

# Website and Platform Terms of Service

Last Revised: July 29, 2026

## 1. Overview

These Website and Platform Terms of Service (“Terms”) govern your access to and use of all digital services and properties provided by Generation Lab Inc. (“Generation Lab,” “we,” “us,” or “our”), including:

- Our website(s) and any content or functionality offered therein;
- Our test kit registration and fulfillment interface;
- The Generation Lab Report (the personalized epigenetic aging report produced following your test, “the Report”), whether delivered digitally, via the Portal, or independently;
- The Generation Lab Portal, a digital platform through which you may store and access your Reports, book provider appointments, conduct telehealth consultations, and access other platform features as they become available (collectively, “the Portal”).

These Terms apply to all users of the foregoing, including test-takers, visitors, and account holders. Together, the website, test kit interface, Report, and Portal are referred to as the “Platform.”

By accessing or using the Platform, you agree to be bound by these Terms and our [Privacy Policy](#). If you do not agree, you must not use the Platform.

Testing logistics and fulfillment services are provided by Spot Health Inc. (“Spot Health”) as a contracted service provider to Generation Lab. As between Generation Lab and Spot Health, Generation Lab is the primary party responsible to you for the services described herein.

## 2. Eligibility

You must be at least 18 years old (or the age of majority in your jurisdiction) to use the Platform, unless you are a minor using the Platform with the informed consent of a parent or legal guardian. By using the Platform, you represent and warrant that you meet these eligibility requirements and that you are located in the United States or Canada.

### 3. No Medical Advice

Generation Lab does not practice medicine or provide medical advice. Nothing on the Platform — including the Report, any recommendations, provider matching, or communications — constitutes medical care, diagnosis, or treatment.

The Report contains personalized pre-clinical observations about biomarkers of aging and may surface common approaches associated with improving the health functions where you are showing signs of biological aging. These observations and approaches are informational and pre-clinical in nature. The Report clearly identifies these as pre-clinical recommendations that should not be acted upon without first consulting a qualified healthcare provider.

Always consult a licensed healthcare provider before making any medical decisions based on your Report or any other content on the Platform.

### 4. The Report

The Report is a personalized document generated from your test results. It is the output of Generation Lab's SystemAge™ testing services. The Report may be delivered to you via the Portal, by email, or through other digital means.

The Report is for informational purposes only. Generation Lab makes no representations or warranties regarding the completeness, accuracy, or fitness for any particular purpose of the Report or its contents beyond those expressly stated in these Terms.

You are responsible for discussing your Report with a qualified healthcare provider. Generation Lab provides access to licensed providers through the Portal to facilitate this process, but such appointments are between you and your chosen provider.

### 5. The Portal — Platform Features

The Portal is Generation Lab's digital platform and may include the following features, which may evolve over time:

- **Report Storage:** Your Reports are stored in your account for your reference. You may access, download, or share them at your discretion.
- **Provider Consultation Appointments:** You may book appointments with licensed healthcare providers through the Portal. These appointments may be conducted via telehealth video or audio consultation on the Platform.
- **Telehealth Consultations:** Any consultation conducted through the Portal is a direct engagement between you and your chosen provider. Generation Lab provides the technology platform only and is not a party to the clinical encounter. Your provider has

their own independent obligations to you, including those arising under applicable laws and their professional licensing requirements.

- **Future Features:** Generation Lab may add features to the Portal from time to time. Such features will be subject to these Terms and any additional terms presented at the time of introduction.

Appointments or consultations conducted through the Portal may be subject to fees payable to the provider or to Generation Lab as a platform fee. Any fees will be disclosed prior to booking.

## 6. Accounts and Registration

You may be required to register an account to access certain features of the Platform. You agree to provide accurate, current, and complete information and to maintain the confidentiality of your account credentials. You are responsible for all activity that occurs under your account.

**Registration on your behalf.** A kit may be registered by you directly, or by an authorized party such as a healthcare provider or clinic acting on your behalf. If a kit is registered on your behalf, that party represents and warrants that they have obtained your authorization to register the kit and to confirm your acceptance of the applicable consents, including that you have reviewed and accepted the Test Consent and have been given the opportunity to accept or decline the optional Research Consent. Consents confirmed at registration bind you as the test-taker regardless of who completes the registration.

## 7. Additional Terms and Consents

Your use of Generation Lab's products or services is also subject to:

- Test Consent (required before using a test kit)
- Research Consent (optional; participation in Generation Lab Research is voluntary and is not required to use a test kit)
- Client Master Services Agreement (MSA), where applicable

In the event of a conflict between these Terms and an applicable MSA, the MSA will control for clients.

