

Terms of Use

The following terms of use (hereinafter referred to as these "Terms of Use") shall apply to all users of the services or apps provided by Lime Inc. limited liability company, registered in Japan (hereinafter referred to as the "Company").

All users of the Company's services or apps are required to read these Terms of Use carefully and agree to the terms and conditions herein.

1. Application

1. The Users (defined in Article 2) shall agree to these Terms before using the Services (defined in Article 2).
2. Minors (however, limited to those 16 years of age or older), adult wards, persons under curatorship, or under assistance may use the Services only after obtaining the consent of his/her legal representative, guardian, conservator, or assistant with regard to the use of the Service and the application of these Terms of Use.
3. When the Users start using the Service, a contract which consists of any provisions of these Terms of Use is formed between the Users and the Company.
4. The Users shall comply with these Terms of Use in using the Service.

2. Definitions

The definitions of terms used in these Terms of Use shall have the meanings set forth below.

- (1) The "Services" means the Services provided by the Company to the Users (including the Lime App, Lime Kickboard, etc., Lime Port and the use of e-commerce stores).
- (2) The "Users" means anyone who have registered to the Lime App and who use the Service.
- (3) The "Ride" means a ride on a Lime Kickboard, etc., by the Users.
- (4) The "Ride Guidance" means the guidance and precautions for use of the Services, including use of the Lime Kickboard, etc., that are posted on the Company's website or the Lime App.
- (5) The "Lime App" means a mobile application provided by the Company for the Service.
- (6) The "Lime Kickboards, etc." means electric kickboards, electric bicycles and other vehicles or equipment provided by the Company for use by the Users in the Service.
- (7) The "Lime Port" means collectively the area provided by the Company for parking and storage of Lime Kickboards, etc., and the area provided by the Company for installation and storage of rechargeable battery units for Lime Kickboards, etc.

3. Amendment

1. The Company may amend and revise these Terms of Use at any time for operational reasons or necessary, notifying or announcing the contents of the revised Terms of Use and the effective date of the revision on the Lime application or the Company's website.
2. A contract shall be formed between the Company and the Users on the notified or announced effective date, which consists of any provisions of amended Terms of Use.
3. After the amendment/revision of these Terms of Use, the Users shall agree that the amended Terms of Use shall apply to them and shall comply with the amended Terms of Use in using the Service.

4. Compliance with Ride Guidance, etc.

1. The Users shall confirm and comply with the Ride Guidance, which is separately provided by the Company in using the Service.
2. The Company may amend and revise the Ride Guidance at any time by posting the amended

Ride Guidance on the Lime App or on the Company's website. The Users using the Services after such change shall be deemed to have agreed to the amended Ride Guidance and shall comply with the amended Ride Guidance in using the Service.

5. Users Registration

1. Prior to using the Service, the Users shall apply to register for use of the Service and create an account with providing the information specified by the Company (including information of a valid credit card or a debit card, or other payment method accepted by the Company. Hereinafter referred to as "Registration Information") in the manner specified by the Company. If the Company determines that the Registration Information does not meet the requirements specified by the Company or has the potential to do so, the Company may withhold or refuse registration or creation of an account. Only the Users who have completed registration and account creation may use the Service.
2. The Users shall keep their registration information true, accurate, and up-to-date, and shall promptly update any changes.
3. The Users shall create their own accounts and manage their accounts at their own risk to prevent using by third parties. The User shall not lend or transfer their accounts to third parties.
4. The Users may only register payment methods for which they are authorized.
5. The Company shall not be liable for any damages incurred by the Users arising out of creation or use of account in violation of these Terms and Conditions or unauthorized creation or use thereof.
6. The Users shall immediately report any suspected unauthorized use of their accounts to the Company.
7. In the event that the Company suspects that the registration information provided by the Users is false, inaccurate, or fraudulent, such as falsification of age, etc., the Company may delete or temporarily suspend the account and restrict the use of the Service by such Users. The Company shall not be liable for any damages incurred by the Users arising out of any actions taken in accordance with this paragraph.
8. The Company may disclose or provide the registration information to third parties when required to do so by law or for any other reason specified in the Company's Privacy Policy.

