LEGAL GOVERNANCE & E-COMMERCE / CLINICAL COMPLIANCE

TERMS OF USE & CONDITIONS

Official terms governing botanical e-commerce dispensary orders, facilitated psilocybin sessions, consultations, and platform access.

TRANCE THERAPEUTICS PRIVATE LIMITED • Last Updated & Effective: 02-11-2026 • Version 1.0

THE SHORT VERSION — KEY TERMS AT A GLANCE

- **Age Eligibility:** You must be at least 18 years of age to purchase Products and at least 18 years of age to book or attend a Session or Consultation.
- **Domestic Delivery Only:** We currently ship within Pakistan only. All prices are denominated in Pakistani Rupees (PKR) and include applicable taxes and standard domestic shipping.
- **Consultation & Session Cancellations:** Cancel more than 2 days (48+ hours) before your Consultation or Session for a 100% refund. Cancellations made 2 days or less in advance, on the day, or no-shows receive a 50% refund. Rescheduling is free with at least 2 days' notice.
- **Product Returns & Inspection:** Unopened, sealed Products may be returned within 7 days of delivery. Opened Products are non-returnable unless spoiled, contaminated, or materially misdescribed (inspect upon arrival and report within 48 hours with photos).
- **Nature of Sessions:** Sessions and consultations are facilitated experiences and educational guidance, not clinical medical or psychiatric care. The full Terms below form the binding contract.

1. Who We Are and What These Terms Cover

These Terms of Use ("Terms") form a binding legal agreement between you ("you," "Customer," "Participant") and TRANCE THERAPEUTICS PRIVATE LIMITED, operating as Trance Therapeutics ("Trance Therapeutics," "we," "us," "our"), governing:

- **(a)** your access to and use of www.trancetherapeutics.com and any subdomains, portals, or booking systems (the "Site");
- **(b)** your purchase of psilocybin-containing mushrooms, microdose products, and related goods ("Products");
- **(c)** your booking and participation in facilitated group and private sessions, ceremonies, consultations, preparation and integration calls, and related services ("Sessions"); and
- **(d)** all content, educational materials, protocols, and communications we provide.

Products and Sessions are collectively referred to as the "Offerings." Please read Section 11 (Assumption of Risk and Waiver) and Section 19 (Dispute Resolution and Governing Law) closely, as they affect your legal rights.

2. Acceptance

By browsing the Site, creating an account, placing an order, or booking a Session or Consultation, you accept and agree to be bound by these Terms. If you do not accept them, do not use the Site or purchase any Offerings. If you are entering these Terms on behalf of a company or other legal entity, you represent that you are authorized to bind that entity.

Our checkout and booking flow requires an affirmative checkbox acknowledging these Terms; that checkbox, together with our timestamped order and booking records, constitutes your formal acceptance record.

3. Eligibility

- **Minimum Age:** You must be at least 18 years of age to purchase Products and at least 18 years of age to attend a Session or Consultation, and legally able to form a binding contract.
- **Personal Responsibility:** You are solely responsible for determining your own eligibility to purchase Products or participate in a Session.
- **Medical & Health Screening:** If you are pregnant, breastfeeding, or managing a medical or psychiatric condition, please review Section 10 carefully before ordering or booking.

4. Nature of the Products — What These Are and Are Not

- **Natural Biological Variance:** Our Products are naturally occurring fungal material containing psilocybin and psilocin. Potency varies naturally between harvests, batches, and individual fruiting bodies. Weight and species are as stated on the listing; psilocybin content is not standardized and is not warranted to any specific milligram value.
- **Non-Pharmaceutical Status:** Products are sold as-is and not as registered pharmaceuticals, and are not intended to diagnose, treat, cure, or prevent any disease unless expressly stated.
- **Regulatory References:** Where we reference a regulatory regime (e.g., a state or national legal pathway), we do so descriptively. We make no representation that Products are "approved," "licensed," or "registered" by any regulatory authority except where explicitly stated.
- **Presentation & Packaging:** Product images on the Site are illustrative. Packaging may change from time to time. Growing, harvesting, or drying may produce natural cosmetic variance (including bruising, size differences, or coloration) that does not constitute a defect.
- **Informational Guidance:** Storage, dosing, and handling guidance provided on the Site is for informational and harm-reduction purposes only.

