Guava Shorts (芭樂短劇) Referral Program Terms

- **Version**: v1.2
- **Last updated**: October 23, 2026
- **Effective date**: Effective from the date these Terms are announced
- **Operator**: 城浩科技有限公司 (Great Castle Ltd, Unified Business No. 97607741, hereinafter the "Platform" or "we")
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- **Customer support email**: support@guavashorts.com

> **This English version is provided for reference only. Under Article 22.3, the Traditional Chinese version prevails.**
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> **Please note**: These Terms are a standard-form contract. Before you agree to participate, you may read the full text, download the PDF or print a copy, and you may leave this page at any time and decide later whether to participate; not participating does not affect any of your existing rights on Guava Shorts. Please pay special attention to the terms marked in **bold** (points can only be redeemed for VIP, refund clawbacks, freezing for anomalies, handling of fake volume and cheating, and amendment and termination of the Program).
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> **Main changes in v1.2**: inflating the number of linkings, sign-up rewards or payment records through fake volume, padding, fake registrations or other artificial manipulation is expressly defined as cheating (Article 15.1); whether something is an anomaly or cheating is determined by the Platform based on system records and manual review, and crediting and redemption of points are paused during the review (Article 14.4); a provision on the interpretation of point redemption and related details is added, without affecting the principle in Article 22.2 that these Terms are interpreted in your favor (Article 22.5).
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> **Main changes in v1.1**: points can no longer be withdrawn as cash; instead, every 990 available points are automatically redeemed for 1 year of VIP (Articles 9 and 12); a friend sign-up reward is added (Article 6.8); withdrawal requests submitted before the announcement are handled under the previous rules (Article 11).

Article 1 Scope and Relationship with Other Terms

1.1 These Terms govern how to participate in the Guava Shorts "Referral Program" (the "Program"), how rewards are calculated, how points are credited and redeemed for VIP, and the related rights and obligations, and form a contract between you and the Platform.

1.2 **These Terms supplement the Platform's Terms of Use (i.e., the Terms of Service).** Matters not covered by these Terms are governed by the Terms of Use and the Privacy Policy; if they conflict with these Terms on matters concerning the Program, these Terms prevail.

1.3 **The Program is independent of the Creator Upload License Terms:**

1. Reward points you obtain under the Program are promotional rewards for promoting the Platform's services, **and are not royalties, revenue shares or other creative compensation as referred to in the Creator Upload License Terms**, nor do they increase or decrease depending on whether you upload content;

2. If you are a creator, you may also participate in the Program, but you may not use rewards under the Program to claim to change, offset or replace your rights and obligations under the Creator Upload License Terms, and vice versa;

3. Termination, amendment or breach handling under either set of terms does not automatically affect the other, except where these Terms provide otherwise (for example, suspension for cheating under Article 15).

Article 2 Definitions

1. **"Referrer"**: a user who has registered a Guava Shorts account and shares an invite code or invite link under these Terms.

2. **"Invitee"**: a user who has completed linking with a Referrer under Article 4.

3. **"Invite code" / "Invite link"**: the code assigned by the Platform to a Referrer to identify the referral relationship, and the URL containing that code.

4. **"Linking"**: the system recording a referral relationship between the Invitee's account and the Referrer's account.

5. **"Valid payment"**: a transaction in which, after linking, the Invitee purchases or renews a paid plan of the Platform with their own account and the payment has actually succeeded; it excludes free trials, plans given by the Platform, any portion fully offset by coupons or points issued by the Platform, and failed, cancelled or refunded transactions.

6. **"Plan price"**: the amount actually paid by the Invitee for that valid payment (after discounts, including business tax).

7. **"Points"**: the unit of promotional reward calculated and recorded by the Platform under these Terms, which can only be redeemed for the Platform's VIP membership under Article 12; **points have no cash value and cannot be withdrawn as cash**.

8. **"Pending points"**: points that have been calculated but for which the crediting period under Article 7 has not yet ended.

9. **"Available points"**: points that have been credited, are not frozen and can be redeemed for VIP under Article 12.

