

RideHQ App Terms of Use and Safety Disclaimer

Effective date: 4 March 2026

Company: RideHQ Systems LTD ("RideHQ", "we", "us")

Address: 167-169 Great Portland Street, 5th Floor, London, W1W 5PF, United Kingdom

Support: support@ridehqmx.net

These App Terms apply to your use of the **RideHQ mobile application** and related services (the "App"). By downloading, accessing, creating an account, or using the App, you agree to these Terms. If you do not agree, do not use the App.

1) What RideHQ is (and isn't)

RideHQ is a **personal motocross tracking and logging app** for recording bike data and presenting reminders/insights. It is **not**:

- a safety device,
- a diagnostic tool,
- a guarantee of performance, reliability, mechanical condition, or safety.

2) Safety and professional advice disclaimer

You acknowledge and agree that:

1. **Not professional advice:** reminders, intervals, checklists, AI insights, and similar outputs are general information only. You are responsible for your own decisions and actions.
2. **Manufacturer documentation takes priority:** official manuals/specs and professional guidance override anything shown in the App.
3. **Maintenance & wear:** reminders are estimates. Inspect and service based on real-world wear and qualified judgement, not App data alone.
4. **Suspension/controls/setup:** settings are highly individual. Make changes gradually and consult a qualified mechanic/tuner where appropriate.
5. **Weather/track/third-party data:** may be delayed, incomplete, or inaccurate. Always verify locally.
6. **AI/automated insights:** may be wrong or outdated. Verify anything affecting safety, cost, or reliability.
7. **Inventory/parts:** only as accurate as what you enter. Verify fitment/compatibility yourself.
8. **Data accuracy, loss & offline sync:** syncing can fail, be delayed, or create conflicts. You are responsible for checking your records and maintaining backups if you need them.
9. **No use while riding/driving:** do not use the App in a way that distracts you while riding, driving, or operating machinery.

3) Eligibility

You must be at least **13 years old** to use the App. If you are under 18, you must have permission from a parent/guardian.

4) Account registration and security

- You must provide accurate information and keep it up to date.
- You are responsible for maintaining the confidentiality of your login credentials and all activity under your account.
- Notify us promptly if you suspect unauthorised access.

5) Licence and restrictions

We grant you a personal, non-exclusive, non-transferable, revocable licence to use the App for lawful personal use. You must not:

- copy, modify, distribute, sell, lease, or sublicense the App,
- reverse engineer or attempt to extract source code except where permitted by law,
- misuse the App (including attempting to disrupt, overload, or bypass security).

6) Your content (logs, notes, data you enter)

- You retain ownership of the content you enter into the App ("User Content").
- You grant RideHQ a limited licence to host, store, process, and display your User Content **only** to operate the App (including offline-first storage and syncing), provide features you use, and maintain/improve reliability and security.

7) Third-party services used by the App

The App relies on third-party services to function. These may include:

- **Supabase** (authentication/database), **Render** (hosting), **Sentry** (error/diagnostics),
- **Expo Push Notifications** (push token routing),
- **Open-Meteo** (weather forecasts using the track/location you select),
- **OpenAI** (AI features, when used),
- **RevenueCat** (subscription entitlement management, if subscriptions are enabled),
- **Apple/Google** (app distribution and in-app purchase processing).

These third parties may have their own terms/policies. RideHQ is not responsible for third-party outages or failures.

8) Weather features (no GPS)

The App does **not** request GPS permissions. Weather is based only on the **track/location you select** in the App.

9) Subscriptions, billing, cancellation, and refunds (if applicable)

If the App offers subscriptions or in-app purchases:

- Purchases are processed by **Apple App Store** or **Google Play** (and may be validated/managed via RevenueCat for entitlements).
- Subscriptions may **auto-renew** unless cancelled in your Apple/Google subscription settings.
- Refunds and billing disputes are generally handled according to Apple/Google policies and processes (you cancel/manage through your app-store account).

10) Availability, updates, and changes

- We may update, modify, suspend, or discontinue the App (or any feature) at any time.
- We may update these Terms. Continued use after changes take effect means you accept the updated Terms.

11) No warranties

To the maximum extent permitted by law, the App is provided “**as is**” and “**as available**”, without warranties of any kind (including accuracy, fitness for purpose, or uninterrupted availability).

12) Limitation of liability (important)

Motocross and motorsport activities are inherently risky. To the maximum extent permitted by law:

- RideHQ is not liable for any injury, death, equipment damage, mechanical failure, or financial loss arising from your use of (or reliance on) the App, including reminders, intervals, AI insights, weather data, or third-party data.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for **death or personal injury caused by negligence**, or fraud/fraudulent misrepresentation.

13) Indemnity

You agree to indemnify and hold RideHQ harmless from claims, losses, liabilities, and expenses arising from your misuse of the App, breach of these Terms, or violation of law or third-party rights.

14) Termination

- You may stop using the App at any time.
- We may suspend or terminate access if you breach these Terms, or if required for security/legal reasons.

15) Governing law

These Terms are governed by the laws of **England and Wales**, and the courts of England and Wales have jurisdiction (subject to any mandatory consumer protections that apply to you).

16) Contact

support@ridehqmx.net

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