



VMENTORZ – Legal Disclaimer

Last updated: [January 29, 2026]

VMENTORZ is committed to supporting mental wellbeing with responsibility, empathy, transparency, and ethical use of technology. Please read this Legal Disclaimer carefully before accessing or using the platform.

1. Nature and Purpose of the Platform

VMENTORZ is a **therapy-adjacent mental wellbeing, guidance, and support platform**. The platform is designed to act as a **companion and partner** in an individual's mental wellbeing journey by:

- Connecting users with licensed mental health professionals and qualified practitioners
- Offering wellbeing tools, educational resources, assessments, and supportive guidance
- Helping users build emotional resilience, reduce mental stress, and navigate their healing journey

VMENTORZ does not claim, promise, or guarantee a cure, resolution, or solution for mental health conditions.

Mental health challenges are complex, deeply personal, and vary significantly from person to person.

2. No Guaranteed Outcomes

Mental wellbeing outcomes differ for each individual based on multiple personal, environmental, and clinical factors. Accordingly, **VMENTORZ does not guarantee improvement, recovery, relief, or specific results** from the use of the platform, practitioner interactions, wellbeing tools, assessments, or automated features.

3. No Medical or Psychiatric Advice

All content, interactions, assessments, tools, automated features, and resources available on VMENTORZ are provided **solely for informational, supportive, and wellbeing purposes**.

- VMENTORZ does **not** provide medical advice, psychiatric diagnosis, clinical treatment, or prescriptions
- Platform content and assessments should **not be treated as a substitute** for professional medical, psychiatric, or psychological care
- Decisions relating to diagnosis, treatment, therapy, or medication should be made **only in consultation with a qualified healthcare professional**

4. Practitioners and Professional Services

VMENTORZ hosts a **mix of licensed mental health professionals and qualified practitioners**, whose credentials are disclosed on their respective profiles.

- Practitioners exercise **independent professional judgment**
- VMENTORZ does not supervise, control, direct, or influence clinical decisions or professional conduct
- No employer-employee, agency, partnership, or joint venture relationship exists between VMENTORZ and any practitioner

The professional relationship, where applicable, is solely between the user and the practitioner.

5. Not an Emergency or Crisis Service

VMENTORZ is **not an emergency service** and must not be relied upon during crisis situations.

If you are experiencing:

- Suicidal thoughts or intent
- Self-harm ideation
- Severe emotional distress, abuse, or risk of harm to yourself or others

Please seek **immediate assistance** from:



- Local emergency services
- A qualified mental health professional
- A recognised crisis helpline in your region

6. Crisis Escalation Responsibility

Users acknowledge and agree that they are **personally responsible** for seeking immediate external assistance during crisis situations and shall not rely solely on VMENTORZ, its practitioners, assessments, or automated tools for urgent or emergency mental health needs.

7. Healthy Use of Support

VMENTORZ encourages **balanced, informed, and responsible engagement**.

The platform is intended to **support** mental wellbeing and resilience, **not replace** personal relationships, professional medical care, or independent coping strategies.

8. Age Eligibility and Child Counselling Services

VMENTORZ is primarily intended for individuals **18 years of age and above**.

VMENTORZ may also offer **child and adolescent counselling services**. Access to such services by individuals **below 18 years of age** is permitted **only with the express consent, knowledge, and involvement of a parent or legal guardian**, and in accordance with applicable laws, ethical standards, and professional guidelines.

Parents or legal guardians acknowledge and agree that:

- They are responsible for providing consent and relevant information on behalf of the minor
- They understand the nature and scope of counselling services offered
- They will act in the best interest of the child and seek appropriate medical or emergency care when required

VMENTORZ does not provide services to minors without appropriate parental or legal guardian authorisation.

9. AI Assistant and Automated Tools

VMENTORZ may provide access to an artificial intelligence–powered assistant and other automated tools (“AI Assistant”) to offer general wellbeing guidance, educational information, and supportive interactions.

The AI Assistant:

- Is **not a human**, licensed professional, therapist, psychiatrist, or medical practitioner
- Does **not provide medical, psychiatric, psychological, or clinical advice**
- Does **not diagnose conditions, assess risk, or prescribe treatment**

While reasonable efforts are made to ensure responsible design and accuracy, **artificial intelligence systems may generate incomplete, inaccurate, outdated, or inappropriate responses**.

VMENTORZ **does not guarantee the completeness, reliability, accuracy, or suitability of AI-generated content for any specific purpose**.

Users acknowledge and agree that:

- AI-generated responses are **supportive and informational only**
- They remain solely responsible for decisions and actions taken based on AI-generated content
- They will seek qualified professional or emergency assistance when required
- VMENTORZ shall not be liable for reliance placed on AI-generated responses

The AI Assistant is **not an emergency or crisis-response system**.

10. AI-Enabled Assessments and Mentor Recommendations



VMENTORZ may offer mental wellbeing assessments, questionnaires, and self-reported evaluations to help users reflect on their mental and emotional state.