10. **"Business day"**: a working day of government agencies of the Republic of China (Taiwan).

Article 3 Eligibility

3.1 Anyone with a valid Guava Shorts account that has not been suspended under the Terms of Use or these Terms may become a Referrer. By participating in the Program, you confirm that you have read and agree to these Terms.

3.2 **A person under 18 may participate only after their legal representative has read and agreed to these Terms** (see Articles 77 and 79 of the Civil Code).

3.3 Each natural person may participate in the Program with only one account.

Article 4 Entering an Invite Code and Linking

4.1 **Optional at sign-up.** An Invitee may choose whether to enter an invite code when signing up; if they reach the sign-up page through an invite link, the system fills in that code automatically, and the Invitee may still change or delete it before submitting the sign-up.

4.2 **One-time entry after sign-up.** A user who did not enter an invite code at sign-up may enter one once in account settings, **but this must be done before that account's first payment (through any payment channel)**; after the first payment, a code can no longer be added.

4.3 **Linking cannot be changed.** Once linking is established, the Invitee cannot switch Referrers or cancel the linking, except where the Platform cancels the linking after verifying cheating under Article 15.

4.4 Before linking, the Platform will show the Invitee an on-screen notice that, once linked, the Referrer will see the Invitee's masked nickname and the points generated by the Invitee's sign-up or payments (see Article 17).

Article 5 No Self-Referral or Circular Referral

5.1 **You cannot refer yourself**, including by using as an Invitee another account you registered or control, or an account in another person's name that is actually used by you.

5.2 **You cannot refer in a circle**: an account already upstream of you in your referral chain (for example, the person who invited you, or that person's Referrer) cannot become your Invitee. When the system detects such a case, it will reject the linking outright.

5.3 **The Program counts only one level of referral.** You earn points only from the sign-up (Article 6.8) and valid payments of Invitees you invited directly, and you receive no reward when your Invitees invite other people.

Article 6 Reward Calculation

6.1 Formula.

> Reward points per transaction = (Plan price − in-app purchase commission) × 10%
>
> The in-app purchase commission is always calculated as 30% of the plan price, so: reward points per transaction = plan price × 70% × 10% = plan price × 7%

6.2 **Regardless of the payment channel chosen by the Invitee (for example, in-app purchase or other payment methods provided by the Platform), and regardless of the fee rate actually charged by that channel, the in-app purchase commission is always calculated at 30%, and the reward rate is exactly the same.** The Program does not give different rewards for different payment channels, and does not encourage or require Invitees to switch to a particular payment channel.

6.3 **Only actual payments count.** Apart from the friend sign-up reward under Article 6.8, only valid payments generate points; free trials, gifted plans, and failed or cancelled transactions do not generate points.

6.4 **Counting period: 12 months after linking.** Valid payments made within 12 months from the date linking is established (determined by the date the payment succeeded), including the first purchase and every subsequent renewal, generate points; purchases or renewals after this period no longer generate points. Payments made before linking is established do not count.

6.5 **No cap.** The Program sets no cap on the total points each Referrer can earn or on the number of Invitees.

6.6 **Decimal places.** Points are calculated to 2 decimal places (rounded at the 3rd decimal place).

6.7 **Examples** (the prices below are for illustration only; the plan price at the time of purchase applies):

Scenario	**Plan price**	**After deducting 30% commission**	**× 10% = reward points**

Invitee buys a monthly plan	NT$120	NT$84	8.40 points
The same Invitee then renews for 11 months (NT$120 per month, all within 12 months after linking)	NT$120 each time	NT$84 each time	8.40 points each time, 92.40 points in total
Invitee buys a yearly plan	NT$990	NT$693	69.30 points
Invitee pays after using a discount	NT$100	NT$70	7.00 points
Invitee renews after 12 months from linking	NT$120	—	0 points

Example: if you invite 10 friends and each renews a NT$120 monthly plan for 12 consecutive months after linking, you will earn a total of 8.40 × 12 × 10 = 1,008 points, each credited under Article 7 after the payment succeeds.