5. Accounts

- **Accurate Information:** You must provide accurate, complete, and current information when registering or checking out, and keep it updated. Errors in name, delivery address, email address, or phone number may cause failed delivery or failed Session logistics, for which we are not liable.

- **Account Security:** You are responsible for safeguarding your account credentials and for all activity conducted under your account.
- **Suspension & Closure:** We reserve the right to suspend or close accounts for suspected fraud, platform abuse, chargeback abuse, or breach of these Terms.
- **Single Account Rule:** Only one account is permitted per person. Duplicate accounts created to exploit promotions or bypass order limits may be consolidated or terminated.

6. Orders, Pricing, and Taxes

- **Order Acceptance:** An order placed on the Site constitutes an offer to purchase; our order confirmation email constitutes formal acceptance. We may decline or cancel any order before dispatch—including for stock unavailability, pricing errors, or suspected fraud—and will refund in full where payment has cleared.
- **PKR Pricing, Taxes & Shipping:** All prices include applicable taxes. Prices are denominated in Pakistani Rupees (PKR), and standard domestic shipping is included in the listed price. Prices may change without prior notice; the price displayed at checkout governs your transaction.
- **Pricing Errors:** Obvious pricing errors (such as a decimal misplacement or typographical error) do not bind us if the error is material and evident; in such cases, we will notify you and provide a full refund.
- **Quantity Limits:** We reserve the right to limit quantities per order, per household, or per time period.
- **Promotions & Credits:** Promotional codes, bundles, and store credits have no cash value, may be withdrawn at any time, and cannot be combined unless expressly stated.

7. Payment Processing

This section establishes clear, enforceable payment and dispute rules for both you and our banking and payment partners.

7.1 Third-Party Processing. All payments are captured and processed by one or more third-party payment processors and acquiring banks ("Processors"). We do not store full payment card numbers on our servers; card data is tokenized directly by the Processor. Our Processors' terms and privacy policies apply in parallel to your payment transaction.

7.2 Authorization. By submitting payment, you authorize us and our Processor to charge the stated amount in Pakistani Rupees (PKR), inclusive of applicable taxes and shipping, using the payment method provided. You confirm that you are legally authorized to use that payment method.

7.3 Statement Descriptor. Charges appear on your bank or card statement under the descriptor TRANCE THERAPEUTICS PRIVATE LIMITED (plus any applicable Processor prefix). You agree to recognize that statement descriptor and not to treat a charge bearing it as unrecognized or fraudulent without first contacting us.

7.4 Pre-Authorization and Delayed Capture. For Sessions, Consultations, and pre-orders, we may place a pre-authorization hold or capture payment on a schedule disclosed at the time of booking. Deposits and cancellations are governed by Section 9.

7.5 Failed and Reversed Payments. If a payment is reversed, bounced, or subsequently fails, the balance remains due. We may re-attempt the charge, issue an invoice, suspend pending shipments and Sessions, and recover reasonable collection costs. Repeated failed payments may result in account closure.

7.6 Chargebacks — Required Resolution Process. Before filing a chargeback or payment dispute with your bank or card issuer, you agree to contact inquire@trancetherapeutics.com with your order or booking number and allow us 10 business days to resolve the issue directly. Chargeback grounds and our evidentiary position are summarized below:

Chargeback Claim Category	Our Evidentiary Position & Documentation
"Product not received"	Carrier tracking records, dispatch logs, delivery scan confirmation, and proof of shipment to the exact address supplied at checkout.
"Not as described"	Published product listing specifications, batch and weight records, and pre-dispatch packaging photographs.
"Unauthorized / fraud"	Registered account email, timestamped order confirmation, IP and device metadata, and prior customer order history.
"Duplicate / recurring"	Booking or order confirmation records clearly displaying the transaction amount, date, and selected schedule.

