MEDICAL CONSENT & INFORMED TREATMENT ACKNOWLEDGMENT

Effective Date: 1st May, 2026

This Medical Consent & Informed Treatment Acknowledgment ("Consent") governs the use of telemedicine consultations, treatment-management services, prescription-based healthcare services, and related healthcare-support services provided through the Zelta platform, website, telemedicine systems, communications infrastructure, and related services (collectively, the "Platform" or "Services") operated by Upsurge Labs LLP, a limited liability partnership registered under the laws of India, having its registered office at 13, 80 Feet Rd, 3rd Floor Above Aurum Fitness, Koramangala, Bangalore - 560034 (hereinafter referred to as "Zelta", "Company", "we", "us", or "our").

By accessing or using the Platform, participating in telemedicine consultations, enrolling in treatment programmes, or proceeding with prescription-based healthcare services, the User acknowledges that they have read, understood, and voluntarily agreed to this Consent.

1. NATURE OF SERVICES

Zelta operates as a technology-enabled healthcare facilitation and telemedicine platform designed to:

- facilitate preliminary health assessments;
- coordinate telemedicine consultations with licensed medical practitioners ("Specialists");
- support treatment-management workflows;
- facilitate lawful prescription fulfilment through licensed pharmacy partners;
- coordinate follow-up care;
- and support subscription-based healthcare services.

The Platform does not independently practise medicine or issue prescriptions.

All clinical decisions, including:

- diagnosis;
- treatment recommendations;
- prescription issuance;
- dosage determination;
- continuation of treatment;
- modification of treatment;
- or discontinuation of treatment,

remain solely within the independent professional judgment of the treating Specialist.

2. TELEMEDICINE CONSENT

The User expressly consents to receiving healthcare services through telemedicine technologies and electronic communication systems.

The User acknowledges that telemedicine consultations may involve:

- audio consultations;
- video consultations;
- electronic assessments;
- digital recordkeeping;
- remote monitoring;
- and asynchronous communications.

The User further acknowledges that telemedicine consultations have inherent limitations when compared to physical in-person consultations, including:

- inability to conduct physical examinations;
- reliance upon self-reported information;
- technology disruptions;
- communication limitations;
- inability to immediately respond to emergencies;
- and limitations associated with remote healthcare delivery.

The treating Specialist may determine that:

- additional investigations are required;
- physical examination is necessary;
- emergency care is required;
- or treatment through telemedicine is clinically unsuitable.

The User voluntarily elects to receive healthcare services through telemedicine systems despite such limitations.

3. ELIGIBILITY & TREATMENT ASSESSMENT

The User acknowledges that:

- assessment forms are preliminary screening tools only;
- completion of assessments does not guarantee treatment eligibility;
- prescription issuance is not guaranteed;
- and treatment suitability shall be determined solely by the treating Specialist.

The Specialist may:

- refuse treatment;
- deny prescriptions;
- modify dosage plans;
- discontinue medications;

- or require additional evaluations,

where clinically appropriate.

Treatment recommendations may change over time depending upon:

- medical history;
- treatment response;
- adverse effects;
- laboratory results;
- lifestyle factors;
- and clinical judgment.

4. RISKS, SIDE EFFECTS & COMPLICATIONS

The User acknowledges that medications and treatment programmes facilitated through the Platform may involve risks, side effects, adverse reactions, and complications.

Potential side effects or complications may include:

- nausea;
- vomiting;
- diarrhoea;
- constipation;
- abdominal discomfort;
- bloating;
- dehydration;
- dizziness;
- fatigue;
- headaches;
- appetite changes;
- injection-site reactions;
- gastrointestinal symptoms;
- allergic reactions;
- pancreatitis;
- gallbladder complications;
- blood sugar fluctuations;
- thyroid-related concerns;
- worsening of underlying medical conditions;
- and other known or unknown side effects.

The User understands that:

- side effects may vary significantly between individuals;
- certain side effects may become serious or life-threatening;
- medications may interact with existing medical conditions or medications;
- and emergency medical care may become necessary in certain circumstances.

The User acknowledges that no treatment can be guaranteed completely risk-free.

5. CONTRAINDICATIONS & MEDICAL DISCLOSURES

The User agrees to disclose complete, accurate, and updated medical information at all times.

The User shall promptly disclose:

- pregnancy or intention to become pregnant;
- breastfeeding status;
- prior pancreatitis;
- thyroid disorders;
- gallbladder disease;
- allergies;
- existing medical conditions;
- ongoing medications;
- hospitalisation;
- adverse reactions;
- and other medically relevant developments.

The User acknowledges that failure to provide accurate information may:

- affect treatment suitability;
- increase medical risks;
- compromise patient safety;
- and impact healthcare recommendations.

The User further acknowledges that certain medications or treatment programmes may be unsuitable for individuals with particular medical histories or conditions.

6. USER RESPONSIBILITIES

The User agrees:

- to follow medical instructions provided by the treating Specialist;
- to use medications only as prescribed;
- not to share, transfer, or resell prescription medications;
- to attend follow-up consultations where required;
- to report adverse reactions promptly;
- and to seek emergency medical care where necessary.

