

LEGAL

Terms of Use

Effective Date: September 22, 2026 Last Updated: September 22, 2026

These Terms govern access to and use of the PinnWell website, forms, services, network, and related digital functionality. By using PinnWell, you agree to these Terms.

1. About PinnWell

PinnWell helps connect individuals, organizations, providers, and workforce participants with local services, resources, and delivery capacity. Depending on the service, PinnWell may act as a coordination platform, referral source, network administrator, technology provider, service facilitator, or other intermediary. Not every service displayed or discussed through PinnWell is performed directly by PinnWell.

2. Not Medical Advice; Not for Emergencies

Website content is for general informational, navigation, coordination, and service-access purposes and does not constitute individualized medical, behavioral health, legal, employment, or other professional advice unless expressly provided by a qualified professional in an appropriate professional relationship. PinnWell is not an emergency response service. If you believe someone is in immediate danger or experiencing a medical emergency, call 911 or the appropriate emergency service.

3. Service Availability

Services may vary by location, provider availability, credentials, scheduling, eligibility, capacity, funding, and other operational requirements. Displaying a service does not guarantee availability, eligibility, same-day access, or a particular outcome.

4. Providers and Network Participation

Providers, professionals, organizations, contractors, and other participants may be required to submit licenses, certifications, training records, insurance, identification, background information, service-area information, or other documentation. Submission does not guarantee network participation. PinnWell may determine eligibility based on customer requirements, service standards, applicable law, credentials, safety, and operational needs.

5. Independent Providers

Unless expressly stated otherwise, participating providers may be independent professionals or organizations rather than employees of PinnWell. Independent providers are responsible for their own professional judgment, licensure, services, records, insurance, taxes, conduct, and legal or regulatory obligations.

6. Work, Training, and Opportunity Listings

PinnWell may share work opportunities, field assignments, training, credentialing, apprenticeships, contracting, or similar opportunities. Expressing interest does not guarantee employment, contractor status, placement, training acceptance, apprenticeship enrollment, compensation, assignments, or continued participation. Separate eligibility requirements or agreements may apply.

7. Organization Requests and Separate Agreements

Employers, agencies, schools, courts, community organizations, government entities, and other organizations may request services through PinnWell. Specific work may be governed by proposals, contracts, scopes of work, pricing, or program requirements. If those documents conflict with these Terms, the applicable written agreement controls for that engagement.

8. User Responsibilities

You agree to provide accurate information and not misuse the website or services. You may not impersonate another person or organization, submit false credentials, interfere with security, access information without authorization, transmit malicious software, misuse personal information, engage in fraud, or violate applicable law.

9. Scheduling, Payments, and Cancellations

Scheduling, cancellation, rescheduling, travel, no-show, after-hours, payment, refund, reimbursement, and invoicing terms may vary by service, provider, customer, or contract. Applicable terms may be communicated during confirmation or governed by a separate agreement. Third-party processors may be used for payments.

10. Intellectual Property

The PinnWell name, branding, website design, written content, graphics, and platform materials are owned by or licensed to PinnWell unless otherwise stated. You may use them only for legitimate personal or business interaction with PinnWell and may not reproduce, sell, republish, distribute, or commercially exploit them without authorization.

11. Third-Party Services

PinnWell may link to or integrate with third-party websites, providers, laboratories, payment processors, scheduling systems, or software. PinnWell does not control all third-party services and is not responsible for their independent terms, policies, availability, security, or performance.

12. No Guarantee; Disclaimer

PinnWell works to improve access and coordination but does not guarantee any particular health, employment, legal, programmatic, financial, or other result. To the extent permitted by law, the website and services are provided on an "as available" and "as is" basis without guarantees that they will always be uninterrupted, error-free, or free from security vulnerabilities.

13. Limitation of Liability

To the fullest extent permitted by law, PinnWell will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages arising from use of the website or services. Nothing in these Terms limits liability where limitation is prohibited by law.

14. Indemnification and Access Restrictions

To the extent permitted by law, you agree to indemnify and hold PinnWell harmless from claims arising from your unlawful use, false information, violation of these Terms, or infringement of another party's rights. PinnWell may restrict access or participation for misuse, fraud, safety concerns, credential issues, legal requirements, violations, nonpayment, or security concerns.

15. Governing Law; Changes

These Terms are governed by the laws of the State of Michigan, without regard to conflict-of-law principles. Disputes will be handled in an appropriate Michigan court unless another written agreement requires a different process or venue. PinnWell may update these Terms; the current version will be posted with a revised Last Updated date.

16. Contact

Questions regarding these Terms may be directed to hello@pinnwell.co or through pinnwell.co.