

9. Complaints / Law Enforcement Contact.

To resolve a complaint regarding the Service, you should review our Frequently Asked Questions (FAQ) by clicking on the [Help link](#) located at the bottom of any page of the eharmony Services, or email us by clicking [here](#). Law enforcement officials may send correspondence (such as subpoenas, court orders and warrants) to eharmony to our facsimile number at +1-424-249-7285. All other correspondence sent to this facsimile number will be discarded.

10. Communication and Privacy

Communication on the platform must always take place in accordance with these terms and conditions and the [Community Guidelines](#). In particular, eharmony applies the principle of mutuality. If other members do not reply to a user's communication, further contact is disabled and generally prohibited. This applies regardless of whether limited or unlimited communication functions are activated for your profile.

We may use the email address associated with your account to send you messages, including notifications of important changes to the Services, special offers, or attempts to collect on an outstanding balance. Further, we may contact you by telephone in order to communicate with you regarding the Services. If you do not want to receive certain email messages or telephone calls (including at any wireless number you may have voluntarily provided us), please refer to our [Privacy Policy](#) to review your options.

11. Term and Termination

This Agreement will become effective upon your acceptance of the Agreement by your use of the Services and will remain in effect in perpetuity unless terminated hereunder.

Either you or eharmony may terminate your account at any time, for any reason or no reason, without explanation, effective upon sending written notice to the other party. eharmony reserves the right to immediately suspend or terminate your access to any of the Services, without notice, for any reason or no reason. We also reserve the right to remove your account information or data from our Services and any other records if your account and/or access to the Services is terminated. In the event your access

agree that all fees paid to eharmony by you are nonrefundable and that any outstanding fees (e.g., remaining installments) will become due and payable immediately. You may terminate your account by following the steps in the applicable section under “Cancellations” below, or by sending a notice of cancellation to: *eHarmony, Inc., Attn: Cancellations, 10900 Wilshire Blvd., Suite 17, Los Angeles, CA 90024 USA*. Following any termination of your Singles Service account due to a violation of our Agreement, eharmony may, at our discretion or as required by law, send a notice thereof to other Registered Users with whom you have corresponded for the protection of our members.

12. Cancellations & Account Holds.

a. Cancellation At Any Time With No Refund. Cancellation At Any Time With No Refund. Except as otherwise stated in this section, you may cancel your Premium Membership at any time during the term of same by: accessing Data & Settings > “Manage profile” > Amend Subscription, clicking on the cancellation link, and providing the information requested. In such case, your subscription will terminate at the end of the subscription term for which you have paid, and you will not receive any refund for any unused days of such subscription term. If you purchase a subscription on an installment payment basis (such as three-part pay), cancellation will not affect your obligation to pay the total contractual amount due on your subscription and your account, credit card, or other payment method will continue to be charged the scheduled payments until the remaining balance is paid in full. Cancellation will prevent your Premium Membership from being automatically renewed. If your Basic Membership has active virtual goods (e.g., Match Unlocks), you must communicate any termination to us in writing, e.g., by email to support@eharmony.com. Please make sure to provide the email address connected to your account or profile ID, as well as your service password (not login password). If you delete your Basic Membership, any previously purchased virtual goods (e.g., Match Unlocks) will also be deleted, and existing payment obligations will remain in place, subject to applicable cancellation rights (see Clause 12(c) below).

b. Cancellation through a Non-eharmony Service with No Refund. To cancel a Premium Membership purchased through a Non-eharmony Service, you must access your Non-eharmony Service account and follow the cancellation prompts for each service. The current cancellation process for Apple requires you to access the Settings option on your iPhone, click on iTunes & App Stores, select your Apple ID, View Apple ID and Subscriptions. You can then click on your eharmony subscription and cancel as instructed. To cancel a membership purchased through Google, the current cancellation process requires you to sign into your Google account, select “My subscriptions,” select the subscription you want to cancel, click “Manage,” and