Prohibited products policy

Vizbl Systems, Inc.

Effective Date: August 4, 2026 | Last Updated: August 4, 2026

This Policy identifies products, product content, product claims, and commercial activities that may not be uploaded, published, displayed, visualized, promoted, offered, or otherwise supported through the Vizbl Platform. It applies to public and private catalogs, 3D models, AR experiences, virtual try-on, product pages, hosted pages, APIs, SDKs, integrations, AI-generated assets, professional services, and all other Vizbl Services.

This Prohibited Products Policy ("Policy") forms part of the Vizbl Terms of Use, Master Services Agreement, Platform & Developer Services Agreement, applicable Order Forms, and other agreements that incorporate it. Capitalized terms not defined here have the meanings given in the applicable agreement.

Vizbl is a visualization and technology provider and is not a marketplace operator, manufacturer, distributor, seller, importer, certifier, safety laboratory, healthcare provider, or legal adviser. Acceptance, hosting, or technical processing of a product does not mean that Vizbl has approved, verified, endorsed, tested, certified, or determined the legality or safety of that product.

Unless Vizbl expressly agrees otherwise in a signed agreement, the Platform does not authorize Customer to use Vizbl as the merchant of record, seller of record, payment intermediary, escrow provider, shipping provider, or operator of a third-party marketplace. Customer remains solely responsible for every offer, transaction, seller disclosure, consumer notice, refund, return, warranty, tax, and product-safety obligation arising outside the Platform.

1. Customer Responsibility

Customer is solely responsible for every product, service, listing, model, image, claim, label, certification, specification, instruction, and other item submitted to or displayed through the Platform. Customer must ensure that each item is lawful in every jurisdiction where it is manufactured, imported, exported, advertised, offered, sold, delivered, installed, or used.

Customer must obtain and maintain all permits, registrations, licenses, approvals, age-verification controls, warnings, disclosures, test reports, safety certifications, intellectual-property rights, and other authorizations required by applicable law and the applicable agreement. Customer may not rely on Vizbl to identify legal or regulatory requirements.

2. Products Prohibited in All Circumstances

You must not use the Platform for any of the following products, services, product content, or related transactions, regardless of whether the item may be lawful in a particular jurisdiction:

2.1 Illegal, Criminal, Stolen, or Fraudulent Items

- Any product, service, content, transaction, or activity that is illegal, obtained unlawfully, stolen, fraudulently acquired, misappropriated, trafficked, smuggled, or intended to facilitate criminal conduct.

- Products with altered, removed, forged, or misleading serial numbers, vehicle identification numbers, provenance records, certificates, labels, safety marks, or regulatory identifiers.
- Items used primarily to evade law enforcement, customs, sanctions, taxes, age restrictions, licensing requirements, product controls, or other legal obligations.

2.2 Counterfeit, Infringing, and Unauthorized Branded Goods

- Counterfeit, replica, knockoff, bootleg, pirated, or otherwise unauthorized goods; unauthorized reproductions; and products falsely presented as genuine, licensed, certified, sponsored, or approved.
- Products, packaging, models, images, descriptions, or advertising that infringe or misappropriate copyrights, trademarks, patents, design rights, trade dress, trade secrets, publicity rights, privacy rights, or other third-party rights.
- Use of a company, designer, artist, creator, celebrity, or brand name, logo, trade dress, product image, or protected design unless Customer has all required rights and the use is not misleading.

2.3 Recalled, Banned, Unsafe, Defective, or Noncompliant Products

- Products subject to an active safety recall, corrective action, stop-sale order, import alert, market withdrawal, ban, seizure, or other governmental or manufacturer safety action, unless the required remedy has been fully completed and the product may lawfully be offered.
- Products that are defective, expired, contaminated, adulterated, misbranded, improperly labeled, unsafe, noncompliant with mandatory standards, or reasonably likely to cause death, injury, fire, electrical shock, poisoning, property damage, or other serious harm.
- Products marketed with missing, falsified, or invalid safety certifications, conformity marks, laboratory reports, warnings, installation instructions, age grades, or other legally required information.