The User further agrees:

- not to misuse prescriptions;
- not to seek duplicate prescriptions dishonestly;
- not to provide false medical information;

- and not to use the Platform for unlawful purposes.

The User understands that treatment outcomes may depend upon:

- adherence to medical advice;
- diet and lifestyle;
- exercise;
- follow-up compliance;
- biological factors;
- and other variables beyond the Company's control.

7. NO GUARANTEED RESULTS

The User expressly acknowledges that:

- treatment outcomes vary significantly between individuals;
- weight-loss outcomes cannot be guaranteed;
- timelines for treatment response may vary;
- medications may not produce expected results;
- and continuation of treatment remains subject to ongoing clinical evaluation.

No representation or guarantee is made regarding:

- amount of weight loss;
- treatment timelines;
- long-term outcomes;
- or overall treatment success.

8. PRESCRIPTION & MEDICATION ACKNOWLEDGMENTS

The User acknowledges that:

- prescription medications shall only be issued if clinically appropriate as determined by the treating Specialist;
- prescriptions may be modified, suspended, or discontinued at any stage;
- medication availability may vary;
- and prescriptions may be refused where medically necessary.

Prescription medications facilitated through the Platform may involve:

- cold-chain handling;
- pharmaceutical restrictions;
- and specialised storage requirements.

The User agrees:

- to inspect delivered medications immediately upon receipt;

- to store medications in accordance with provided instructions;
- and to promptly report visible damage or delivery issues.

The Company and pharmacy partners shall not be responsible for compromised medication integrity resulting from:

- delayed acceptance;
- improper storage after delivery;
- refusal to accept deliveries;
- or user-caused delivery failures.

9. EMERGENCY MEDICAL DISCLAIMER

The Platform does not provide emergency medical services.

The User understands that:

- telemedicine consultations may not be appropriate for emergencies;
- delays in emergency intervention may occur;
- and emergency healthcare requires immediate in-person medical attention.

If the User experiences:

- chest pain;
- breathing difficulties;
- severe allergic reactions;
- severe dehydration;
- severe abdominal pain;
- suicidal thoughts;
- loss of consciousness;
- or any urgent medical condition,

the User must immediately:

- contact emergency services;
- visit the nearest hospital;
- or seek urgent in-person medical care.

The Platform's support systems, WhatsApp communications, asynchronous messaging systems, and scheduling functions must not be relied upon for emergency intervention.

10. ELECTRONIC RECORDS & COMMUNICATIONS

The User expressly consents to:

- electronic communication;
- digital recordkeeping;

- electronic prescriptions;
- telemedicine documentation;
- and electronic storage of healthcare records.

The User acknowledges that:

- consultations;
- onboarding interactions;
- support communications;
- treatment records;
- prescriptions;
- and related healthcare interactions

may be electronically documented, retained, monitored, and reviewed for:

- patient safety;
- audit;
- quality control;
- grievance handling;
- medico-legal;
- compliance;
- operational continuity;
- training;
- and regulatory purposes.

Communications may occur through:

- email;
- SMS;
- WhatsApp;
- telephonic calls;
- video consultations;
- and related communication systems.

11. LIMITATION OF LIABILITY

To the maximum extent permissible under applicable law, and subject to non-excludable statutory rights:

- treatment outcomes are not guaranteed;
- healthcare decisions remain subject to independent clinical judgment;
- and the Company shall not be liable for outcomes arising from inaccurate disclosures, non-compliance with medical instructions, treatment variability, or emergency situations beyond reasonable operational control.

Nothing contained in this Consent excludes liability that cannot lawfully be excluded under applicable law.

12. CONSENT WITHDRAWAL & DISCONTINUATION

The User may withdraw consent to telemedicine consultations or treatment participation at any time by discontinuing use of the Platform and notifying the Company.

However, the User acknowledges that withdrawal of consent may:

- limit continued access to Services;
- interrupt treatment continuity;
- affect prescription management;
- and require transition to alternative healthcare providers.

The Company and treating Specialists reserve the right to:

- suspend Services;
- discontinue treatment;
- refuse prescriptions;
- or terminate participation,

where:

- continued treatment becomes clinically inappropriate;
- regulatory restrictions apply;
- misuse is suspected;
- or patient-safety concerns arise.

13. ACKNOWLEDGMENT & INFORMED CONSENT

By accessing or using the Platform, participating in consultations, or proceeding with treatment-related Services, the User acknowledges and agrees that:

(a) the User has read and understood this Medical Consent & Informed Treatment Acknowledgment;

(b) the User voluntarily consents to receiving healthcare services through telemedicine systems;

(c) the User understands the risks, limitations, side effects, and uncertainties associated with treatment and telemedicine consultations;

(d) treatment outcomes and weight-loss outcomes cannot be guaranteed;

(e) prescription issuance and continuation of treatment remain solely within the independent professional judgment of the treating Specialist;

(f) the User has had the opportunity to seek clarification regarding treatment-related risks and operational processes;

(g) the User voluntarily elects to proceed with healthcare services facilitated through the Platform despite known and unknown risks associated with healthcare and pharmaceutical treatment; and

(h) the User voluntarily and knowingly accepts this Consent.