

7. Safety and handling

niostem has been tested in healthy individuals with pattern baldness and has shown no severe adverse side effects.

However, due to a lack of testing in individuals with a variety of health conditions and due to general safety guidelines for electronic devices, we do not recommend its use to people who are affected by, or suffering from any of the following, or in the following instances:

- Use of this appliance may cause discomfort or adverse effect to, persons suffering from skin disease or inflammation of the skin, persons with sensitive skin and persons having an allergic constitution. Stop using it if any discomfort occurs.
- Pregnancy
- Mid to severe or chronic skin inflammation
- Taking medications that may affect the reactions of the skin (e.g. glucocorticoids, anti-allergic drugs, immunomodulators)
- Severe skin allergies or having experienced serious side effects from skin products
- Scalp burns (e.g. via sunburns or chemical burns) or irritations or large moles
- Any type of cancer located on the head (skin, brain, bone, etc) and neck
- Epilepsy
- Schizophrenia
- Tinnitus
- Intellectual disability or dysfunction
- Paralysis or any other sort of impairment
- Parts of the body and conditions on the scalp that affect the integrity and function of the skin (including, but not limited to: burns, lesions, incision, wounds, irritations, active skin disease or infection, hematomas, blisters, herpes, abrasions, psoriasis, atopic dermatitis, scarring alopecia, any scarring condition of the skin, acne, bleeding, etc)
- Skull (metal) implants or pacemakers

- Do not use the appliance on persons with an implanted electronic device (for example a cardiac pacemaker)
- This appliance shall not be used by, or on, persons wearing implants not compatible with its use
- Do not use the appliance on the eyes and genital areas or any other part of the body than the head.
- Do not use the appliance close to the region of the heart.
- Do not use the appliance in conjunction with flammable based cosmetic products, unless they are recommended by the manufacturer
- Only use disposable and consumable materials recommended by the manufacturer.
- WARNING: Adverse effects may occur if the instructions are not followed;
- WARNING: Do not bypass or remove the inherent safety of the device & software of the appliance

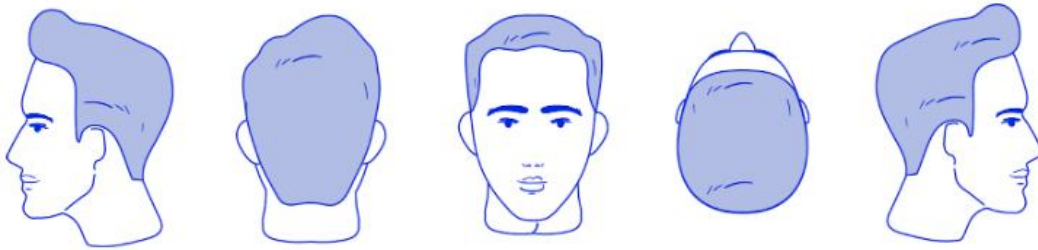
This appliance shall not be used by or on persons up to and including 18 years of age. niostem headset has been tested and it is recommended for people between 18 and 55 years of age. Keep away from children.

8. How does the money back guarantee work?

niostem knows that combating pattern baldness can be a challenging task. niostem users experienced stopping hair loss in 90 days and significant hair regrowth and hair thickening in 180 days. Nevertheless, hair takes time to grow (1 cm/month in people without hair loss) and responses to hair loss products may vary depending on many factors such as hair loss stage, age, overall health, and adherence & receptiveness to the product. niostem guarantees that anyone experiencing no results after 180 days of daily use of the niostem device is qualified to return the device and receive a reimbursement of their money subject to the following terms and conditions.

What you need to do during the 180 days usage of niostem

1. In the first week of use take your “before” pictures Using the App’s selfie feature, take 5 different pictures of your hair loss as shown below (5 different angles of your head: front, back, top, right side profile, right side profile). Make sure to have good light and that the images are sharp. We recommend you to ask another person to take the pictures. The App to help you guide and store the images.



2. Use the niostem device daily for 30 minutes and for at least 180 days Not using the device as indicated by niostem will result in lack of results. niostem can only guarantee results when the device is used as indicated. As we know that everybody can miss one day occasionally, the minimum usage of the device in 180 days is 153 days, defined as 85% of 180 days. The niostem App will help you track and log your usage in the calendar function. Details on what data is collected and stored by niostem can be found at www.niostem/pages/data-privacy-policy.
3. Take a new set of pictures every month (5 different angles as described in 1.) Make sure that the light and sharpness of the pictures are the same as on the “before” pictures e.g. we recommend always using the same room.
4. If after 180 days you see no results Submit the following information to support@niostem.com
 - a. 7 sets (5 pictures/set) of pictures corresponding to month 0 “before”, 1, 2, 3, 4, 5, and 6. The pictures must be correctly labelled with dates.
 - b. A description of the usage frequency e.g. how many days you missed/skipped in the 180 days. Use the calendar function in the niostem App for this. This information will be verified by niostem on its internal database.
 - c. If any other products were used together with niostem, or if any other product was stopped before the beginning of the use of niostem.
 - d. Any health issues and any other information you deem relevant. All this information will help us better understand your results.
5. niostem customer support will contact you in case of questions and your claim will be processed within 30 days after receipt of all required information. Only claims fulfilling all the above described requirements will be eligible for reimbursement.