2.4 Weapons, Explosives, and Harmful Devices

- Firearms, ammunition, firearm frames or receivers, silencers or suppressors, machineguns, ghost-gun kits, unfinished receivers, explosives, bombs, grenades, land mines, rocket or missile components, destructive devices, and materials primarily intended to manufacture them.
- Weapons or devices primarily designed to injure, incapacitate, or threaten persons, including switchblades where restricted, brass knuckles, disguised weapons, weaponized drones, prohibited electroshock devices, and illegal self-defense weapons.
- Instructions, conversion kits, digital files, 3D-printing files, or components primarily intended to create, modify, conceal, or increase the lethality of a prohibited weapon or explosive.

2.5 Controlled Substances and Drug Paraphernalia

- Illegal drugs, controlled substances, synthetic drugs, narcotics, hallucinogens, unauthorized cannabis or cannabinoid products, drug precursors, and products marketed to imitate or substitute for illegal drugs.
- Drug paraphernalia or equipment primarily intended to manufacture, cultivate, process, conceal, administer, or consume illegal controlled substances.

- Products containing undeclared, prohibited, or unlawfully marketed active pharmaceutical ingredients.

2.6 Unapproved or Unlawful Medical and Health Products

- Prescription drugs offered without lawful authorization or prescription controls; counterfeit, diverted, stolen, expired, misbranded, adulterated, or unapproved drugs; and products making unlawful disease-treatment or cure claims.
- Unapproved, uncleared, unregistered, counterfeit, recalled, or unlawfully marketed medical devices, diagnostics, implants, biologics, human cells or tissues, or products requiring professional supervision when offered outside lawful channels.
- Products promoted through materially false, deceptive, or unsupported claims concerning diagnosis, treatment, prevention, weight loss, fertility, sexual performance, addiction, mental health, cancer, or other health conditions.

2.7 Human Remains, Body Parts, and Exploitative Materials

- Human remains, organs, tissues, blood, embryos, fetal tissue, body parts, or bodily materials, except lawful, ethically sourced, non-identifiable educational or medical models specifically approved by Vizbl in writing.
- Products or services involving human trafficking, sexual exploitation, forced labor, child labor, organ trafficking, or other exploitation.

2.8 Wildlife, Endangered Species, and Illegal Natural Materials

- Ivory, rhino horn, protected coral, marine mammal products, endangered or protected species, illegal wildlife products, prohibited furs, feathers, shells, bones, skins, taxidermy, timber, plants, minerals, or other materials whose trade is prohibited or lacks required documentation.
- Products made from illegally harvested, trafficked, or misrepresented natural resources or products that falsely claim lawful, sustainable, conflict-free, or ethical sourcing.

2.9 Explicit Sexual Content and Sexual Exploitation

- Child sexual abuse material, sexual content involving minors, grooming material, sexualized depictions of minors, or any content facilitating sexual exploitation.
- Non-consensual intimate imagery, sexual deepfakes, voyeuristic content, hidden-camera sexual content, or products and services intended to facilitate sexual assault, exploitation, or non-consensual conduct.
- Pornographic or sexually explicit content, services, or products when displayed in a manner accessible to the general public or otherwise prohibited by Vizbl. Ordinary apparel, swimwear, lingerie, health products, and non-explicit artistic content are not prohibited solely because they relate to the human body, but remain subject to law and Vizbl review.

2.10 Hate, Extremism, Terrorism, and Graphic Violence

- Products, symbols, propaganda, fundraising materials, uniforms, memorabilia, or content that supports, praises, recruits for, or materially assists terrorist organizations, violent extremist organizations, genocide, ethnic cleansing, or organized hate.