6.8 Friend sign-up reward. While the Platform offers the friend sign-up reward (as shown on the invite page), you earn 10 points when an Invitee signs up with your invite code or invite link and is linked to you (including entering the code later under Article 4.2):

1. Each Invitee account counts only once, with no cap on the number of Invitees;

2. Where the sign-up method requires email verification, the reward applies only after verification is completed;

3. The points are first recorded as pending points and are credited after 14 days under Article 7.1;

4. **If, while the points are pending, the Invitee's account is deleted or suspended under the Terms of Use, those points are cancelled**;

5. If there is an anomaly under Article 14, those points are paused and reviewed under Article 14.

Article 7 Crediting of Points

7.1 **Points are credited 14 days after they are earned.** Points generated by each valid payment are first recorded as pending points from the date the payment succeeds; **when 14 days have passed from the date the payment succeeded and the transaction has not been refunded, cancelled or disputed, they become available points.** Each renewal is calculated separately. The friend sign-up reward under Article 6.8 is credited when 14 days have passed from the date linking is established.

7.2 Pending points, available points, clawbacks and VIP redemptions are shown in the member area of the App and the website.

7.3 If there is a system calculation error (for example, duplicate crediting or a miscalculated amount), the Platform will correct it and inform you of the correction and the reason by in-app notification or email; corrections are handled under Article 8.3.

Article 8 Refunds, Cancellations and Clawback of Points

8.1 Refunds are clawed back. If an Invitee's payment is later refunded, reversed, de-authorised, charged back, or returned through a payment channel such as Apple or Google, the points generated by that payment are clawed back:

1. If the points are still pending, they are cancelled;

2. If the points have become available points, they are deducted from your available points;

3. For a partial refund, points are clawed back in proportion to the refund.

8.2 When there are not enough points. If, at the time of a clawback, your available points are insufficient (for example, because they were already redeemed for VIP):

1. The shortfall is recorded as a negative balance in your points account and **is offset first against points credited to you later**, until it is covered;

2. **A VIP period already redeemed is not cancelled or shortened as a result**; no new redemption takes place while your balance is negative;

3. **The Platform will not ask you to repay cash because of an ordinary refund**; however, if the refund results from your cheating, collusion with an Invitee or another cause attributable to you, the Platform may act under Article 15 and the Civil Code provisions on unjust enrichment;

4. If a negative balance remains when the Program ends or your account is deleted, then except in the case described in the preceding item, **the Platform will not pursue it, and the negative balance is reset to zero**.

8.3 Points over-credited due to a Platform system error are handled in the same way: points not yet redeemed are deducted first, and any shortfall is offset against later points; the Platform will not take back a VIP period already redeemed on that basis.

Article 9 Nature of Points

9.1 **Points are a unit of account for promotional rewards paid by the Platform under the Program; they are not an electronic stored-value card, stored value, prepayment or**

e-payment account balance, nor funds you deposit with the Platform. You cannot buy, top up or store value in points by making a payment.

9.2 **Points can only be redeemed automatically for the Platform's VIP membership under Article 12: every time your available points reach 990, the system automatically deducts 990 points and starts or extends 1 year of VIP for you. Points cannot be withdrawn as cash and cannot be used to buy or offset other plans, content, goods or services of the Platform**, nor exchanged for points or virtual currency of other platforms.

9.3 **Points cannot be transferred, gifted, lent, combined or pledged**, nor moved between accounts.

9.4 **Points bear no interest.** The Platform pays no interest or other return regardless of how long points are held.

Article 10 Functions of the App and the Website

10.1 The member areas of both the App and the website show your invite code, pending points, available points, clawbacks and VIP redemptions. **Redemption is automatic; you do not need to apply for it.**

10.2 The Program does not offer cash withdrawals; neither the App nor the website will ask you for bank account or real-name verification data for the Program, except in the transitional case under Article 11.

10.3 The Program does not change the price, payment method or refund procedure of plans you or Invitees buy in the App; in-app purchases remain subject to the rules of the Apple App Store or Google Play.

10.4 Apple Inc. and Google LLC are not organisers, sponsors or partners of the Program and have nothing to do with its rewards or redemptions; please contact the Platform's customer support with any questions about the Program.