If a chargeback is resolved in your favour and subsequently reversed, we may re-charge the original payment method. If you initiate a chargeback for a Product that you have also received, you must either make the Product available for return in accordance with Section 9.1 or pay for it in full.

7.7 No Unreceipted Cash Handling by Facilitators. Session fees paid in cash to a facilitator are formally receipted and, unless stated otherwise in writing, remain subject to Section 9.

8. Shipping, Delivery, and Risk

- **Domestic Territory Only:** We currently ship within PAKISTAN only. Orders cannot be placed for delivery addresses outside Pakistan.
- **Checkout Address Accuracy:** We dispatch orders to the delivery address supplied at checkout. Address errors are your responsibility; re-shipment following a return-to-sender is at your cost.
- **Delivery Estimates:** Published delivery timelines are good-faith estimates, not guarantees. Delays caused by third-party couriers, severe weather, or industrial action are outside our control.

- **Transfer of Risk & Title:** Risk of loss passes to you upon delivery to the address supplied at checkout (or to the carrier where local law mandates). Title to Products passes upon receipt of full payment.
- **48-Hour Inspection & Spoilage Reporting:** Products are perishable and hygroscopic. You must inspect your parcel immediately upon arrival and report any damage, shortage, or spoilage within 48 hours of delivery to inquire@trancetherapeutics.com with clear photographs of the outer parcel and contents, or the claim may be declined.
- **Transit Conditions:** We do not guarantee cold-chain or active humidity control in transit beyond our sealed protective packaging.

9. Cancellations, Returns, and Refunds

9.1 Products — Returns. Because our botanical Products are perishable and, once opened, cannot be safely re-sold for biological safety and hygiene reasons:

- Unopened, factory-sealed Products may be returned within 7 days of delivery for a refund less original shipping costs, provided they remain in resaleable condition.
- Opened Products are strictly non-returnable except in verified cases of spoilage, contamination, or material misdescription reported within 48 hours of delivery.
- Return shipping costs are borne by you unless the return is due to our fulfilment error, in which case we cover return shipping.
- Approved refunds are issued to the original payment method within 5–10 business days of our approving the return or receiving the returned parcel, whichever is later. Bank and card-issuer posting times are outside our control.
- Refunds include any applicable tax charged on the returned item.
- We do not issue refunds based on subjective potency, taste, or individual physiological effect.

Statutory Rights Preservation: Nothing in this section limits any mandatory statutory right of cancellation or return you hold under applicable law. Where such a statutory right applies, it prevails over this section.

9.2 Products — Pre-Dispatch Cancellation. You may cancel a Product order at any time before dispatch for a full refund by emailing inquire@trancetherapeutics.com with your order number. Once an order has been dispatched, Section 9.1 applies.

9.3 Consultations & Sessions — Cancellation and Rescheduling by You. Session and Consultation capacity is strictly limited and advance bookings reserve clinical and facilitator time. Cancellations and rescheduling are governed by the schedule below:

When You Cancel or Request a Change	Refund / Settlement Outcome
More than 2 days (48+ hours) before the Consultation or Session	100% full refund (or free rescheduling to a new date)
2 days (48 hours) or less before the Consultation or Session, on the day, or no-show	50% refund (50% late-cancellation deduction retained)

- Refund percentages are calculated on the total amount paid, including applicable taxes.
- Rescheduling is free provided you give at least 2 days' (48 hours') advance notice via email to inquire@trancetherapeutics.com. Reschedule requests submitted inside the 2-day window are treated as a cancellation under the table above.
- If you are medically excluded during screening or fall genuinely ill prior to your appointment, notify us as early as possible; we will issue a booking credit rather than apply a forfeiture where reasonably practicable.