- Products that promote hatred, dehumanization, violence, or unlawful discrimination against protected groups. Historical, journalistic, educational, documentary, museum, or counter-extremism materials may be permitted only when context is clear and Vizbl approves the use.
- Graphic depictions of torture, murder, suicide, self-harm, animal cruelty, or severe injury when used for shock, glorification, harassment, or entertainment rather than legitimate educational, medical, historical, or documentary purposes.

2.11 Hazardous, Toxic, and Environmentally Prohibited Materials

- Illegal or unlicensed radioactive materials, toxic agents, controlled biological agents, chemical weapons, explosives precursors, prohibited pesticides, highly dangerous poisons, or hazardous substances offered without legally required controls.
- Products whose sale, transport, storage, disposal, or use would violate environmental, hazardous-material, waste, shipping, occupational-safety, or consumer-protection laws.

2.12 Malicious Software, Surveillance, and Circumvention Products

- Malware, ransomware, spyware, credential stealers, phishing kits, botnets, exploit kits, keyloggers, stalkerware, or tools primarily designed for unauthorized access, surveillance, interception, account takeover, data theft, fraud, or disruption.
- Products designed primarily to bypass digital rights management, access controls, paywalls, authentication, network security, device locks, emissions controls, safety systems, or lawful technical restrictions.
- Covert surveillance products, hidden tracking devices, illegal signal jammers, unauthorized interception devices, or biometric-identification tools intended for unlawful monitoring or discrimination.

2.13 Fraudulent Financial, Gambling, and Deceptive Schemes

- Counterfeit currency, forged financial instruments, stolen payment credentials, unauthorized payment devices, money-laundering tools, pyramid schemes, Ponzi schemes, fraudulent investment products, or products intended to facilitate financial crime.
- Unlicensed or unlawful gambling, betting, lottery, sweepstakes, prize, or casino products and services.
- Products or services promoted through fabricated testimonials, fake reviews, false scarcity, deceptive before-and-after imagery, manipulated demonstrations, undisclosed paid endorsements, or materially misleading AI-generated content.

2.14 Products Subject to Sanctions or Trade Restrictions

- Products, services, technical data, software, or transactions prohibited by sanctions, export controls, import restrictions, anti-boycott laws, embargoes, or restricted-party rules applicable to Vizbl, Customer, the product, or the relevant transaction.
- Defense articles, dual-use technology, surveillance technology, nuclear, missile, chemical, biological, military, or intelligence-related items requiring authorization that has not been obtained.

2.15 Government Documents, Identity Data, Credentials, and Stolen Data

- Counterfeit, forged, unlawfully obtained, altered, or unauthorized government-issued identification, passports, visas, driver licenses, permits, professional licenses, certificates, badges, law-enforcement credentials, access cards, or official records.
- Stolen, leaked, scraped, unlawfully acquired, or unauthorized personal data, payment-card data, financial-account information, health information, authentication credentials, account-access tokens, private keys, passwords, identity profiles, or databases intended for fraud, impersonation, account takeover, surveillance, discrimination, or other unlawful use.
- Products or services primarily intended to create false identities, evade identity verification, defeat age or sanctions screening, falsify compliance records, or obtain unauthorized access to accounts, benefits, property, systems, or regulated services.

2.16 Live Animals, Animal Fighting, and Unlawful Animal Products

- Live animals, animal fighting, animal-baiting equipment, products made through unlawful animal cruelty, or products and services that facilitate illegal breeding, trafficking, transport, killing, or exploitation of animals.
- Animal medicines, veterinary products, feed, treats, supplements, or biological materials that are counterfeit, adulterated, recalled, unlawfully marketed, or offered without required authorization.

