

General Terms and Conditions

Article 1 – Definitions

These General Terms and Conditions apply to agreements concerning the provision of Virtual Address and the associated services.

General Terms and Conditions

This document.

Agreement

An electronic or physical document that has been provided by Service Provider and has been signed or otherwise approved by the Account Holder, containing terms and conditions of provision of the Virtual Address and other services to the Account Holder.

Account Holder

The legal person, partnership, association or natural person who enters into the Agreement with Service Provider.

Virtual Address

Mailing address, assigned to the Account Holder for the term of paid Subscription.

Instructions

Instructions regarding the scanning, forwarding, storing and processing of mail and/or packages, filtering of advertising and other instructions, which the Account Holder may change from time to time.

Subscription

Paid term of the use of Virtual Address and the associated services, which is renewed automatically.

Service Provider

As stated in the Agreement

UBO

Ultimate Beneficial owner is the natural person(s) who ultimately possesses ownership or control of more than 25% of the shares or voting rights or other form of interest (direct or indirect) in the Account Holder if it is a legal entity.

Official Mailing Address

The option, allowing Account Holder to receive regular mail from authorities, such as Tax Office, Trade Register, Customs, Central Bureau of Statistics, Central Bank etc. ("Official Correspondence").

Business Address

The option, allowing Account Holder to receive regular mail from business partners, suppliers, clients etc. ("Business Correspondence").

Visiting & Delivery Address

The option, allowing Account Holder to receive registered letters, parcels and packages, and courier deliveries that require signing for receipt, such as DHL, TNT, UPS, FedEx etc. ("Registered Correspondence") and to receive guests, such as authorities, business partners, suppliers, clients etc. ("Visitors")

Marketing Address

The option allowing Account Holder to use Virtual Address on the products, in marketing campaigns, brochures and with other means of marketing purpose ("Publications").

Price List

Addendum, to these General Terms and Conditions, containing all the fees, applicable to the relationship between Account Holder and Service Provider, including specifications of Subscriptions, add-ons and other products/services. Price List is made available to Account Holder on website of Service Provider. By entering into Agreement with Service Provider, Account Holder acknowledges and agrees with the Price List.

Mail Item

One separate piece of every type of mail, delivered to Virtual Address and addressed to Account Holder, including but not limited to, regular letter, registered letter, parcel, package, brochure, courier letter/parcel/package that require signing for receipt, such as DHL, TNT, UPS, FedEx etc.

Mail Scan & Forwarding

Processing of Mail Item according to Instructions, performed by Service Provider, including but not limited to: Scanning of envelope/packing of Mail Item; Scanning of content of Mail Item; Forwarding scan-copy of Mail Item to the e-mail address of Account Holder; Forwarding Mail Item to the postal/street address of Account Holder.

Personal Data

Any data that directly or indirectly relates to a natural person directly or indirectly associated with the Account Holder.

Cooling-off Period

A period of time following a purchase of Subscription when the Account Holder may choose to cancel a purchase of Subscription, for any reason, and obtain a full refund.

Article 2 – Applicability

2.1 These General Terms and Conditions apply to any agreement and/or legal relationship between Service Provider and the Account Holder.

2.2 Specific products/services may have additional terms and conditions. In the event of a conflict between these General Terms and Conditions and additional products/services terms and conditions, the additional products/services terms and conditions prevail over these General Terms and Conditions.

2.3 Service Provider reserves the right to change these General Terms and Conditions, if this is justified from the business operations' perspective or required by the applicable law, and on condition that the interests of the Account Holder(s) concerned are duly considered. Service Provider will always inform the Account Holder of such a change.

2.4 If the Account Holder does not agree with a change as referred to in the previous paragraph, it has the right to terminate the Agreement, as defined in Article 8.

2.5 Service Provider reserves the right to unilaterally change the Price List. Service Provider will always inform the Account Holder in advance of such a change.

2.6 If the Account Holder does not agree with a change as referred to in the previous paragraph, it has the right to terminate the Agreement, as defined in Article 8.