6. Fees

1. The Subscriber shall pay the fee for the Service as set forth in the Lime App before Users start the Ride (the fee corresponding to the reserved minutes for the Ride or the monthly subscription fee (only if subscription is available)) by the payment method registered by the User.
2. The fee for the Service is determined by the most current fee structure published by the Company in the Lime App at the time of the reservation by the Users. **Any per-minute charge applies to each minute or any part thereof, meaning that any minute that has commenced will be billed as a full and complete minute (e.g., 3:30 is rounded-up to 4 minutes).** A minimum fee may apply to the Ride in addition to the applicable starting fee.
3. The Company may change the fee structure for the Service at any time, and the Users using the Service after such change shall be deemed to have agreed to the changed fee structure.

7. Payment of Fees

1. Before the Users start the Ride, the Company may secure a balance on a credit/ debit card to verify the validity of the payment method specified by the Users. Such process may result in a temporary decrease in the amount of credit available on the card.
2. In the User have any doubt about the charges billed or settled, they must form the Company of by the Company within ten (10) business days, together with the information specified by the Company. If there is an error in the amount billed or settled based on the applicable fee

structure, the Company will refund the relevant payment.

8. Reservations for the Ride

1. Once their account has been created, the Users may use the Lime App to search for available Lime kickboards, etc., and request a reservation for the Ride.
2. The Company reserves the right to accept, reject, or cancel the Users' reservations or requests. If reservations or requests is rejected or cancelled after payment of the fee, the Company will refund the relevant payment.
3. If the amount of the fee displayed on the Lime App is not accurate for any reason, the Company reserves the right to refuse or cancel a reservation based on such display. If a reservation is rejected or cancelled after payment of the fee has been made, the Company will refund the relevant payment.
4. The Users may use the Lime Kickboard, etc., only if the reservation is validly made.

9. Pick-up and Return

1. The Users may start the Ride by unlocking the Lime Kickboard, etc., at the Lime Port in a manner specified by the Company, and in accordance with the Ride Guidance and the details of the reservation that has been established
2. The Users shall park and lock the Lime Kickboards, etc., in accordance with the Ride Guidance and the details of the established reservation, and return the Lime Kickboards, etc., to the designated Lime Port by parking and locking the Lime Kickboards, etc., in the manner specified by the Company.
3. The Users shall use the Lime Kickboard, etc., with the care of a good manager and shall return the Lime Kickboard, etc., in the same condition as when picked up, except for normal wear and tear associated with the Ride.

10. Group Ride

1. When the "Group Ride" feature is available on the App, the Users may use the Lime Kickboards, etc., together with other persons in accordance with this Article and the Ride Guidance (hereinafter referred to as "Group Ride," and those who participate in the Group Ride with the User are referred to as "Guests").
2. When the User uses the Group Ride, the User shall comply with the following and shall be fully responsible for the following:
 - (1) All Guests shall be 18 years or older (or 16 years or older with consents of their parents or other legal representatives).
 - (2) All Guests have reviewed and agreed to be bound by the Terms of Use and the Company's Privacy Policy prior to the use of the Group Ride.
 - (3) Only one Guest per Lime Kickboard, etc. shall be allowed.
 - (4) All fees and expenses incurred in connection with the Group Ride including those for the Guests must be paid.
 - (5) The User shall be responsible for any injury or damages that may occur as a result of the User or Guest's conduct during the Group Ride.
 - (6) In addition to the above, the User shall be legally responsible for the Guests' activity as if it was your own.

11. Users Acknowledgement

The Users shall confirm and acknowledge the following items before using of the Service.

