

2BME Expert Connect

Terms and Conditions

Effective Date: March 29, 2026

Operated by: 2BME, Inc. | <https://2bme.de> | info@2bme.de meso@2bme-inc.com

1. Introduction

These Terms and Conditions ("Terms") govern your access to and use of the 2BME Expert Connect platform ("Platform"), operated by 2BME, Inc. ("2BME", "we", "us", or "our"). The Platform is accessible via www.2bme.de and connects three types of users: DIY skincare enthusiasts ("DIYers"), skincare and aesthetics professionals ("Experts"), and product suppliers and brands ("Suppliers").

By registering, accessing, or using the Platform in any capacity, you agree to be bound by these Terms. If you do not agree, you must not use the Platform.

2BME is a US-registered company. The 2BME trademark is registered in Germany. These Terms are governed by the laws of the State of Delaware, United States, without regard to conflict of law principles.

2. Definitions

- "Platform" means the 2BME Expert Connect service available at www.2bme.de, including all associated pages, features, and tools.
 - "Expert" means a registered professional who offers paid consultation sessions to DIYers through the Platform.
 - "DIYer" means a non-professional user who books and pays for consultation sessions with Experts through the Platform.
 - "Supplier" means a brand, manufacturer, or distributor that lists products or services on the Platform for discovery by Experts and DIYers.
 - "Session" means a paid one-on-one consultation between a DIYer and an Expert conducted via video, phone, or chat.
 - "Registration Fee" means the annual fee paid by Experts or Suppliers to list on the Platform.
 - "Platform Fee" means the percentage of each Session fee retained by 2BME as a service charge.
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3. Role of 2BME — We Are a Marketplace

2BME operates as a marketplace and technology platform only. We connect DIYers with Experts and Suppliers. We do not ourselves provide skincare advice, medical advice, aesthetic treatments, or professional services of any kind.

2BME is not responsible for the content, quality, accuracy, or outcomes of any consultation, product recommendation, or advice exchanged between users on the Platform. All consultations are conducted directly between the Expert and the DIYer.

2BME does not employ, endorse, or certify any Expert or Supplier listed on the Platform. Listing on the Platform does not constitute a professional endorsement by 2BME.

4. Terms for Experts

4.1 Registration

To list on the Platform as an Expert, you must complete the registration form and pay the applicable annual Registration Fee. The following plans are available:

- Listing (€25/year): Map listing and profile only. No consultation booking functionality.
- Expert (€49/year): Full listing plus the ability to receive and accept paid consultation bookings from DIYers. A 15% Platform Fee applies to each Session.
- Premium (€149/year): All Expert features plus featured placement, Facebook group promotion, and a reduced 10% Platform Fee per Session.

Registration Fees are non-refundable once payment has been received and your listing has been activated.

4.2 Platform Fee

For Expert and Premium plan holders, 2BME retains a Platform Fee of 15% (Expert) or 10% (Premium) of each Session fee paid by a DIYer. The remaining amount is transferred to the Expert. The method and timing of payment to Experts will be confirmed at the time of booking.

4.3 Expert responsibilities

By registering as an Expert, you confirm and agree that:

- You are qualified, trained, and legally permitted to provide the type of advice or services you offer in your registered country.
- All information provided in your profile is accurate, truthful, and up to date.
- You will respond to booking requests within your stated response time.
- You will conduct Sessions professionally and in accordance with applicable laws and professional standards.
- You will not provide advice that is outside your area of qualification or expertise.
- You will not solicit DIYers to bypass the Platform for future sessions once introduced through 2BME.
- You will update your availability status (green/orange/red) promptly and accurately.

4.4 Medical and professional disclaimers

Experts must clearly communicate to DIYers that consultations provided through the Platform are informational and educational in nature and do not constitute medical advice, diagnosis, or treatment. Experts who are not licensed medical professionals must make this clear before and during any Session.

5. Terms for DIYers

5.1 Booking a Session

DIYers may browse Expert profiles and book a paid Session through the Platform. By booking a Session, you agree to pay the Expert's stated fee plus any applicable service charges. Payment must be made in advance through the Platform's designated payment method.

5.2 Not medical advice

You understand and acknowledge that:

- Consultations provided by Experts through the Platform are informational and educational in nature only.
- No Expert on this Platform is acting as your doctor, dermatologist, or licensed medical professional unless they explicitly state their medical qualifications.
- Any advice received during a Session should not replace professional medical diagnosis or treatment.
- If you have a medical condition, skin disorder, or health concern, you should consult a licensed medical professional before undertaking any skincare treatment.