Article 3 – Obligations of Account Holder

3.1 The Account Holder must provide Service Provider with its official and valid proof of identity together with proof of address to let Service Provider comply with the legal obligations related to identification and verification of its customers.

3.2 In a case other than a private application, the Account Holder must also submit a UBO statement and a recent extract from the Trade Register (not older than 3 months) which lists the representatives/authorized signatories of the Account Holder and clearly defines powers to represent the Account Holder.

3.3 The Account Holder must inform Service Provider immediately if there is a change in the information provided to Service Provider for the purposes of the Agreement.

3.4 In the event of any doubt about the accuracy or validity of the data provided by the Account Holder, Service Provider may request additional information and/or documents.

3.5 The Account Holder is not allowed to use the Virtual Address to conduct activities which violate the provisions of the applicable law, illegal activities/shippments or for any other purposes other than as mailing address and/or as shipment address. The Account Holder safeguards, protects and indemnifies Service Provider against all damages and costs associated with Account Holder's violation of this paragraph.

3.7 The Account Holder is responsible for informing its relations of the full and correct Account Holder's name and the Virtual Address. If the Account Holder's name is incorrect, the mail will be returned to the sender with the request to address the mail correctly.

3.8 Account Holder can only receive mail that is addressed to Account Holder. The use of other/alternative titles, names and additions is prohibited.

3.9 By entering into this Agreement, the Account Holder (if a legal person) irrevocably acknowledges and agrees upon its obligation to disclose its UBO(s). The Account Holder understands his obligation to provide only the true and correct details on each and every UBO(s). The Account Holder declares to inform Service Provider in writing of any changes in the UBO(s) or the percentage interests held. The Account Holder declares to inform Service Provider of the issue of any new shares/depositary receipts where this has consequences for the below details.

3.10 Account Holder acknowledges that it may use the Services only in manner and in scope provided by Service Provider and defined by General Terms and Conditions or any other legal document as referred in the General Terms and Conditions. Any attempt by the Account Holder to use the Services in any other manner shall be considered as breach of this Agreement and the General Terms and Conditions.

Article 4 – Instructions

4.1 Service Provider collects and processes the received mail and/or packages that are being sent to the Virtual Address in accordance with the Instructions. If the Account Holder has not provided these Instructions yet, the default Instructions will apply (see Annex 1).

4.2 The Account Holder is required to provide Service Provider with its:
- residential and/or establishment address

- contact e-mail address
- contact phone number

The Service Provider is not liable for non-receipt/non-delivery of the mail, packages, messages, and notifications to the Account Holder, if the contact details provided by the Account Holder are incorrect.

Article 5 – Payments

5.1 VAT is chargeable on applicable services if Account Holder is based in the EU and Account Holder agrees to inform Service Provider correctly of Account Holder's country of residence/establishment during registration.

5.2 Any additional costs for alternative payment method(s) will be borne by the Account Holder.

5.3 In case of a shipment for which additional (export) documents/declarations are required, Service Provider provides the necessary (blank) documents to the Account Holder who is responsible for their further completion and signing. Service Provider may charge additional costs for the provision of the necessary (blank) documents to the Account Holder. Service Provider is neither responsible for the preparation of export documents/declarations, nor responsible for checking the correctness of the documents.

5.4 If Service Provider settles any clearance and/or payment-on-delivery charges on behalf of the Account Holder, the Account Holder will receive a payment link for this purpose with the request to pay the amount. After this, the shipment will be received on behalf of the Account Holder. Any additional administration costs for accepting paid shipments may apply. Service Provider is not responsible for the accuracy of the amounts due.

Article 6 – Subscriptions

6.1 Any services which are purchased on a subscription basis will be subject to the following:

"Monthly" subscriptions will be charged each month on the same day as the day of the month when subscription was first activated.

"Quarterly" subscriptions will be charged each 3 month on the same day as the day of the month when subscription was first activated.

"Annual" subscriptions will be charged each year on the same day and month as the day and month when subscription was first activated.

