LASHEES

TERMS OF USE

Version 13 — 24 October 2026

Contract accepted when you create your account

These Terms of Use, including their annexes, form the contract between you and LASHEES for using the Lashees app.

Operator	LASHEES, French simplified joint-stock company (SAS)
SIREN / RCS	995 357 217 / 995 357 217 RCS Créteil
Registered office	9 rue de la Gare, 94230 Cachan, France
Share capital	EUR 10,000
VAT	FR92 995 357 217
President	OL2
Managing Director	Luis Manuel Ramos Da Costa

Structure of the Lashees legal documents

Level	Document	How it applies
1	**Terms of Use** (this document)	Accepted when you create your account
2	Subscription & Payment Terms	Accepted when you subscribe to a photo tier
3	Information Notices	For information — no acceptance required

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Contact: support@lashees.me · legal@lashees.me · appeals@lashees.me

Terms of Use

Last updated: 24 October 2026

These Terms govern the Lashees iOS and Android dating applications and related services (the “Service”). The Service is operated by LASHEES, SAS with share capital of EUR 10,000, registered with the Créteil Trade and Companies Register under number 995 357 217, whose registered office is at 9 rue de la Gare, 94230 Cachan, France (“Lashees”, “we”, “us”). The app interface is available in the languages shown in the app. Lashees is intended for worldwide distribution, subject to actual app-store availability and local legal restrictions.

These Terms include Annex A (Community Guidelines) and Annex B (Reporting, Moderation & Appeals Policy), which form an integral part of them.

1. Acceptance

By creating an account or using the Service, you accept these Terms, including their annexes. If you do not agree, do not use the Service.

Purchases of additional photo slots are also governed by the Lashees Subscription & Payment Terms, which you accept at the time of purchase.

The Privacy Policy, Cookie & Tracking Notice, Safety Guidelines, Legal Notice and Trust Charter are published in the Lashees Information Notices. They are provided for information, are not part of this contract and do not require your acceptance. They remain available at any time in the app.

2. Eligibility

- You must be at least 18 years old and provide your correct date of birth. Accounts declaring an age under 18 are not eligible. We may ask for additional evidence of age if there is reason to doubt eligibility.
- You must have legal capacity to enter into a contract.
- You must provide accurate and current information.
- You may not use the Service if we previously removed you for serious safety or legal reasons, unless we expressly approve your return.

3. How Lashees Works

Women browse men’s profiles. Men can see a woman’s profile only after she likes or lashes them or opens a chat with them. Both women and men set an age range; men’s appearances in women’s feeds also depend on approximate location. Among eligible profiles, distribution is random and a man’s number of published photos proportionately increases his chances of appearing. Beyond three free photos, additional photos require a single subscription granting the photo-slot allowance of the selected tier (see the Subscription & Payment Terms), so paying increases a man’s chances of appearing. No specific impression, match, reply or relationship is guaranteed. The Service offers profiles, likes/lashes, matches, messaging, blocking and in-app reporting.

4. Account Security

Accounts use third-party sign-in. The available sign-in methods are shown in the app. You are responsible for protecting access to your chosen identity provider and for activity through your account. Report suspected unauthorised access to support@lashees.me. You may not transfer or share your account.

5. Profiles and Authenticity

Use accurate information and your own recent photos. Do not impersonate another person, create a fake or duplicate profile, use another person’s images, or evade a previous ban. Lashees reviews photos using both human and automated checks.

6. Prohibited Conduct

- Harassment, threats, stalking, coercion, hate, discrimination or humiliation.
- Sexual exploitation, prostitution or commercial sexual solicitation, trafficking, non-consensual sexual content, and unsolicited intimate images.
- Fraud, scams, requests for money, investment pitches or deceptive commercial activity.
- Sharing profiles, private messages, intimate images or other personal information without permission; attempting to contact someone after a block or rejection.

- Scraping, reverse engineering, copying profiles, automated access or security testing without written authorisation.
- Illegal activity, violence, weapons threats or encouragement of self-harm.
- Using the Service primarily for advertising, recruitment, political campaigning or data collection.

7. User Content

You keep ownership of content you upload. You grant Lashees a non-exclusive, royalty-free licence to host, reproduce, display, technically adapt and process that content, worldwide and for as long as it is published on the Service, only as needed to operate, secure, moderate and improve the Service. Lashees does not use your photos or profile content in advertising or promotional material without your separate, prior consent. This licence ends when the content is deleted, except where temporary backups, legal retention or safety evidence must remain.

8. Moderation

Users can block others and report profiles or messages in the app. The Lashees team reviews reports, including relevant messages when reported. Photos undergo human and automated review; chat content is not routinely screened by automated tools. Lashees may remove a photo, issue a warning or permanently exclude an account according to the circumstances, subject to applicable law. An affected user may request human review by email at appeals@lashees.me. Where required, Lashees will explain its decision and the available appeal route.

Except in the case of a serious breach of these Terms, or where the law or the safety of users requires immediate action, Lashees warns the user and gives them an opportunity to respond before permanently excluding an account. If your account is closed for a reason other than your breach of these Terms, the unused portion of any paid period is refunded, as described in the Subscription & Payment Terms.

The full reporting, moderation and appeals procedure is set out in Annex B.

9. Meetings and User Conduct

Lashees provides a platform; it does not supervise users or meetings. Use reasonable precautions and follow the Safety Guidelines published in the Lashees Information Notices. You remain responsible for your decisions and conduct.