- (1) Lime kickboards, etc., and other equipment are used by an unspecified number of the Users, and wear and tear associated with riding shall exist.
- (2) Lime Kickboards, etc., may be in a condition that makes them unsafe for use due to

malfunction, damage, or breakage caused by use by other the Users or for other reasons, and the Users is responsible for inspecting and confirming the safety of the Lime Kickboards, etc.

- (3) Even if a Lime Kickboard, etc., is displayed on the Lime App as being available for a particular Lime Port, there may be no Lime Kickboard, etc., available for that Lime Port due to the actions of other the Users or for other reasons.
- (4) The use of the Lime Kickboard, etc. may result in injury (including injury that may cause disease, sprain, contusion, partial or total disability, serious physical disability or death), mental or physical suffering or death due to weather, road conditions or any other factors (including foreseeable or unforeseeable factors).
- (5) The Users shall be responsible for any damages for the Users themselves, passengers (including animals), or other Users or third parties arising out of using the Service, except in cases where the Company is liable in accordance with these Terms of Use.

12. Users Compliance

1. The Users shall comply with the Ride Guidance as well as these Terms of Use in using the Service.
2. Before starting the Ride, the Users shall, at their own responsibility, inspect the following items regarding the Lime Kickboard, etc. to be used or the smartphone on which the Lime App is displayed, and confirm the safety of the Ride:
 - (1) No evidence of malfunction, damage, breakage, or modification.
 - (2) Battery level
 - (3) Whether the brakes are working.
 - (4) Whether there are any defects in the operation of the steering wheel.
 - (5) Whether the throttle lever is properly actuated.
 - (6) Whether the front and rear wheels have cuts or significant wear and whether the air pressure is adequate.
 - (7) Whether the horn/bell is working.
 - (8) Whether the rear reflectors are working.
 - (9) Whether the front lights can be turned on.
 - (10) Whether the brake lights are working.
 - (11) Whether the direction indicators are working.
 - (12) Whether the vehicle registration number plate is appropriately installed.
 - (13) Whether the number lights are working.
 - (14) Whether the display is working.
 - (15) Whether the smartphone holder is secure and not loose.
 - (16) The battery level displayed in the Lime App and/or the Luup Website.
 - (17) The battery life of the smartphone on which the Lime App is displayed.
 - (18) Any other defects.
3. The Users shall comply with the provisions of the Road Traffic Act and other laws and regulations applicable to Specified Small Motorized Bicycles, Bicycles, or Special Specified Small Motorized Bicycles (including provisions regarding the wearing of helmets), and shall ride safely only where permitted by law.
4. If you are requested to take a so-called End of Trip Photo in the Lime App, you are obliged to ensure that this End of Trip Photo shows the Lime Kickboards, etc. parked after the end of the rental period as well as the immediate surroundings of the Lime Kickboards, etc. in order to be able to verify whether you have parked the Lime Kickboards, etc. properly. In particular, you must follow the instructions for taking the End of Trip Photo, which are displayed in the Lime App. The End of Trip Photo will be used to verify suspected parking or other violations of this User Agreement.

13. Conditions of Use

Any of the following persons shall not be allowed to use the Lime Kickboard, etc

- (1) Those whose age is less than 16 years old.
- (2) Those whose age is 16 years or older but less than 18 years old unless they have the consent of their parent or legal guardian
- (3) In the case that any official identification document or other specified documents that confirms that they are 16 years of age or older have not been presented to the Company in a manner specified by the Company .
- (4) Those whose have not completed a test or watched a video regarding traffic rules, etc., provided by the Company.
- (5) Those whose are under the influence of alcohol.
- (6) Those whose are under the influence of drugs, medicines or other substances that may affect the Users' ability to safely use the Lime Kickboard, etc.
- (7) Those whose have concern about their health condition.
- (8) In any other cases where the Company deem the use of Lime Kickboard, etc., to be inappropriate.

14. Prohibitions

The following actions by the Users are prohibited.