5.3 DIY treatments — your responsibility

2BME Expert Connect supports the responsible use of at-home skincare practices. However, you accept full personal responsibility for any treatments you perform on yourself following a consultation. 2BME and the Expert are not liable for any adverse outcomes resulting from self-administered treatments.

5.4 Cancellations and refunds

If an Expert cancels a confirmed Session, you will receive a full refund. If you cancel a Session, the following applies:

- Cancellation more than 24 hours before the Session: full refund.
- Cancellation less than 24 hours before the Session: no refund, unless the Expert agrees otherwise.
- If an Expert fails to appear for a confirmed Session without cancellation: full refund.

6. Terms for Suppliers

Suppliers (brands, manufacturers, and distributors) may list their products and services on the Platform under the following plans:

- Supplier Listing (€99/year): Brand profile and product visibility on the map.
- Supplier Connect (€249/year): Full listing plus the ability to receive product demo booking requests from Experts. A 10% Platform Fee applies to paid demo bookings.
- Brand Partner (€599/year): All Supplier Connect features plus monthly Facebook group promotion, homepage placement, and newsletter inclusion.

Suppliers confirm that all products and services listed comply with applicable laws and regulations in their country of operation and in the countries where they market their products.

2BME accepts no liability for the quality, safety, legality, or fitness for purpose of any products offered by Suppliers on the Platform.

7. Prohibited Conduct

All users of the Platform agree not to:

- Provide false, misleading, or inaccurate information during registration or in their profile.
- Impersonate any person or misrepresent professional qualifications or credentials.
- Solicit other users to conduct transactions outside the Platform in order to avoid Platform Fees.
- Use the Platform to promote illegal activities, unsafe practices, or content that violates applicable law.
- Harass, abuse, or threaten other users of the Platform.
- Share session content, personal data of other users, or confidential information without consent.
- Use the Platform in any way that could damage, disable, or impair its proper functioning.

2BME reserves the right to suspend or permanently remove any user who violates these Terms, without refund of Registration Fees.

8. Intellectual Property

The 2BME name and trademark are registered intellectual property of 2BME, Inc. in the United States and Germany. All content on the Platform, including design, text, graphics, and software, is the property of 2BME, Inc. and may not be copied, reproduced, or distributed without written permission.

By submitting content to the Platform (including profile descriptions, photos, and other materials), you grant 2BME a non-exclusive, royalty-free licence to display and use that content for the purpose of operating and promoting the Platform.

9. Privacy and Data Protection

2BME collects and processes personal data in accordance with our Privacy Policy, available at www.2bme.de/privacy. By using the Platform, you consent to the collection and processing of your personal data as described in the Privacy Policy.

For users in the European Union, we comply with the General Data Protection Regulation (GDPR). You have the right to access, correct, or delete your personal data at any time by contacting info@2bme.de.

10. Limitation of Liability

To the maximum extent permitted by applicable law, 2BME, Inc. shall not be liable for:

- Any indirect, incidental, special, consequential, or punitive damages arising from your use of the Platform.
- Any adverse health outcomes resulting from consultations, skincare advice, or products obtained through the Platform.
- The conduct, qualifications, or actions of any Expert or Supplier listed on the Platform.
- Any loss of data, revenue, or business opportunity arising from use of or inability to use the Platform.

In no event shall 2BME's total liability to any user exceed the total Registration Fee paid by that user in the 12 months preceding the claim.

11. Dispute Resolution

In the event of a dispute between a DIYer and an Expert arising from a Session, both parties agree to first attempt to resolve the matter directly. If resolution cannot be reached, either party may contact 2BME at info@2bme.de or meso@2bme-inc.com. 2BME may, at its sole discretion, mediate the dispute but is not obligated to do so.

These Terms are governed by the laws of the State of Delaware, United States. Any legal disputes arising under these Terms shall be resolved in the courts of Delaware, unless local consumer protection laws in your country require otherwise.

12. Amendments to These Terms

2BME reserves the right to update or modify these Terms at any time. Users will be notified of material changes by email or by a prominent notice on the Platform. Continued use of the Platform after notification constitutes acceptance of the updated Terms.

13. Contact

If you have any questions about these Terms, please contact us:

- Email: info@2bme.de ; meso@2bme-inc.com
 - Website: <https://2bme.de>
 - Company: 2BME, Inc. (registered in the United States)
 - Trademark: 2BME is a registered trademark in Germany
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