3. Restricted Products Requiring Prior Written Approval

The following categories are not automatically permitted. Customer must obtain Vizbl's prior written approval and may be required to provide licenses, certifications, compliance procedures, age-gating controls, geographic restrictions, or other evidence. Vizbl may approve, condition, restrict, or reject any category in its discretion:

- Alcoholic beverages and related age-restricted products.
- Tobacco, nicotine, vaping, and smoking products or accessories.
- Lawfully marketed cannabis, hemp, CBD, or cannabinoid products where permitted by applicable law.
- Over-the-counter drugs, dietary supplements, cosmetics making health-related claims, medical devices, wellness products, and other regulated health products.
- Food, beverages, infant formula, ingestible products, pet food, animal feed, veterinary products, and products making nutrition, health, safety, origin, organic, sustainability, or allergen claims.
- Adult-oriented products that are lawful, non-explicit, non-exploitative, appropriately age-gated, and permitted under Vizbl's commercial standards.
- Knives, archery equipment, sporting weapons, hunting equipment, tools capable of use as weapons, security equipment, and lawful self-defense products.
- Fireworks, compressed gases, batteries, chemicals, pesticides, fuels, and other products subject to hazardous-material, shipping, storage, or age restrictions.
- Gambling-adjacent products, sweepstakes, contests, gaming items, financial products, insurance products, investment products, and regulated professional services.
- Used, refurbished, vintage, antique, collectible, museum, historical, taxidermy, or

provenance-sensitive products.

- Products intended primarily for children, schools, healthcare, construction, electrical systems, transportation, automotive fitment, or other safety-sensitive uses.
- Any category designated by Vizbl as restricted in Documentation, an Order Form, or written notice.

Approval applies only to the specific Customer, product category, jurisdiction, channel, configuration, and period identified by Vizbl. Approval may be withdrawn or modified at any time where reasonably necessary for legal, safety, policy, reputational, security, operational, or third-party platform reasons.

No approval, review, publication, technical integration, moderation result, or failure to remove an item constitutes legal advice, regulatory clearance, safety certification, authenticity verification, or a representation that the item may lawfully be advertised, sold, shipped, installed, or used.

4. Product Content and Claims

Even where the underlying product is permitted, Customer must not upload, generate, publish, or distribute product content that:

- is false, deceptive, misleading, materially incomplete, or likely to create an inaccurate impression of the product, its dimensions, scale, fit, color, materials, performance, safety, origin, certification, availability, price, environmental impact, or regulatory status;
- uses AI, AR, 3D rendering, image editing, virtual try-on, staging, or other visualization to conceal defects, fabricate certifications, create nonexistent features, misrepresent fit or performance, or depict a materially different product without clear disclosure;
- omits legally required warnings, contraindications, age restrictions, installation requirements, safety instructions, disclosures, or qualifications;
- makes comparative, environmental, sustainability, health, safety, performance, origin, or certification claims without adequate substantiation;
- contains third-party personal information, biometric information, confidential information, trade secrets, likenesses, or locations without required permission;
- includes offensive, obscene, abusive, harassing, discriminatory, threatening, or unlawful names, descriptions, symbols, logos, images, audio, video, or metadata.

5. Customer Compliance Program

Customer must maintain a reasonable product-compliance program appropriate to its products and jurisdictions. At a minimum, Customer must:

- verify product legality, ownership, authenticity, safety, and regulatory status before submission;
- monitor recalls, bans, safety notices, regulatory changes, sanctions, and intellectual-property complaints;
- promptly correct or remove products that become prohibited, recalled, unsafe, unauthorized, inaccurate, or noncompliant;
- provide documentation requested by Vizbl, including licenses, registrations, test reports, certificates, invoices, authorization letters, chain-of-custody records, provenance records, and recall-remedy

evidence;

- apply appropriate geographic restrictions, age gates, warnings, disclosures, access controls, and channel restrictions;
- ensure that employees, contractors, agencies, affiliates, sellers, and content providers comply with this Policy.

6. Monitoring, Review, and Cooperation

Vizbl may use automated systems, human review, third-party databases, user reports, rights-holder notices, regulatory information, and other methods to identify potential violations. Vizbl has no obligation to pre-screen, continuously monitor, investigate, verify, or approve every product or item of content.