- (1) To ride or park in violation of the Road Traffic Act or other applicable Laws and regulations.
- (2) To use the Lime Kickboards, etc., while carrying bags, umbrellas, or other luggage, except when such use does not interfere with safe Ride.
- (3) To use of the Lime Kickboard, etc. while using a smartphone or other device, etc.
- (4) To carry a load in the front basket that obstructs the view.
- (5) To carry other persons or animals with the Lime Kickboards, etc.
- (6) To lock the Lime Kickboard, etc., by any method other than the method designated by the Company or otherwise making the Lime Kickboard, etc. not easily accessible to others.
- (7) To leave the Lime Kickboards, etc. outside of the Lime Port.
- (8) To use the Lime Kickboards, etc., beyond the scope of use as a means of transportation in urban areas (including various competitions, races, mountain riding, stunts, trick riding, riding on stairs, off-road riding, and riding in the water).
- (9) To use the Lime Kickboards, etc. to tow or transport trailers, vehicles or other objects.
- (10) To use the Lime Kickboards, etc. for the Users' business or for any other commercial use (including advertising, ride-sharing, food delivery, etc.).
- (11) To handle, charge, remove, or tamper with the battery of the Lime Kickboard, etc. (regardless of whether the battery is removable or not), except as expressly permitted by the Company.
- (12) To use the Lime Kickboard or similar device when the combined weight of the Users and luggage exceeds the weight limit specified in the Ride Guidance.
- (13) To use the Lime Kickboards, etc. that have not been confirmed to be in good working order by the inspection described in Paragraph 2 of Article 12.
- (14) To use the Lime Kickboards, etc. in violation of Article 13
- (15) To sublet the Lime Kickboard, etc. to a person under 16 years of age or otherwise allowing any other person to use the Lime Kickboard, etc
- (16) To use the Lime Kickboards, etc., in any other unsafe manner.

15. Response to Accidents, etc.

1. In the event of an accident, collision, damage, personal injury, or theft of the Lime Kickboard, etc. (hereinafter referred to as "Accident, etc."), the Users shall immediately report it to the police and the Company. If the Users fails to take such measures, the Company may delete the Users' account and suspend provision of the Service.
 2. The Users shall report any loss of Lime Kickboards, etc., to the Company within 2 hours of its occurrence.
 3. In the event that the Users are injured as a result of the Accident, etc., and it is difficult to immediately report it pursuant to the preceding two paragraphs, the Users shall report it to the police and the Company as soon as reasonably practicable.
16. Leaving the Lime Kickboards, etc., Unattended
1. If the Lime Kickboard, etc., is not returned to the Lime Port within 48 hours of the start of its use, the Company may deem it lost or stolen and file a damage report with the police depending on the circumstances.
 2. In the event that an Abandoned Vehicle Identification Tag is attached to the Lime Kickboard, etc. while using, the Users shall immediately turn themselves in to the police to have the violation dealt with, in accordance with the Law and regulations. If the Users fails to take such action, the Company may delete the Users' account and suspend provision of the Service.
 3. In the event that any of the preceding paragraphs applies, the Company will claim compensation for damages or a penalty fee, or both, against the Users in accordance with Article 21 or applicable law.
17. Measures to be taken in case of Violation of Laws and Regulations
1. In the event that the Company recognizes any act by the User that violates the Road Traffic Act or other laws and regulations (including without limitation riding by persons under 16 years old and subleasing Lime Kickboards, etc. to persons under 16 years old), or suspects such an act, the Company may report the matter to the police at its discretion.
 2. If the Company considers in its judgment that any User made a violation of any applicable laws and regulations, the Company may delete or suspend the User's account and restrict the User's access to the Service.
 3. The Company shall not be liable for any damages incurred by the User as a result of the measures taken under this Article.
18. Insurance
1. The Company shall provide the Users with insurance in providing the Service, which terms shall be determined by the Company. Insurance proceeds for damages incurred in connection with the use of the Service will be paid only if the Users complies with these Terms of Use and the Ride Guidance, and if the insurance company determines that the conditions for payment of insurance proceeds in the insurance policy are satisfied. If the Users fails to cooperate in obtaining information from the investigating authorities, responding to investigations, or taking any other action necessary to determine payment of insurance proceeds, insurance proceeds may not be paid.
 2. The Users shall be responsible for any damage in excess of the amount of the insurance proceeds actually paid by the insurance company, in accordance with the provisions of Article 20.
 3. The Company reserves the right to change the contents of the insurance coverage without notice.
19. No Warranties
- The Company do not warrant or make any representations regarding the use, safety, quality, or

