



TETRAHEDRON LEGAL DOCUMENT

Support, Complaint, And Contact Policy

Take Flight Data Management

1620 W. Southern Ave #60

Mesa, AZ 85202

|                                                    |                                                            |                                                                 |
|----------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------|
| <div>EFFECTIVE DATE</div> <div>June 22, 2026</div> | <div>STATUS</div> <div>Beta Draft For Counsel Review</div> | <div>SOURCE</div> <div>support-complaint-contact-draft.md</div> |
|----------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------|

This document is part of the Tetrahedron beta legal packet for Take Flight Data Management. It is formatted for user review and legal counsel review. It is not legal advice.

# Support, Complaint, And Contact Policy

Effective date: June 22, 2026

This policy is a first draft for review by counsel. Do not publish until approved.

## Support Channels

- Support email: Not yet designated
- Billing email: [Billing Email]
- Privacy email: [Privacy Email]
- Security email: Not yet designated
- Legal email: Not yet designated

## Support Scope

Support may help with product operation, account access, exchange connection troubleshooting, billing questions, reports, alerts, and issue investigation.

Support does not provide financial, investment, legal, tax, or accounting advice.

## Complaints

Users may submit complaints to Not yet designated or Not yet designated. The complaint should include account email, issue description, relevant timestamps, exchange venue, order IDs if applicable, and screenshots/logs when available.

## Emergency Trading Issues

If a user believes automation or exchange access is unsafe, they should:

1. Use Stop or Emergency Stop in Tetrahedron. 2. Log into the exchange directly. 3. Cancel orders or close positions directly at the exchange if needed. 4. Revoke or restrict API keys at the exchange. 5. Contact support with details.

Tetrahedron cannot guarantee immediate support response or exchange-side action.

---

**User signature / electronic acknowledgment**

---

**Date and time of acceptance**

Take Flight Data Management - 1620 W. Southern Ave #60, Mesa, AZ 85202