If the charge is scheduled for a day that does not exist in the month being charged (for example the 31st June), then the charge will instead occur on the last day of that month.

6.2 At the end of the Subscription term, if the Account Holders does not explicitly cancel the Subscription through the online customer portal, the Subscription will be automatically renewed for the same term at the fees that are effective on the date of the renewal.

6.3 The use of Business Address option by Account Holder is only possible, if this option is included in the paid Subscription (in accordance with the Price List) or purchased as a separate add-on.

6.4 If Account Holder did not purchase Business Address option, the receipt of Business Correspondence items would only be possible upon the payment of Extra Fee (in accordance with the Price List) for every Business Correspondence item received. If Account Holder does not pay Extra Fee, Business Correspondence item will be sent back to the sender with a sign "receipt denied".

6.5

The use of Visiting & Delivery Address option by Account Holder is only possible, if this option is included in the paid Subscription (in accordance with the Price List) or purchased as a separate add-on.

6.6 If Account Holder did not purchase Visiting & Delivery Address option, the receipt of Registered Correspondence items would only be possible upon the payment of Extra Fee (in accordance with the Price List) for every Registered Correspondence item received. If Account Holder does not pay Extra Fee, Registered Correspondence item will be sent back to the sender with a sign "receipt denied".

6.7 If Account Holder did not purchase Visiting & Delivery Address option, the receipt of Visitors would only be possible upon the payment of Extra Fee (in accordance with the Price List) for every Visitor.

6.8 The use of Marketing Address option by Account Holder is only possible, if this option is included in the paid Subscription (in accordance with the Price List) or purchased as a separate add-on.

6.9 If Account Holder does not purchase Marketing Address option and uses the assigned Virtual Address in marketing purposes, including the use of Virtual Address on its advertising

product(s), brochure(s) and other means and/or carriers intended for marketing purpose, Account Holder will be required to pay Marketing Fee for each and every case of use of Virtual Address in marketing purposes.

6.10 All Subscriptions have Mail Scan & Forwarding option already included in price. The number of Mail Items to be scanned & forwarded may be limited as per Subscription. If the number of Mail Items exceeded the limit of a particular Subscription, the receipt of additional Mail items would only be possible upon the payment of Extra Fee (in accordance with the Price List) for every additional Mail Item received. If Account Holder does not pay Extra Fee, additional Mail Item will be sent back to the sender with a sign "receipt denied".

6.11 Costs for forwarding Mail Item to the postal/street address to Account Holder are borne by Account Holder. The costs for forwarding Mail Items shall be paid by Account Holder prior to forwarding.

6.12 All fees are quoted exclusive of Value Added Tax ("VAT") or any other sales tax, which will be charged additionally, where applicable, at the current rate. In the event the Account Holder claims VAT exemption it is the Account Holder's responsibility to provide evidence or a declaration certifying the exemption.

Article 7 – STANDBY Status

7.1 The Virtual Address will be assigned with a STANDBY status, the mail processing will be stopped and no packages and/or registered deliveries will be accepted in the following cases:

- any delay in payment to Service Provider for services provided to the Account Holder;
- if one or more of the following documents are missing/invalid/expired:
 - o Valid proof of identity (Passport or EU Identity Card)
 - o Extract from the Trade Register (for non-natural persons)
 - o UBO Statement (for non-natural persons)
- if there is a suspicion of fraudulent or unlawful actions by the Account Holder.

7.2 The Account Holder will be informed about the STANDBY status of the Virtual Address. Once the case(s) causing the assignment of STANDBY status is resolved, mail processing will be resumed.

7.3 If the Virtual Address has a STANDBY status, extra administrative, operating costs and additional fee(s) will be charged for, amongst other things, the storage of mail. This however does not release the Account Holder from the payment obligation.