any other aspect of the Lime Kickboards, etc. (including, but not limited to, the availability of the Lime Kickboards, etc., and the Lime Ports, and remaining battery capacity or damage to the Lime Kickboards, etc.). The company provides the service on an "as is" basis and makes no warranty of any kind to the Users, including but not limited to the warranties of fitness for a particular purpose, commercial usefulness, completeness, or continuity.

20. The Company's Liability

The Company shall compensate the Users for any damage to the Users caused by the Company's willful misconduct or negligence. However, except in the case of willful misconduct or gross negligence by the Company, the maximum amount for which the Company shall be liable shall be the amount equivalent to the usage fees already paid by the Users to the Company.

21. Users' Liability

1. The Users shall indemnify the Company for any damages to the Company due to the Users' violation of Laws and regulations, these Terms of Use, provisions of the Ride Guidance, or other matters that the Users must comply with in using the Service, or willful misconduct or negligent conduct by the Users. Users agree to be solely liable for any fines, fees, penalties, impounding charges and/or any other charges incurred directly by the User that result from the User parking any Lime Kickboards etc. improperly, or as a result of the User violating any law, by-law, rule, regulation and/or ordinance while using the Services, as well as indemnify the Company from any such fees, penalties, impounding charges and/or any other charges incurred by the Company due to the relevant laws thereto. Users further agree in advance that, (i) to the extent permitted by law, the Company may, in its sole discretion, pay on the Users behalf all fines, fees, penalties, impounding charges, and/or any other charges incurred by the User directly to the appropriate authority; (ii) Users will pay the Company for what it paid to the appropriate authority or their designated agent(s) plus a reasonable administrative fee; and (iii) Users shall authorize the Company to settle these charges through the payment method registered by the Users in relation to the use of the Services. Users agree and acknowledge that, to the extent permitted by law, the Company may co-operate with all government officials charged with enforcing infractions to provide any information on the Users and/or their use of the Services as they may request or may otherwise be required.
2. In any of the following cases, the Users shall pay the following penalties to the Company separately from the compensation stipulated in the preceding paragraph. The following amounts are due per Lime kickboard, etc., and per occurrence of an event.
 - (1) Damage or other defects to the Lime Kickboard, etc., or other equipment caused by the Users' Ride or any other act by the Users which causes the Lime Kickboard, etc. or other equipment to be lost or unrecoverable: up to 150,000 yen per instance
 - (2) If the Users fail to return the Lime Kickboard, etc., to the Lime Port where it should be returned within 48 hours of the start of use: up to 5000 yen
 - (3) If the Users leave a Lime Kickboard, etc. at a location other than the Lime Port where it should be returned: up to 10,000 yen
 - (4) If the Users locks the Lime Kickboard, etc., by a method other than that specified by the Company, or makes the Lime Kickboard, etc., unavailable to other Users: up to 15,000 yen
 - (5) If the Users fail to make reports on the Accident, etc. pursuant to the Terms of Use or fail to provide promptly documents or materials required by the Company or an insurance company regarding the Accident, etc.: up to 30,000 yen
 - (6) If the Users fail to take a usable End of Trip Photo: up to 5000 yen
3. The Company may settle the penalty fee in the preceding paragraph without notice through the

payment method registered by the Users.

