

Appeals Policy

Last updated: 2/20/2025

1 Introduction

This appeals policy is part of the legal agreement between you and Sniffies, LLC. By using the Sniffies platform, you agree to the terms of this policy. Please read it carefully.

This policy explains the process by which users can appeal decisions made by Sniffies, including actions related to content moderation, account suspension, or other measures that may impact their use of our platform.

This policy should be read alongside our [Terms of Service](#), [Acceptable Use Policy](#), [Copyright Policy](#), and [Content Removal Policy](#), all of which govern your use of the Sniffies platform.

2 Contact Information

The Sniffies platform is operated by Sniffies, LLC, located at 8 The Green, Suite B, Dover, Delaware 19901.

You can contact us by writing to the address above or emailing us at contact@sniffies.com.

3 Definitions

As used in this policy, the following definition applies:

“**Decision**” means any action taken by Sniffies, including but not limited to:

- (1) suspending or deactivating a user’s account/profile;
- (2) suspending or deactivating content on a user’s account/profile;
- (3) issuing a final warning for a violation to a user’s account/profile; or
- (4) restricting account/profile features.

4 Applicability

This policy applies to:

- (1) Users who wish to request a review or reversal of a Decision made by Sniffies; and
- (2) individuals in the European Union, European Economic Area, or United Kingdom who have reported suspected illegal or non-consensual content on the Sniffies platform and disagree with Sniffies’ response to their complaint.

5 Appeal Procedure

- (a) All appeals must be filed within six months of the date of the Decision. Appeals submitted after this period will not be reviewed.

- (b) To appeal a Decision, you must complete and submit the online appeal form available at [\[URL\]](#). Appeals will only be considered if the form is fully completed and includes all the required information. Incomplete or improperly submitted forms may not be reviewed.
- (c) For Sniffies users, your appeal form must include:
 - (1) the account/profile username;
 - (2) the URL of the content subject to the Decision; and
 - (3) a detailed explanation of why you believe your content or account/profile complies with the Sniffies [Terms of Service](#) and [Acceptable Use Policy](#).
- (d) For non-Sniffies users in the EU/EEA/UK who disagree with our Decision to permit content to remain on Sniffies, your appeal form must include:
 - (1) the URL of the content subject to the Decision; and
 - (2) a detailed explanation of why you believe the content is illegal or non-consensual.

6 **Review Process**

- (a) If we receive a completed appeal form, we will take the following steps:
 - (1) we will review the relevant Sniffies account information;
 - (2) we will consider the information and the supporting documents you have provided;
 - (3) we may request additional information or documents from you or from third parties to assist in deciding the appeal; and
 - (4) based on the available information, we will either grant, grant in part, or deny your appeal and notify you of our decision, including a clear explanation of the outcome and the reasons behind it:
 - (A) if we grant your appeal, we will reverse each relevant Decision and any actions taken as a result;
 - (B) if we grant your appeal in part, we will notify you of each Decision that has been reversed, any actions taken as a result, and the reasons for the partial outcome; or
 - (C) if we deny your appeal, we will provide reasons for our decision, and no changes will be made to the original Decision.
- (b) All appeals related to content moderation decisions or account restrictions will involve human review. While automated tools may assist in the initial moderation process, a qualified team member will review each appeal to ensure compliance with our policies and applicable law.

7 **No Liability for Appeal Outcome**

Sniffies will not be liable for any interruption of access to your Sniffies account/profile, regardless of whether your appeal is granted in whole or in part.

8 **Appeals Team**

Our appeals team will review each properly filed appeal in a diligent, non-discriminatory, and non-arbitrary manner, based solely on the information provided.

9 **Additional Procedures for EU/EEA Users**

- (a) You may file a complaint with a regulatory authority or seek a remedy through a certified third-party out-of-court dispute settlement body or the relevant courts in your country of residence or establishment.
- (b) In certain circumstances, out-of-court dispute settlements under the EU Digital Services Act (DSA) may apply. Each EU member state must certify an out-of-court dispute settlement body to handle eligible disputes.
- (c) You also have the option of pursuing judicial redress by bringing your claim before a court with jurisdiction.
- (d) If you believe that content is illegal or otherwise violates our [Terms of Service](#) or [Acceptable Use Policy](#), you may submit a report or complaint. We will review all reports and complaints to determine whether we agree that a violation of our [Terms of Service](#) or [Acceptable Use Policy](#) has occurred.
- (e) If we determine that no violation of our [Terms of Service](#) or [Acceptable Use Policy](#) has occurred and elect not to take action regarding the relevant content, you may be able to refer the matter to an out-of-court dispute settlement body. If you do, we will engage with the out-of-court dispute settlement body in good faith and as required by law.
- (f) We are not bound by any decisions made by an out-of-court dispute settlement body and may refuse to engage with one if a dispute concerning the same content and the same grounds of alleged incompatibility with our [Terms of Service](#) or [Acceptable Use Policy](#) has already been resolved.