

Terms and Conditions for Jasper

Last Updated: February 12, 2025

Welcome to Jasper, a platform dedicated to supporting individuals navigating the grief of pet loss. By accessing or using the Jasper app (the “App”), you agree to the following Terms and Conditions (the “Terms”). Please read them carefully. If you do not agree with any part of these Terms, you should discontinue use of the App immediately.

1. Acceptance of Terms

By creating an account or using the App, you acknowledge that you have read, understood, and agreed to these Terms. Jasper reserves the right to modify these Terms at any time, and continued use of the App constitutes acceptance of any updates.

2. Mental Health and Grief Support Disclaimer

The loss of a beloved animal companion can bring profound emotional challenges. While Jasper is committed to supporting you in your grief, **we do not provide mental health counseling, diagnosis, or treatment.**

Jasper is designed for **peer support, connection, and grief guidance**, but it is **not a substitute for professional mental health care**, particularly in times of crisis. Without limiting the generality of the foregoing, Jasper is not intended to be a substitute for:

- Professional **psychotherapy, counseling, or mental health treatment**
- Medical care, **diagnosis, or treatment**
- Crisis intervention or emergency support

Grief Support with Jasper Specialists

Jasper offers access to **certified grief specialists** who provide **compassionate guidance tailored to navigating loss**. However, this support is **not the same as clinical therapy with a licensed therapist**. If additional mental health support is needed, Jasper can provide **referrals to licensed therapists** for comprehensive care.

Always seek the advice of a **licensed healthcare provider** regarding any mental health concerns or medical conditions. **Never disregard professional medical advice or delay seeking care** due to information found on or through the App.

If you or someone you know is experiencing **depression, distress, or thoughts of self-harm or harming others**, please take immediate action:

- Call or text **988** for the Suicide & Crisis Lifeline (U.S.)
- Contact a local mental health professional
- Reach out to emergency services in your area

Jasper is **not responsible for crisis intervention or emergency support** and should not be used in place of professional care.

3. Eligibility

To use Jasper, you must be at least **16 years old** or have parental consent. By using the App, you confirm that you meet these eligibility requirements.

4. User Conduct and Community Guidelines

To ensure a safe and supportive environment, you agree to:

- **Engage respectfully** with other users
- **Refrain from harassment, hate speech, posting graphic content, or sharing harmful material**
- **Avoid providing medical or psychological advice**
- **Not impersonate others** or share false information**

Violation of these guidelines may result in **account suspension or termination**.

5. Privacy and Data Protection

Your privacy is important to us. Jasper collects and processes data in accordance with our **Privacy Policy**, which you can review [here]. By using the App, you consent to our data practices.

6. Disclaimers and Limitation of Liability

Jasper is provided on an “**as-is**” and “**as-available**” basis. We **do not guarantee** uninterrupted access, accuracy of content, or suitability for any particular purpose.

To the fullest extent permitted by law, Jasper **disclaims all liability** for:

- Any **emotional distress** resulting from discussions within the App
- Any **decisions you make** based on content within the App
- Any **technical issues, data loss, or security breaches**

In no event shall Jasper or its affiliates be liable for **indirect, incidental, consequential, or punitive damages** arising from your use of the App.

7. Termination

Jasper reserves the right to **terminate or suspend your account** at any time, without prior notice, if you violate these Terms or engage in conduct deemed harmful to the community.

8. Governing Law

"These Terms shall be governed by and construed in accordance with the laws of the State of Florida, without regard to its conflict of law principles."

9. Contact Information

If you have any questions or concerns about these Terms, please contact us at:
hello@jaspertheapp.com