Article 11 End of Cash Withdrawals and Transitional Arrangements

11.1 **From the date version v1.1 of these Terms is announced, the Program no longer accepts new cash withdrawal requests.**

11.2 **Withdrawal requests submitted before the announcement are not affected.** The Platform reviews and pays them and handles withholding under Articles 11 to 13 of version v1.0 of these Terms (real-name verification, withdrawals and payouts, taxes and NHI supplementary premium). Points returned because such a request is rejected or a payout fails go back to your available points and are redeemed under Article 12.

11.3 The Platform processes the real-name verification and payout data you provided for such a request only to the extent needed to process that request, to withhold and report as

required by law, and to keep records as required by law, in accordance with the Privacy Policy.

11.4 Points credited or pending before the announcement are redeemed for VIP under Article 12 from the date of the announcement; if your available points had already reached 990 at that time, they are redeemed when the Platform starts automatic redemption.

Article 12 Automatic Redemption of Points for VIP

12.1 **Automatic redemption.** When your available points reach 990, the system automatically deducts 990 points and starts or extends 1 year (365 days) of VIP for you; when your available points reach a multiple of 990, the corresponding number of years is redeemed at once. Any remainder below 990 points keeps accumulating.

12.2 **Timing and notice.** The system checks regularly, as well as when points are credited and when you open your points page; after a redemption, you are notified in the app of the points deducted and your new VIP expiry date.

12.3 **How the period is calculated.** If you are not VIP or your VIP has expired, the 365 days start from the time of redemption; if your VIP has not yet expired, it is extended by 365 days from its current expiry.

12.4 **Auto-renewing subscriptions.** Redemption does not cancel, pause or change any auto-renewing subscription you have with the Apple App Store, Google Play or another payment channel; during a VIP period obtained by redemption, renewal payments do not further extend your VIP expiry date. If you do not wish to keep paying, please cancel the renewal with that payment channel yourself.

12.5 **When no redemption takes place.** If you already have VIP with no expiry date, no redemption takes place and your points stay in your account; while there is an anomaly review under Article 14 or a negative balance under Article 8.2, redemption is paused and resumes automatically once that ends.

12.6 **Redemptions are final.** Once completed, a redemption cannot be cancelled, refunded as points or converted into cash. VIP obtained by redemption carries the same benefits as paid VIP.

Article 13 Taxes

13.1 For withdrawal requests handled under Article 11.2, the Platform withholds income tax, deducts the NHI supplementary premium and reports under Article 13 of version v1.0 of these Terms and the laws in force at the time of payout.

13.2 Redeeming points for VIP is a service benefit provided by the Platform, and no cash is paid. If the law requires a report or other procedure for redemptions, the Platform will follow the laws then in force and notify you.

Article 14 Anomaly Detection, Freezing and Manual Review

14.1 The Program has no reward cap, but to prevent cheating the Platform uses its system to detect anomalies, such as a large number of linkings in a short time, multiple Invitees using the same device, network address or payment instrument, or an abnormally high refund rate.

14.2 **When an anomaly is found, the Platform may first freeze your related points and withdrawal requests and refer them for manual review.** During the freeze:

1. You may still use the other services of Guava Shorts normally, and Invitees' valid payments continue to generate points, but they are temporarily not credited or redeemed for VIP;

2. within 3 business days after the freeze, the Platform will inform you of the scope of the freeze and the category of the reason by in-app notification or email (details that may hinder the investigation may be withheld);

3. you may submit an explanation or supporting materials within 14 days after receiving the notice;

4. the Platform will complete its review and notify you of the result within 30 days after the freeze; for complex cases this may be extended once by up to 30 days, and you will be notified of the reason for the extension.

14.3 **Detecting an anomaly does not mean you are found to have cheated.** If the review does not confirm cheating, the Platform will lift the freeze immediately; crediting and VIP redemption paused during the freeze are then completed automatically by the system.

