- You understand and agree that if you use Once-Life after the date on which the Terms of Service have changed, Once-Life will treat your use as acceptance of the updated Terms of Service.

Disclaimer of Warranties

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