Responses to such assessments may be processed using a combination of **artificial intelligence-enabled systems and internal frameworks** to:

- Provide general wellbeing insights
- Personalise user experience
- Recommend suitable mentors, practitioners, or support resources

These assessments and recommendations:

- Are **indicative and supportive in nature only**
- **Do not constitute a medical, psychological, or psychiatric diagnosis**
- **Do not replace professional evaluation, clinical assessment, or human judgment**

Assessment data may be **used internally by VMENTORZ** for platform functionality, service improvement, personalisation, and quality assurance.

Where a user chooses to engage with a practitioner on the platform, **relevant assessment information may be shared with that practitioner** to enable continuity of care and informed support, subject to user consent and applicable laws.

VMENTORZ does not engage in fully automated decision-making that produces legal or similarly significant effects without meaningful human involvement.

11. User Responsibility and Conduct

By using VMENTORZ, users acknowledge and agree that:

- They are responsible for their own decisions and actions
- Information provided on the platform is accurate and truthful to the best of their knowledge
- They will not misuse the platform, including harassment, misrepresentation, unlawful activity, or exploitation of services, practitioners, assessments, or automated tools

12. Session Booking, Payments, Cancellation & No-Show Policy

12.1 Prepaid Sessions and Reservation of Time

All sessions booked on VMENTORZ are offered on a prepaid basis and involve the advance reservation of a mentor's or practitioner's professional time. By booking a session, users acknowledge that the selected time slot is reserved exclusively for them and that such reservation limits the practitioner's ability to offer that time to other users.

12.2 Payments and Prepaid Value

Payments on VMENTORZ are processed through platform-managed prepaid mechanisms, including credits or equivalent prepaid value, as communicated during checkout. Such prepaid value:

- Is platform-specific and non-transferable
- Does not represent a bank balance or stored monetary value
- Has no cash value outside the Platform, except where required by applicable law

12.3 User-Initiated Cancellations

VMENTORZ recognises that mental and emotional states may change, and users may sometimes feel improved or choose not to proceed after booking a session.

Accordingly:

- If a user cancels a session within the permitted cancellation window, unused prepaid value may be refunded or re-credited in accordance with the Platform's applicable cancellation policy.



- If a user cancels a session outside the permitted cancellation window, or cancels at short notice, a portion or all of the prepaid session value may be deducted, as the practitioner's time has already been reserved.

12.4 No-Shows

If a user fails to attend a scheduled session without prior cancellation or reasonable notice ("no-show"), the session may be treated as completed, and a portion or all of the prepaid session value may be deducted.

12.5 Mentor / Practitioner-Initiated Cancellations

If a mentor or practitioner cancels a confirmed session:

- Users will not be charged for the cancelled session
- Any prepaid value or credits will be fully re-credited to the user's VMENTORZ wallet
- Users may choose to reschedule the session or book with another available mentor or practitioner

VMENTORZ understands that such cancellations may be inconvenient and endeavours to ensure continuity of care wherever reasonably possible.

12.6 Exceptional Circumstances and Platform Discretion

VMENTORZ may, at its sole discretion, consider genuine emergencies, health-related issues, or exceptional circumstances when determining refunds, re-credits, or deductions.

VMENTORZ reserves the right to determine the applicability of cancellation charges, deductions, re-credits, or exceptions in the interest of fairness, user safety, and platform integrity.

12.7 User Acknowledgement

By booking and paying for a session on VMENTORZ, users confirm that they have read, understood, and agreed to this Session Booking, Payments, Cancellation, and No-Show Policy and acknowledge that session bookings constitute a commitment of professional time.

13. Limitation of Liability

To the maximum extent permitted under applicable Indian laws:

- VMENTORZ shall not be liable for any direct, indirect, incidental, consequential, or special damages arising from the use of the platform
- The platform is provided on an **"as is" and "as available" basis**
- VMENTORZ does not guarantee uninterrupted, error-free, or secure access
- VMENTORZ is not responsible for third-party services, tools, links, or external resources

14. Privacy and Data Protection

User data is handled in accordance with:

- Applicable Indian data protection laws, including the Digital Personal Data Protection framework
- VMENTORZ's Privacy Policy

While reasonable safeguards are implemented, **no digital system can guarantee absolute data security.**

15. Changes to the Platform and Disclaimer

VMENTORZ reserves the right to modify, suspend, or discontinue any part of the platform, and to revise this Legal Disclaimer at any time. Continued use of the platform constitutes acceptance of updated terms.

16. Governing Law and Jurisdiction

This Legal Disclaimer shall be governed by and interpreted in accordance with the **laws of India.**

All disputes shall be subject to the **exclusive jurisdiction of the courts at Pune, Maharashtra, India.**

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17. Informed Use and Acceptance

By accessing or using VMENTORZ, you confirm that you have read, understood, and voluntarily agreed to this Legal Disclaimer, with full awareness of:

- The platform's scope, purpose, and limitations
- The role and independence of practitioners
- The use of artificial intelligence systems, automated tools, and assessments
- The **collection, processing, and use of personal and assessment data** for platform functionality, personalisation, and service delivery
- The **sharing of relevant information with practitioners**, where applicable and with appropriate consent
- The responsibilities placed on users and, where relevant, parents or legal guardians

For additional details regarding data handling practices, users are encouraged to review the **VMENTORZ Privacy Policy**.

Version History

Version	Effective Date	Description	Approved by
1.0	January 29, 2026	Initially Published Legal Disclaimer	VMENTORZ Board / Management