14.4 **Whether something constitutes an anomaly or cheating is determined by the Platform based on system records and manual review; during the review, crediting and redemption of points are paused; if it is confirmed, the Platform will, under Article 15, cancel the points, cancel any VIP period already redeemed and suspend the account (you may still file an appeal under Article 15.3).**

Article 15 Handling of Cheating

15.1 The following are cheating:

1. self-referral or circular referral in violation of Article 5;

2. generating payments with false, impersonated or mass-registered accounts, or with payment instruments stolen from others;

3. colluding with an Invitee to obtain points through methods such as buying and then refunding;

4. buying, selling or renting invite codes or accounts, or mass-generating linkings by automated means such as programs or bots;

5. inflating the number of linkings, sign-up rewards or payment records through fake volume, padding, fake registrations or other artificial manipulation;

6. obtaining points by any other improper means, as verified by the Platform.

15.2 **If cheating is verified through manual review, the Platform may take the following measures and will notify you in writing (including electronically) of the measures and the reasons:**

1. **cancel points obtained through cheating** and the related linkings;

2. **terminate your eligibility to participate in the Program and, in serious cases, suspend or terminate your account under the Terms of Use**;

3. require the return of any payout that was obtained through cheating, cancel any VIP period redeemed with points obtained through cheating, and claim compensation for damage suffered by the Platform as a result.

15.3 Before taking the measures in the preceding paragraph, the Platform will give you an opportunity to explain under Article 14.2; if you disagree with the outcome, you may file an appeal with customer support within 14 days after receiving the notice, and the Platform will have it reviewed by someone other than the original reviewer and reply within 14 days.

15.4 Points obtained properly under these Terms and unrelated to cheating, after deducting any amount to be returned or compensated under Article 15.2(3), are still redeemed for VIP under Article 12 (and, in the case of suspension, handled under Article 19.3).

Article 16 Promotion Conduct Rules

16.1 When promoting the Program, you must comply with the laws of the Republic of China and the Platform's Terms of Use, and:

1. you must not describe the Platform, plan content or rewards in a false, exaggerated or misleading way (for example, claiming "guaranteed earnings");

2. **when you recommend the Platform on social media or other public channels, you must disclose that you receive promotional rewards as a result** (see the Fair Trade Commission's guidelines on endorsement advertising);

3. you must not impersonate the Platform or claim to be an employee or official representative of the Platform;

4. you must not send mass messages or spam without the recipient's consent, or post invite links in places where commercial promotion is prohibited;

5. you must not buy search ads using the Platform's trademarks or "芭樂短劇" or "Guava Shorts" as keywords, or register confusingly similar domain names or account names;

6. you must not distribute pirated content of the Platform or use pirated content to attract others to sign up.

16.2 If you violate the preceding paragraph, the Platform may require you to correct it; if you do not correct it after notice or the case is serious, the Platform may suspend your eligibility to participate in the Program; if the violation also constitutes cheating, it is handled under Article 15.

Article 17 Personal Data

17.1 To run the Program, the Platform processes referral relationships, Invitees' sign-up and payment status and amounts, refund records, device and network information (to prevent cheating), VIP redemption records, and the real-name verification and payout data needed to process withdrawals during the transition under Article 11, in accordance with the Privacy Policy.

17.2 **A Referrer sees only an Invitee's masked nickname, linking date, point status and point amount, and does not see the Invitee's viewing history, full personal data or payment instrument information.**

17.3 When sharing invite links, you must not collect or use other people's personal data without their consent.

Article 18 Amendment, Suspension and Termination of the Program

18.1 When the Platform amends these Terms, it will announce the change on the website and in the App and notify you by in-app notice or email, explaining the main changes.

18.2 **If an amendment is unfavourable to you (for example, lowering the reward rate, shortening the counting period, lengthening the crediting period, raising the points needed for a redemption or shortening the VIP days granted), the Platform will announce it and notify you at least 30 days before it takes effect**; amendments

favourable to you or not affecting your rights (for example, wording corrections, updated contact information or higher rewards) may take effect on announcement.

18.3 **Amendments are not retroactive:** points generated by valid payments or linking established before the effective date (whether pending or credited) are still calculated and credited under the rules before the amendment.