9.4 Session Cancellation or Modification by Us. If we cancel a Session or Consultation, you may choose between a 100% full refund or priority rebooking. Where operational needs require, we may substitute a facilitator of equivalent qualification, change a physical venue within 25 km, or move a Session online where the format permits.

9.5 Force Majeure. Neither party is liable for delay or failure to perform caused by events beyond reasonable control (including severe weather, wildfire, road closure, facilitator illness, regulatory change, courier network failure, or power/internet outage). Where a Session is affected by force majeure, Section 9.4 applies.

9.6 Non-Refundable Items. Third-party card processing surcharges (if any) and expedited shipping upgrades are non-refundable once incurred.

10. Sessions — Conduct, Screening, and Scope

10.1 Not Medical Treatment. Sessions are facilitated experiences, not clinical medical or psychiatric care. Unless we expressly advertise the involvement of a licensed physician or clinical psychologist, our facilitators are experienced guides rather than medical doctors. Nothing on the Site or communicated during a Session constitutes medical diagnosis, treatment, or a prescription.

10.2 Mandatory Medical Screening. You must complete the health intake questionnaire honestly and completely before your Session, disclosing all current medications, supplements, and physical or mental health conditions. Concealment, omission, or understatement of a relevant medical condition or medication may void your rights under Section 11.

10.3 Known Interaction and Contraindication Categories. Without limiting Section 10.2, you must disclose to us (and consult your prescribing physician regarding) at minimum: SSRI/SNRI and other serotonergic antidepressants, lithium, MAOIs, tricyclic antidepressants, antipsychotics, benzodiazepines,

and blood-pressure medications; any personal or family history of psychosis, schizophrenia, or bipolar I disorder; pregnancy or breastfeeding; cardiovascular conditions; seizure disorders; and recent major surgery. Do not discontinue prescribed medication without your prescribing clinician's guidance.

10.4 Set, Setting, and Preparation. Preparation materials, intention setting, dietary guidance, and integration calls are provided as integral parts of the Offerings. Attendance at a scheduled preparation call may be a mandatory condition of participation. Arriving substantially unprepared or under the influence of unapproved substances may result in exclusion. Where the cause of non-attendance is genuine illness notified to us in advance, we will credit rather than forfeit (see Section 9.3).

10.5 Conduct During the Session. You agree to follow facilitator instructions during the Session, remain at the designated venue until formally released, and refrain from driving or operating machinery until fully recovered (and never within 24 hours of dosing). Leaving the venue early is strictly at your own risk. Mobile phones and recording devices may be restricted during sessions.

10.6 Group Sessions & Participant Confidentiality. In group Sessions, you acknowledge that other participants are present, that group dynamics vary, and that while mutual confidentiality is expected of all participants, we cannot guarantee the actions of third-party attendees. You agree to treat all personal disclosures made by fellow participants as strictly confidential.

10.7 Photography and Recording. We may photograph or record general Session environments for internal documentation and educational marketing. You may opt out in writing prior to the Session. Group imagery will never identify you by name or recognizable likeness without your explicit written consent.

10.8 Facilitator Discretion. A facilitator may reduce your dose, postpone your dosing, or decline participation where safety considerations warrant. Where participation is declined prior to dosing for a safety reason attributable to you, a credit is issued rather than a cash refund.

10.9 Integration Support. Integration support is included as described in the applicable Session listing. Integration calls are supportive and reflective in nature, not clinical psychotherapy, unless expressly stated.

10.10 Travel and Accommodation. Personal travel, lodging, and meals outside the stated Session inclusions are your sole responsibility.