## 8. User Conduct

You agree not to:

- Use the Platform for unlawful or fraudulent purposes
- Submit false, misleading, or unauthorized information

- Reverse engineer, decompile, or disassemble any part of the Platform
- Copy, scrape, reproduce, or exploit any content without our written permission
- Interfere with the Platform's functionality or security

We reserve the right to suspend or terminate your access if you violate these Terms.

## 9. Intellectual Property

All content on the Platform, including text, graphics, logos, interfaces, software, data, and the Report format and methodology, is owned by or licensed to Generation Lab and protected by applicable intellectual property laws. You may not use, modify, or distribute any content without our prior written consent.

## 10. Data and Privacy

All personal information collected through the Platform is subject to our Privacy Policy. Before a kit is registered, the test-taker must review and accept our Test Consent. Where a kit is registered by an authorized party, such as a healthcare provider, on the test-taker's behalf, that party represents that they have the test-taker's authorization and that the test-taker has reviewed and accepted the Test Consent. In both cases the test-taker will also be given the option to review and accept our Research Consent; participation in research is optional and is not required to register a kit.

You agree that Generation Lab may use de-identified or aggregated data derived from your use of the Platform or testing services to improve our services, conduct internal analytics, or support research, consistent with applicable laws and consents.

## 11. Availability and Modifications

We reserve the right to modify, suspend, or discontinue any aspect of the Platform at any time. We are not liable if all or part of the Platform is unavailable for any reason.

## 12. Geographic and Legal Restrictions

The Platform is intended for use only by individuals located in the United States or Canada. You agree not to access or use the Platform in jurisdictions where such use would be unlawful.

## 13. Third-Party Services

The Platform integrates or relies on certain third-party service providers for testing logistics and fulfillment. Generation Lab is not liable for the acts or omissions of third-party providers to the extent such acts or omissions are outside of Generation Lab's reasonable control, provided that Generation Lab has contractually required such providers to meet appropriate service and data protection standards.

## 14. Disclaimer of Warranties

THE PLATFORM AND ALL CONTENT AND SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND. TO THE MAXIMUM EXTENT PERMITTED BY LAW, GENERATION LAB DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND ACCURACY OF INFORMATION. WHILE WE STRIVE TO PROVIDE A RELIABLE AND SECURE PLATFORM, WE DO NOT GUARANTEE THAT IT WILL BE ERROR-FREE, UNINTERRUPTED, OR COMPLETELY SECURE.

## 15. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, GENERATION LAB AND ITS OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES ARISING FROM OR RELATED TO YOUR USE OF THE PLATFORM.

IN NO EVENT SHALL GENERATION LAB'S TOTAL LIABILITY EXCEED THE GREATER OF (A) ONE HUNDRED DOLLARS (\$100), OR (B) THE AMOUNT YOU PAID TO GENERATION LAB IN THE TWELVE (12) MONTHS PRIOR TO THE CLAIM.

## 16. Indemnification

You agree to indemnify, defend, and hold harmless Generation Lab, its affiliates, and their respective officers, directors, employees, contractors, agents, and partners (including Spot Health Inc. and any third-party laboratories, physicians, and enterprise clients who offer Generation Lab services) from and against any and all claims, damages, obligations, losses, liabilities, costs, and expenses (including reasonable legal fees) arising from:

- your use or misuse of the Platform or services;
- your violation of these Terms or any applicable law;
- any content or information you submit through the Platform;
- your use of any test result, Report, or interpretation outside of a clinical context or without consulting a qualified healthcare provider;
- any claim arising from a telehealth consultation between you and a provider conducted through the Portal, to the extent such claim relates to your conduct or instructions;

- or, if you are using the Platform as part of a program offered by an employer, insurer, healthcare provider, or another digital health company, any claim brought against such program sponsor relating to your use of Generation Lab's services.

## 17. Dispute Resolution and Arbitration

Any dispute, claim, or controversy between you and Generation Lab arising out of or relating to these Terms or your use of the Platform shall be resolved exclusively through binding arbitration under the rules of the American Arbitration Association. The arbitration will take place in California, U.S.A., and will be conducted in English.

You agree to waive any right to a trial by jury or to participate in a class action.

This section shall not prevent Generation Lab from seeking injunctive or equitable relief in any court of competent jurisdiction.

## 18. Governing Law

These Terms are governed by and construed in accordance with the laws of the State of California and applicable U.S. federal law, without regard to conflict of law principles.

## 19. Changes to Terms

We may revise these Terms at any time. Material changes will be posted on the Platform and/or communicated to users. Your continued use of the Platform after such changes constitutes your acceptance of the revised Terms.

## 20. Contact Us

If you have questions about these Terms, contact:

Generation Lab Inc.

Email: [support@generationlab.com](mailto:support@generationlab.com)

Date: 2026-07-29