Article 8 – Duration and Termination of the Agreement

8.1 The Agreement is concluded for indefinite term.

8.2 The Agreement can be terminated at any given moment with a notice period of one calendar month.

8.3 Termination of the Agreement by the Account Holder can only be made through the online customer portal.

8.4 Service Provider has the right to terminate the Agreement with immediate effect by means of sending a written notice to the Account Holder and without being obliged to pay damages in connection therewith, in the following cases:

- payment arrears;
- violation of these General Terms and Conditions and/or specific/additional products/services terms and conditions;
- failure to perform payment obligations set out in the Agreement after declared insolvent;
- debt repayment, liquidation/dissolution, death, suspension of payments or bankruptcy of the Account Holder;
- a suspicion that the use of the Virtual Address is against any legal provision and/or the purpose for which the Virtual Address is intended;
- if complaints about serious and/or persistent breaches of the applicable Advertising laws and/or codes have been confirmed by a ruling of the applicable regulator or if a court or a (legal) regulator has determined that there is an abuse and/or improper use of the Virtual Address, including (but not limited to) the use of the Virtual Address for fraudulent activities and the use of the Virtual Address for misleading advertising.

8.5 Upon the termination of the Agreement, the Account Holder is obliged to immediately terminate the use of the Virtual Address.

8.6 Subject to further arrangement(s) with the Account Holder, mail, packages and shipments received after the termination of the Agreement will be returned to the sender or, if the sender is unknown, forwarded to the 'Undeliverable Shipments' department of applicable delivery company.

8.7 Account Holder has the right to cancel the Agreement without providing any reason within 7 days after the initial payment has been made (Cooling-off Period). Service Provider will refund the paid amount within 14 days after registration of the Agreement cancellation.

8.8 In case of the termination of the Agreement by the Service Provider for any reason stipulated in the paragraph 8.4 of this Agreement any money paid to the Service Provider by the Account Holder are not refundable.

Article 9 – Liability

9.1 Service Provider is in no case liable vis-à-vis the Account Holder, regardless of the legal relationship, for losses resulting from; any damages, actions, omissions to act or delayed delivery of mail and other items that were sent to the Virtual Address or forwarded to address of Account Holder.

9.2 Service Provider cannot be held liable for any consequential damage that Account Holder experiences during the duration of the Agreement up to the date of termination of the Agreement and/or if the Virtual Address is in STANDBY status.

9.3 The Account Holder is at all times responsible for the content of the received Mail Items at assigned Virtual Address. Service Provider can never be held liable if the contents of Mail Item are incorrect, incomplete and/or damaged. This applies to both receipt and forwarding to the Account Holder.

Article 10 – Protection of Personal Data

10.1 The data is processed in accordance with the law. Consult the Privacy Policy of Service Provider for more information about the data processing.

10.2 Service Provider reserves the right to provide Personal Data to third parties if there is a legal obligation to do so.

10.3 Service Provider acts in accordance with the applicable law and meets the requirements set in the applicable Act on Prevention of Money Laundering and Terrorist Financing.

10.4 Service Provider processes the mail at all times according to instructions of the Account Holder. If the Account Holder does not provide the instructions, the default instructions will apply (see Annex 1).

10.5 If the Account Holder makes use of the scanning service of Service Provider, the General Processing Agreement automatically enters into force. The Account Holder automatically agrees upon signing or approving the Agreement and these General Terms and Conditions. The General Processing Agreement states how Service Provider guarantees the security of the Personal Data in the mail of its customers. The latest version of this can be found on the website of Service Provider.

Article 11 – Complaints procedure

11.1 Service Provider handles complaints in accordance with the complaints procedure.

11.2 Complaints must be submitted fully and clearly described to Service Provider within 7 days after the Account Holder has detected the defects.

11.3 Complaints submitted to Service Provider will be answered within a period of 14 days from the date of receipt. When a complaint requires a foreseeable longer processing time, Service Provider will respond within the period of 14 days with a notice of receipt and an indication when the Account Holder can expect a more detailed answer.

11.4 If the complaint cannot be resolved by a mutual agreement, an arisen dispute shall lead to the dispute settlement.

Article 12 – Disputes

12.1 Agreements between Service Provider and the Account Holder to which these General Terms and Conditions apply are interpreted according to and governed by the law of the United Kingdom.