11. Assumption of Risk and Waiver

By purchasing Products or participating in a Session, you expressly acknowledge and accept that:

- **(a)** Psilocybin produces altered perception, mood lability, and occasionally acute anxiety, confusion, nausea, or intense emotional release; effects vary widely between individuals and between occasions and cannot be predicted from weight or dose alone;
- **(b)** No specific therapeutic, creative, spiritual, or personal outcome is guaranteed;
- **(c)** Rarely, transient or persisting perceptual disturbances, and in susceptible individuals precipitation of a psychotic or manic episode, can occur;

- **(d)** In-person Sessions involve physical proximity to others, travel to a sanctuary venue, and time spent in a non-clinical environment;
- **(e)** Physical, emotional, or psychological after-effects may persist for 24–48 hours or longer following a Session; and
- **(f)** Botanical Products are natural and unstandardized, meaning physiological response to any given weight is inherently variable.

To the fullest extent permitted by applicable law, you voluntarily assume all such risks and, for in-person Sessions, agree to execute our separate Assumption of Risk, Waiver, and Release prior to dosing, which forms an integral part of these Terms. Where that signed document conflicts with this section regarding liability, the signed waiver governs. Nothing in this section displaces non-waivable statutory consumer rights.

12. Intellectual Property and User Content

12.1 Our Intellectual Property. The Site, brand identity, copy, photography, clinical and ceremonial protocols, preparation and integration frameworks, and educational materials are owned by or licensed to Trance Therapeutics Private Limited. You receive a limited, revocable, non-transferable licence to access the Site for personal, non-commercial use. You may not scrape, mirror, frame, resell access, or use our proprietary materials to operate competing services without prior written permission.

12.2 Your Content. Reviews, testimonials, photographs, and comments you submit remain your property, but you grant us a worldwide, perpetual, royalty-free licence to use, reproduce, and display them in our educational and marketing materials, with attribution as you provided it (or anonymized upon request). You warrant that you own your submissions and that they are truthful.

12.3 Review Integrity. Submitted reviews must reflect genuine first-hand experience. We may moderate submissions for compliance and mark verified purchases, but we do not alter the substantive opinion of authentic reviews.

12.4 Feedback. Any operational or product suggestions you voluntarily submit may be implemented by us without financial or legal obligation.

13. Acceptable Use

You agree not to: place fraudulent or speculative orders; use another individual's payment method without authorization; abuse promotional codes; resell Products commercially without written authorization; scrape, probe, or reverse-engineer the Site; upload malware or malicious code; impersonate any person; harass facilitators, staff, or fellow participants; record Sessions without explicit consent; or use the Site for any unlawful purpose. We may immediately suspend access and cancel pending orders upon any breach of this section.

14. Third Parties

Couriers, payment Processors, scheduling tools, and external websites linked from the Site are independent third parties. Their operational acts and legal terms are solely their own, and external links do not imply endorsement by Trance Therapeutics.

15. Privacy & Health Data Protection

Our collection, safeguarding, and retention of personal data—including sensitive health information submitted through intake forms—is governed by our Privacy Policy published at www.trancetherapeutics.com, which forms an integral part of these Terms. Health intake data is used strictly to evaluate your safety and fitness to participate and is retained securely for 7 years.

16. Disclaimers

To the maximum extent permitted by law, the Site and all Offerings are provided on an "as is" and "as available" basis. We expressly disclaim all implied warranties of merchantability, fitness for a particular purpose, and non-infringement. We do not warrant that Products will produce any specific physiological or psychological effect, that Products are free of trace environmental allergens beyond our stated handling standards, or that the Site will operate without interruption or error.