22. Disclaimer

1. The Company shall not be liable for any of the following damages. However, the Company's liability for damages arising out of its willful misconduct or negligent conduct shall be subject to Article 20.
 - (1) Damages arising out of or in connection with the violation of these Terms of Use or the Ride Guidance by the Users.
 - (2) Damages arising out of or in connection the failure to perform the inspections or safety checks set forth in Paragraph 2 of Article 11 by the Users.
 - (3) Damages arising out of or in connection with the violation of the prohibitions set forth in Article 13 by the Users.
 - (4) Damages caused by the actions of other Users or any other third parties (including but not limited to damage or modification of the Lime Kickboards, etc.).
 - (5) Damages arising out of discontinuation, suspension, termination, or modification of the Service, suspension, rejection, or cancellation of user registration, deletion or suspension of the Users' account, or any other action taken by the Company in connection with the Service.
 - (6) Damages arising out of any other grounds not attributable to the Company's willful misconduct or negligence conduct.
2. The Company shall not be liable for any problems or disputes arising between the Users and other vehicle occupants, pedestrians or any other third parties in connection with the Users' use of the Lime Kickboard, etc.

23. Handling of Personal Information

The Company shall handle the personal information of the Users obtained in connection with the Service in accordance with the Privacy Policy (www.Lime/privacy).

24. Content

1. All content (including but not limited to trademarks, text, logos, designs, graphics, interfaces, photographs, videos, and music) used by the Company in connection with the Service (hereinafter collectively referred to as the "Content") and all rights to the Content belong to the Company.
2. The Users shall not use (including, but not limited to, accessing, downloading, copying, reproducing, publishing, modifying, and distributing) the Contents without the Company's express permission, except for use that is inherent in the use of the Services.

25. Postings, etc.by the Users

1. When the Users provide or post feedback, tips, reviews, comments, etc. (hereinafter referred to as the "Postings, etc.") on the Lime App or the Company's website, the Users shall agree that such Postings, etc. will not be treated as confidential or personal information, and that the Company may use them freely without limitation. The same shall apply even after the Users has suspended or discontinued use of the Service.
2. The Users shall not infringe on the intellectual property rights of others, violate Laws and regulations, violate public order and morals, defame or slander the honor or trust of others, or engage in any other inappropriate conduct when posting or otherwise using the Service.

26. Third Party Services and Content

1. In the event that third party services or content are provided in connection with the Service, the

- Users shall comply with the terms of use of such third parties at their own risk, and the Company shall not be responsible for the use of such services, etc.
2. If the Users access the Lime App or the Company's website using a device or software of another entity (including, but not limited to, Apple, Google, Microsoft, and BlackBerry), the Users shall comply with the terms of use and privacy policy of such entity. In addition, other entities are not responsible for providing any support for the use of the Service.

 27. Networks and Devices
 1. The Users shall, at their own expense and responsibility, secure the necessary smartphones, computers, software and other equipment, communication lines and other communication environment, etc. to use the Service.
 2. The Users shall take security measures at their own expense and responsibility to prevent computer virus infection, unauthorized access, and information leakage, depending on the network usage environment. The Company shall not be liable for any malfunction or failure of electronic devices or communication line delays caused using the Lime App or other software of the Company.

 28. Assignment
The Users may not assign, transfer, pledge as collateral, or otherwise dispose of their account, rights or obligations under these Terms of Use without the Company's prior written consent.

 29. Transfer of the Service, etc.
The Company may transfer or have the Company's assets or business, including the Service, to an affiliated company, partner company, or other third party without the Users' consent.

 30. Survival
Article 1, Article 2, Article 6, Article 7, Article 15 to 27, and 29 to Article 31 shall remain in effect even after the Users terminates the use of the Service or the Users' registration is deleted.

 31. Governing Law and Court of Jurisdiction
These Terms of Use shall be governed by the laws of Japan, and any and all disputes arising out of or relating to these Terms of Use or the Service shall be subject to the exclusive jurisdiction of the Tokyo Summary Court or the Tokyo District Court as the court of first instance.

Established on March 12 2025.