12.2 If the parties do not fulfill the dispute settlement rules, both the Account Holder and Service Provider in the first instance must use mediation to come to a solution.

12.3 Disputes which cannot be resolved by mediation shall be submitted to the Commercial Court of London.

12.4 The Vienna Sales Convention does not apply.

Article 13 – Registration of the Virtual Address at Trade Register

13.1 Account Holder can use Virtual Address to register a business/legal entity at Trade Register. Only a business/legal entity defined in the Agreement as Account Holder can use Virtual Address and be registered at Trade Register.

13.2 The effective date of registration of the Virtual Address at Trade Register should be the date of the start of the paid Subscription. It is prohibited to register the Virtual Address at Trade Register prior to the first day of paid Subscription term.

13.3 In case Service Provider executes the registration of Virtual Address at Trade Register, Service Provider will only be responsible for duly and timely submitting the necessary documents, received from the Account Holder, to Trade Register. Service Provider shall in no case be liable for any delays, denials, refusals of Trade Register to register the Virtual Address.

13.4 The Virtual Address can be registered at Trade Register and may be used by the Account Holder during the term of the paid Subscription. In case of renewing of Subscription, the Virtual Address will remain registered at Trade Register and may be used by the Account Holder during the new term of the paid Subscription.

13.5 If the Agreement is terminated by the Account Holder or Service Provider, or if Subscription is not renewed or canceled, the Account Holder must immediately deregister the Virtual Address from Trade Register and terminate the use of the Virtual Address. It is therefore the sole responsibility of the Account Holder to immediately terminate the use of the Virtual Address and deregister the Virtual Address from Trade Register. If requested by the Account Holder, Service Provider may assist in deregistration of the Virtual Address from Trade Register, subject to additional fees.

13.6 If the Account Holder continues to use the Virtual Address after the Agreement was terminated and/or does not deregister the Virtual Address from Trade Register, the Account Holder will be held liable for the non-authorized use of the Virtual Address. The fine for non-authorized use of the Virtual Address is EUR 100.00 (one hundred euro) per each day of the non-authorized use of the Virtual Address following the last day of the paid Subscription.

Annex 1

Default Instructions

In case there are no specific instructions from the Account Holder, the following instructions apply:

Processing of the Official Correspondence:

- Opening of envelope of Mail Item
- Scanning of content of Mail Item
- Forwarding scan-copy of Mail Item to the e-mail address of Account Holder
- Storing scan-copy of Mail Item on an electronic database, in an individual secured folder assigned to Account Holder
- Storing original copy of Mail Item in the archive, in an individual secured folder assigned to Account Holder.

Processing of the Business Correspondence:

- Opening of envelope of Mail Item
- Scanning of content of Mail Item
- Forwarding scan-copy of Mail Item to the e-mail address of Account Holder
- Storing scan-copy of Mail Item on an electronic database, in an individual secured folder assigned to Account Holder
- Storing original copy of Mail Item in the archive, in an individual secured folder assigned to Account Holder.

Processing of the Registered Correspondence

- Signing for receipt of Mail Item
- Opening of envelope of Mail Item
- Scanning of content of Mail Item
- Forwarding scan-copy of Mail Item to the e-mail address of Account Holder
- Storing scan-copy of Mail Item on an electronic database, in an individual secured folder assigned to Account Holder
- Storing original copy of Mail Item in the archive, in an individual secured folder assigned to Account Holder.

Processing of the Parcels and Packages

- Making photo of Mail Item
- Forwarding photo of Mail Item to the e-mail address of Account Holder
- Storing original Mail Item in the archive

Procedure regarding Visitors

- Visitors are greeted at the reception
- Visitors are asked to introduce themselves and state the purpose of visit
- Visitors are informed that visiting the office is possible only by prior appointment
- Account Holder is notified on the receipt of Visitors

Mail Scan & Forwarding is conducted by Service Provider at least once per week.