Customer must promptly cooperate with Vizbl and provide complete, accurate, and current information. Failure to respond, incomplete documentation, inconsistent explanations, or inability to verify legality or authorization may result in restriction or removal, even if Vizbl has not conclusively determined that a violation occurred.

Vizbl may disclose information to regulators, law enforcement, rights holders, safety authorities, service providers, app stores, payment providers, or other third parties where Vizbl reasonably believes disclosure is required or permitted by law, necessary to investigate or prevent harm, or appropriate to enforce the applicable agreement.

7. Enforcement

Vizbl may, with or without prior notice and without liability, take any action reasonably appropriate in response to an actual, suspected, reported, or potential violation, including:

- rejecting, quarantining, unpublishing, restricting, geo-blocking, disabling, or removing a product, asset, model, listing, link, integration, or Generated Output;
- suspending uploads, publishing, API or SDK access, account functionality, professional services, or an entire account;
- requiring corrective action, additional disclosures, age gates, verification, certifications, indemnities, or a separate written agreement;
- preserving evidence and reporting a matter to authorities, rights holders, safety agencies, or affected third parties;
- withholding publication or delivery while a review is pending;
- terminating the applicable account, Order Form, or agreement for material, repeated, high-risk, or unlawful violations.

Vizbl may consider the nature, severity, frequency, intent, likelihood of harm, Customer cooperation, history, legal requirements, and operational risk. Vizbl is not required to apply identical measures in every case, and prior approval or failure to act does not waive Vizbl’s rights.

8. Appeals and Reconsideration

Customer may request reconsideration by emailing abuse@vizbl.com within ten (10) business days after notice of an enforcement action. The request must identify the affected product or content, explain why the decision should be reconsidered, and include all supporting documentation.

Vizbl may decline repetitive, abusive, incomplete, untimely, or legally prohibited requests. Submission of a request does not stay an enforcement action and does not require Vizbl to restore content, continue Services, disclose confidential detection methods, or provide a particular remedy. Decisions following reconsideration are final unless the applicable agreement or law requires otherwise.

9. Reporting Prohibited Products

Reports should identify the product, URL or account, reason for the report, relevant jurisdiction, supporting evidence, and the reporter’s contact information. Reports may be sent to:

Reports involving an imminent threat to life or physical safety should also be directed immediately to the appropriate emergency service, regulator, manufacturer, recall authority, or law-enforcement agency. Submitting a report to Vizbl does not replace any legally required report to a government authority or product manufacturer.

Issue	Contact
Prohibited or harmful products	abuse@vizbl.com
Security or malware	security@vizbl.com
Copyright or trademark	copyright@vizbl.com
Privacy or personal data	privacy@vizbl.com
Legal notices	legal@vizbl.com

10. Relationship to Other Policies

This Policy supplements the Acceptable Use Policy, Terms of Use, Master Services Agreement, Platform & Developer Services Agreement, Copyright and Trademark Policy, Privacy Policy, DPA, applicable Order Forms, and other Vizbl policies and agreements. A product may be restricted or removed under any applicable document even if it is not expressly listed here.

If an Order Form expressly permits a restricted category, that permission does not authorize illegal, unsafe, infringing, deceptive, or otherwise prohibited products and does not waive Customer’s compliance obligations. If this Policy conflicts with a signed agreement, the signed agreement controls only to the extent it expressly addresses the specific conflict.

11. Changes to this Policy

Vizbl may update this Policy to address changes in law, safety risks, products, technology, enforcement practices, third-party requirements, or business operations. Materially adverse changes affecting a paid committed term will generally apply at renewal, except where earlier application is reasonably necessary

for legal compliance, safety, security, prevention of harm, intellectual-property protection, sanctions, or third-party platform requirements.

12. Contact

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