17. Limitation of Liability

- **Excluded Categories:** To the fullest extent permitted by law, neither party shall be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, or for lost profits, lost opportunity, lost data, or personal travel and accommodation costs, however arising.
- **Liability Cap:** Our total aggregate liability arising out of or relating to these Terms, any Product, or any Session is strictly limited to the total amount you paid to Trance Therapeutics Private Limited for the specific Product or Session giving rise to the claim.
- **Time Limit for Claims:** Any formal claim must be brought within 1 month of the event giving rise to it, or it is permanently time-barred, except where mandatory local law prescribes a longer minimum period.
- **Statutory Carve-Outs:** Nothing in these Terms limits or excludes liability for death or personal injury caused by proven negligence, fraud, or any other liability that cannot lawfully be limited. Mandatory statutory consumer rights in your jurisdiction prevail over this section.

18. Indemnification

You agree to indemnify, defend, and hold harmless Trance Therapeutics Private Limited, its founders, directors, officers, facilitators, and employees from and against any third-party claims, losses, liabilities, and reasonable legal costs arising out of your breach of these Terms, your misuse of Products (including

exceeding guidance or ignoring storage rules), inaccurate or incomplete health intake disclosures, or violation of applicable law.

19. Dispute Resolution and Governing Law

19.1 Informal Resolution First. In the event of any concern or dispute, you agree to email inquire@trancetherapeutics.com first with a clear written description of the issue and your proposed resolution. Both parties will attempt good-faith informal resolution for 30 days before initiating formal legal proceedings.

19.2 Governing Law. These Terms and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of Pakistan, without regard to conflict-of-laws principles.

19.3 Exclusive Forum & Jurisdiction. The courts of Islamabad, Pakistan, shall have exclusive jurisdiction over all disputes arising under or in connection with these Terms, and you irrevocably submit to their personal and exclusive jurisdiction.

19.4 Consumer Carve-Outs. Where mandatory consumer protection statutes in your place of residence entitle you to specific statutory protections, this section does not deprive you of those non-waivable rights.

20. Term and Termination

These Terms apply from your first use of the Site until terminated. We may suspend or terminate your access or cancel an unfulfilled order upon breach, suspected fraud, or safety concern. Sections that by their nature are intended to survive (including Intellectual Property, Assumption of Risk, Disclaimers, Limitation of Liability, Indemnification, and Dispute Resolution) shall survive termination. Prepaid, undelivered Offerings are refunded pro rata upon termination not caused by your breach.

21. Changes to These Terms

We may amend these Terms from time to time. Material updates are published on the Site with an updated "Last Updated" date and, where changes affect existing bookings or active orders, emailed to affected customers at least 14 days in advance. The version of the Terms in force at the time of your order or booking governs that specific transaction.

22. General Provisions

- **Severability:** If any provision of these Terms is held unenforceable, that provision shall be severed or narrowed to the minimum extent necessary, and the remaining provisions shall remain in full force and effect.
- **No Waiver:** Our failure or delay in enforcing any right or provision does not constitute a waiver of that right.

- **Assignment:** We may assign our rights and obligations under these Terms upon notice; you may not assign your rights without our prior written consent.
- **Entire Agreement:** These Terms, together with our Privacy Policy, our Delivery, Refund, Return & Cancellation Policy, any signed Assumption of Risk & Waiver, and order-specific confirmations, constitute the entire agreement between you and us.
- **Notices:** Formal legal notices to us must be sent to inquire@trancetherapeutics.com; notices to you are sent to the email address registered on your account and are deemed received 24 hours after dispatch.

23. Official Corporate & Support Contact

TRANCE THERAPEUTICS PRIVATE LIMITED — CORPORATE & LEGAL REGISTRY

- **Registered Corporate Entity:** TRANCE THERAPEUTICS PRIVATE LIMITED
- **Registered Sanctuary & Office Address:** House 763, Street 49, G-11/2, Islamabad, Pakistan
- **Official Support & Legal Email:** inquire@trancetherapeutics.com
- **Direct Phone & WhatsApp Concierge:** 03009155561 (+92 300 9155561)
- **Company Registration Number (SECP):** 0288858
- **Federal Board of Revenue (FBR) NTN:** G364163
- **Official Website:** www.trancetherapeutics.com