18.4 If you do not agree with an amendment, you may stop participating in the Program before it takes effect; redemptions already completed are not affected.

18.5 **Termination of the Program.** If the Platform terminates the Program, it will announce it and notify you at least 30 days before the termination date. After termination:

1. Points generated by valid payments or linking established before the termination date are still credited under the original rules;

2. **For 180 days from the termination date, available points that reach the redemption threshold are still redeemed for VIP automatically**;

3. When that period ends, any remaining points below the redemption threshold expire.

18.6 If an immediate suspension or adjustment is necessary because of a change in law, a request from a competent authority, a change in Apple or Google platform rules, or a major security incident, the Platform may suspend or adjust the Program on announcement and will notify you as soon as possible; credited or pending points are still handled under Articles 18.3 and 18.5.

Article 19 Account Deletion, Suspension and Handling of Points

19.1 You may stop participating in the Program at any time. After you stop, linked Invitees no longer generate new points for you; points already credited or pending are not affected and continue to be redeemed under Article 12.

19.2 **Before you request account deletion, the Platform will remind you of your remaining points. After the account is deleted, the remaining points (including pending points) lapse with the account and cannot be converted into cash or moved to another account.**

19.3 If your account is suspended or terminated for breaching the Terms of Use, but not for cheating in the Program, redemptions completed before the suspension are not affected.

Article 20 Liability

20.1 The Platform will calculate, credit and redeem points with the care of a good administrator. If, due to the Platform's negligence, points are under-counted or a

redemption is delayed, the Platform will make up the points or grant the corresponding VIP period.

20.2 If point calculation or redemption is delayed for reasons not attributable to the Platform, such as force majeure or delays or errors in data provided by third-party payment channels (for example, Apple or Google), the Platform will handle it as soon as possible after the cause ends but is not liable for the delay.

20.3 **No exemption or limitation of liability applies to damage caused by the Platform's intentional misconduct or gross negligence, or to liability that cannot be excluded or limited by law (see Article 222 of the Civil Code).** These Terms do not exclude any rights you may assert against the Platform under law.

Article 21 Governing Law and Jurisdiction

21.1 The interpretation and application of these Terms are governed by the laws of the Republic of China (Taiwan).

21.2 For any dispute arising from these Terms, both parties shall first negotiate in good faith, and you may also file a complaint with customer support or under the Consumer Protection Act. If negotiation fails and litigation ensues, the Taiwan Taipei District Court shall be the court of first instance; **however, if you are a consumer, you may still bring an action in another court with jurisdiction under Article 47 of the Consumer Protection Act or the Code of Civil Procedure, and this provision does not affect your rights under Article 28, Paragraph 2 and Article 436-9 of the Code of Civil Procedure, among others.**

Article 22 Miscellaneous

22.1 These Terms are drafted in the spirit of the Consumer Protection Act and Article 247-1 of the Civil Code; any provision that is manifestly unfair, such as one that increases your liability or limits or excludes your rights, is void to that extent, without affecting the validity of the other provisions.

22.2 Where there is doubt about these Terms, they shall be interpreted in your favor (see Article 11, Paragraph 2 of the Consumer Protection Act).

22.3 The Traditional Chinese version of these Terms prevails; any version in another language is provided for reference only.

22.4 If the Platform transfers its platform services due to a business transfer, merger or other organizational change, it may transfer its rights and obligations under these Terms to the transferee and will notify you; credited and pending points will continue to be honored by the transferee.

22.5 To the extent not contrary to law or to Articles 22.1 and 22.2, the Guava Shorts platform reserves the right of final interpretation regarding point redemption under the Program and related details.

Appendix Participation Consent Text

I have fully read and understood the Guava Shorts Referral Program Terms (version v1.2, [View full text] / [Download PDF]) and the Privacy Policy, agree to participate in the Referral Program under those Terms, and understand that: rewards are calculated in points; points come from friends' sign-ups (while that reward is offered) and friends' actual payments; points are clawed back on refunds and are credited 14 days after they are earned; every 990 available points are automatically redeemed for 1 year of VIP; and points cannot be withdrawn as cash or transferred.