Note: the 180 days money-back guarantee can be claimed only after 180 days of usage of niostem and is applicable to only one device per user. The niostem device must be used according to the manufacturer instructions of use e.g. daily use for 30 min (a minimum of 153 days in a period of 180 days). In addition, the niostem device is recommended only to people experiencing pattern baldness, also known as common hair loss. niostem is not indicated toward people experiencing late stage hair loss or other types of hair loss including but not restricted to scarring alopecia, autoimmune alopecia, any therapy-induced hair loss, etc.

Thus, niostem's guarantee does not cover any other type of hair loss except pattern baldness. If in doubt of whether or not niostem is right for your hair loss, please check our FAQ and get in contact via email support@niostem.com.

9. How to contact niostem

1. Contact directly niostem's Customer Support via:

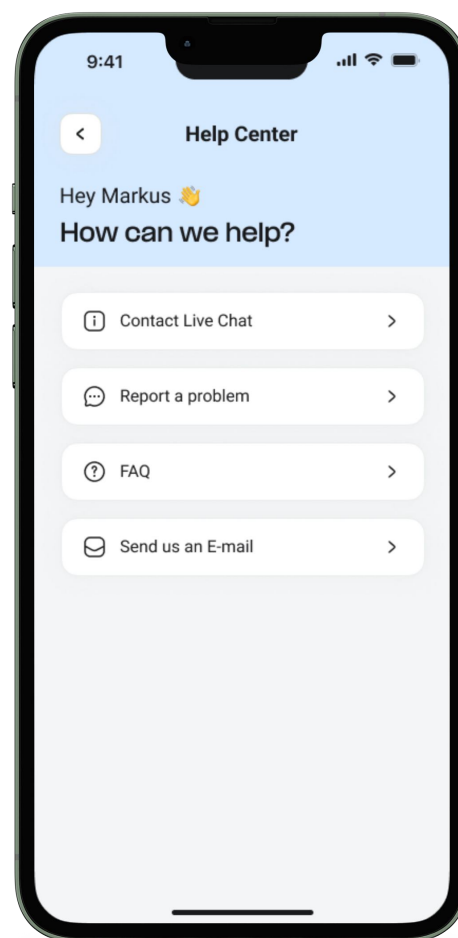
- a. The niostem App, tap on Settings/Help Center: This will offer you several options:
 - i. Contact live chat: Note: this option offers instant service but keep in mind that currently it does not send you notifications when niostem replies to you. If you chat here, please visit the chat often to find your answer.
 - ii. Report a problem (you can add screenshots too!)
 - iii. Send us an Email

- b. Write an email to support@niostem.com with your contact details and device number. Inquiries will be processed within 24-48 h.

2. Postal address:

Mane Biotech GmbH (niostem)
c/o Startplatz
Im Mediapark 5
50670 Cologne
Germany

Note: niostem is a trademark of Mane Biotech GmbH.



10. Troubleshooting — Help Center <https://niostemhelp.zendesk.com/hc/en-us>

More information and videos <https://niostem.com/pages/troubleshooting>

The connection between the electrodes and my scalp is below 85% and thus, the session cannot be started i.e. the play bottom is disabled (grey)

There could be several reasons for this:

- Your hair is dirty or greasy or has hair products, which interfere with the connection between the electrodes and the scalp
- The device is not set properly for your head size
- The device is loose on your head > we recommend to use any of the safety straps included, which not only safeguards the device from accidentally falling but can also help increase proper contact of the electrodes
- You can use the booster gel for better scalp-electrode connection

I lost one electrode

- You have been provided with replacement electrodes. Simply install the missing electrodes by pressing it firmly until you feel a click sound.

One or more of the electrodes have cracks or peel off the silver coating on the tips

- This is a natural process with the silver coated electrodes you received. It happens between 2-4 months of use. Peeled off electrodes will not support good scalp-electrode connection. Therefore, you need to use the booster gel provided to avoid difficulties reaching >80% scalp-electrode connection to start a session.