10. Account Deletion

You can delete your account in the app. Deleting the app does not delete your account; deleting the account does not itself cancel an Apple App Store or Google Play subscription. Follow the relevant store's cancellation steps, described in the Subscription & Payment Terms, to prevent future charges. Your profile and conversations immediately become inaccessible to other users upon account deletion; the Privacy Policy explains any justified retention of data.

11. Intellectual Property

The Lashees name, software, design, trademarks, text and other platform materials belong to Lashees or its licensors. No rights are transferred except the limited right to use the Service under these Terms.

12. Availability and Changes

We may change, suspend or discontinue features where there is a valid reason, such as product evolution, a legal or regulatory requirement, or a security need. Such changes are made at no extra cost to you. We do not promise uninterrupted or error-free availability; this does not affect the legal guarantee of conformity.

If a change has more than a minor negative impact on your use of the Service, we will inform you clearly and reasonably in advance on a durable medium. Where the change affects a paid subscription, you may terminate that subscription free of charge within 30 days of receiving this information or of the change taking effect, whichever is later.

We will notify you of any material change to these Terms at least 30 days before it takes effect. If you do not accept the change, you may delete your account before that date.

13. Liability

Lashees is liable, under the conditions of applicable law, for damage resulting from its failure to perform its obligations under these Terms. Lashees is not liable for damage caused by your own conduct, by a case of force majeure, or by another user's conduct, including during a meeting, unless that damage results from Lashees' own failure to perform its obligations. As a hosting provider, Lashees is not liable for information published by users unless, after becoming aware of its illegal nature, it fails to act promptly to remove it or disable access to it. Lashees does not guarantee that you will meet anyone or form a relationship. Nothing in these Terms limits your statutory rights as a consumer.

14. Governing Law, Disputes and Language

French law applies, without depriving consumers of mandatory protections in their country of residence. For a dispute, contact legal@lashees.me first. If no solution is found, you may refer the dispute free of charge to the consumer mediator: [TO COMPLETE: name, website and postal address of the consumer mediator]. French consumers may also use SignalConso.

These Terms are available in French and English. In case of discrepancy, the French version prevails.

15. Contact

LASHEES — 9 rue de la Gare, 94230 Cachan, France — support@lashees.me — Telephone: +33 1 59 35 35 40 — Website: www.lashees.me

Annex A — Community Guidelines

Integral part of the Terms of Use

Lashees is built for intentional, respectful dating. The following rules apply everywhere on the Service.

- **Be real:** use your own identity, correct age and recent photos; do not impersonate anyone or circumvent a ban.
- **Respect consent:** no pressure, coercion, repeated unwanted contact, unsolicited intimate images or attempts to evade a block.
- **No harassment:** no insults, threats, stalking, hate or humiliation.
- **No scams:** never request money, crypto, gift cards, investments or financial details.
- **Protect privacy:** do not share or publish another person’s profile, images, messages or personal data without permission.
- **No exploitation:** no trafficking, prostitution, sugar-dating solicitation or commercial sexual activity.
- **No illegal or dangerous content:** no violence, weapons threats, extremist support or encouragement of self-harm.
- **No spam or commercial use:** no mass messaging, advertising, recruitment or data harvesting.
- **Respect boundaries:** a block, unmatch or refusal ends the interaction.
- **Report serious concerns promptly.**

The Lashees team may remove a photo, issue a warning or permanently exclude an account, based on the seriousness of the conduct. Users may request human reconsideration by emailing appeals@lashees.me. Cases involving immediate danger may be referred to the appropriate authorities.

Annex B — Reporting, Moderation & Appeals Policy

Integral part of the Terms of Use · EU Digital Services Act notice

This policy describes how Lashees receives reports and reviews content or account restrictions under the EU Digital Services Act (“DSA”) where applicable.

B.1 Point of Contact

Users and authorities may contact legal@lashees.me, in French or English. Requests to appeal a moderation decision may be sent to appeals@lashees.me.

B.2 Reporting Illegal or Harmful Content

Users can report a profile or message in the app, or contact legal@lashees.me. A report should identify the content or account, explain the concern and include available evidence.

B.3 Decision Process

The Lashees team reviews reports and relevant context. Photos may receive human and automated checks; chat is not routinely screened automatically. Available actions include photo removal, warning and permanent exclusion, according to severity and applicable law.

B.4 Statement of Reasons

Where required, Lashees will explain a moderation restriction, the main facts and rule relied upon, whether automated means were used, the duration of the restriction and available appeal options. Safety or legal limits may restrict detail.

B.5 Internal Appeal

An affected user may request human review free of charge by emailing appeals@lashees.me within six months of being informed of the decision. Lashees provides an initial response to reports and appeals within 48 business hours. This is not a commitment to resolve the case finally within that period. We handle appeals under the rules that apply where the Service is offered.

B.6 Out-of-Court Settlement and Courts

Where the DSA applies, users may also approach a certified out-of-court dispute-settlement body. This does not remove the right to go to court. Users may also lodge a complaint with the Digital Services Coordinator of their Member State; in France, this is Arcom.

B.7 Abuse of Reporting Tools

Lashees may temporarily restrict users who repeatedly submit manifestly unfounded reports or manifestly illegal content, after warning where appropriate.