General Terms and Conditions of Asteria GRP for registration on the website www.myasteria.com

Business name: Asteria GRP
registered seat: 23 Boulevard Plaza Tower 2, Dubai, United Arab Emirates
reg. No.: 1073325
registration: Department of Economy and Tourism, Dubai

Website: www.myasteria.com
Email: info@myasteria.com

PREAMBLE

These GTC apply to the contractual relationship established between the Company and the Customer.

The purpose of these GTC is to govern the mutual rights and obligations of the Parties in connection with the provision of services and digital services to the Customer.

I. DEFINITIONS

For the purposes of these GTC, the following terms have the meanings set forth below:

Digital Services Act means Regulation (EU) 2022/2065 of the European Parliament and of the Council of October 19, 2022, on the Digital Services Single Market and amending Directive 2000/31/EC (Digital Services Act);

Application WEXO Cashback means the mobile application that is freely available for download by Customers and in which Customers may create a user account in accordance with the procedure set forth in Article IV. of these GTC;

Civil Code means Act No. 40/1964 Coll., the Civil Code, as amended;

Special GTC means any and all terms and conditions that are valid and effective, published on the Website, relating to a specific Product, and which govern the rights and obligations of the parties who have agreed to them;

Partner means a natural person—entrepreneur, legal entity, or other business entity—that, through the Website, offers, provides, or makes available to Customers Products, services, digital services, digital content, or other services, and who has the ability to enter into agreements with Customers via the Website in accordance with the Special GTC. For the avoidance of any doubt, a Partner is a merchant within the meaning of the Consumer Protection Act;

User Interface means the part of the Website to which the Customer gains access after Registration;

User Account means the Customer's user account created upon completion of the Registration process, which allows the Customer to use the User Interface;

Login Credentials means the Customer's email address and password, which the Customer provided during Registration and which are used to log in to the User Account;

Products means any of the Partners' Products that are published on the Website and for which Customers may enter into relevant agreements or express their consent to the Special GTC via the Website;

Registration means the creation of a Customer's User Account on the Website by completing and submitting the Registration Form;

Registration Form means the form provided to the Customer that allows them to create a User Account on the Website;

Company means the business entity Asteria GRP, registered seat: 23 Boulevard Plaza Tower 2, Dubai, United Arab Emirates, reg. no.: 1073325, as the operator of the Website and the online marketplace;

Consumer means a Customer—a natural person who, in connection with a consumer agreement (which includes these GTC and other agreements concluded on their basis), an obligation arising therefrom, or a commercial practice, is not acting within the scope of their business or profession;

Third party means persons other than the Customer;

GTC mean these general terms and conditions for registration on the Website;

Cashback GTC means the general terms and conditions for registration and creation of a user account in the Application WEXO Cashback;

Website means the website www.myasteria.com;

Customers mean natural persons and legal entities who have completed Registration and created a User Account on the Website;

Consumer Protection Act means Act No. 108/2024 Coll. on Consumer Protection and on Amendments to Certain Acts, as amended;

Parties means the Company and the Customer.

II. INTRODUCTORY PROVISIONS

1. The Customer acknowledges that the Company:

   1.1. is the operator of the Website, which is an online marketplace within the meaning of the Consumer Protection Act and through which Customers may enter into contractual relationships based on their acceptance of the Special GTC, the subject matter of which is the provision of various Products;

   1.2. develops, modifies, and otherwise adapts the Website;

   1.3. is responsible for ensuring the technical functioning of the Website;

   1.4. holds all rights, licenses, and know-how necessary to operate the Website and all services available on the Website;

   1.5. holds all necessary licenses and authorizations to perform these activities and other activities in accordance with these GTC.

2. By accepting these GTC, a contractual relationship is established between the Parties, the subject matter of which is set forth in the following Article.

3. The Company hereby informs the Customer that, pursuant to Section 5(1)(a) of the Consumer Protection Act, the main characteristics of the services—including digital services provided by the Company under these GTC—are set forth in these GTC to the extent appropriate to their type, nature, and form of provision.

4. In accordance with Section 16 of the Consumer Protection Act, prior to the conclusion of an agreement on an online marketplace or before an offer on an online marketplace becomes binding on the Customer, the Company shall inform the Customer, clearly, comprehensibly, and in a manner appropriate to the means of distance communication, through these GTC, of:

   4.1. the main parameters that determine the ranking of offers pursuant to Section 11(7) of the Consumer Protection Act in the Customer's search results on the Website as an online marketplace, and the significance of these parameters in relation to other search parameters are available in a separate section of the Website's online interface, which is directly and easily accessible from the online interface where the offers are presented;

   4.2. persons who offer on the Website, which is an online marketplace, the possibility of concluding agreements as defined in the Special GTC, i.e., Partners, are merchants according to the declaration they provided to the Company as the operator of the online marketplace;

   4.3. the Company specifically informs the Customer that an agreement concluded between the Customer and a Partner in accordance with the Special GTC will not be subject to consumer protection laws if the Partner is not a merchant pursuant to clause 4.2; and that

   4.4. the Company, as the operator of the online marketplace, and the Partner, as defined in clause 4.2 above, do not participate in the fulfillment of obligations related to the agreement concluded on the online marketplace.

III. SUBJECT MATTER OF THE GTC

1. The subject matter of these GTC is, in particular, the regulation of the following relationships between the Parties and the related rights, obligations, claims, and liabilities:

   1.1. the Company's obligation to create a User Account for the Customer, to manage it, including the User Interface, and to keep the Website accessible and functional;

   1.2. the Company's obligation to operate the Website as an online marketplace;

1.3. the Company's obligation to display, through the Website as an online marketplace, offers from various Partners acting as merchants to Customers, whereby Customers will have the opportunity to enter into various agreements with a selected Partner in accordance with the Special GTC;

1.4. the Company's obligation to ensure the proper technical functioning of the Website and to provide the Customer with other services, to the extent specified in Article V. of these GTC;

1.5. the Company's obligation to technically enable Customers to enter into agreements with Partners as defined in the Special GTC;

1.6. the Company's obligation to enable the search for Partners and the services they offer by individual categories to the extent set forth in these GTC;

1.7. the Customer's obligation to use the Website and other services under the terms and conditions set forth in these GTC;

1.8. as well as the obligation of the Customer and the Company to fulfill the other obligations set forth in these GTC.

2. The subject matter of these GTC also includes the regulation of the mutual rights and obligations of the Parties related to the contractual relationships between the Parties based on these GTC.

3. All services under these GTC are provided to the Customer free of charge.

IV. REGISTRATION, CREATION OF A USER ACCOUNT, AND CONCLUSION OF THE AGREEMENT

1. If the Customer wishes to register and gain access to the User Interface, they must first create a User Account by following the procedure set forth in this Article of the GTC. If the Customer wishes to use the Website's User Interface and create a User Account, they must complete the Registration process. The Website allows both individuals and legal entities to register.

2. Registration is completed by filling out the Registration Form, in which the Customer provides:

2.1. if the Customer is a natural person—their email address, a password of their choice, and confirmation of the password for verification;

2.2. if a legal entity—their business ID, country, email address, choose a password, and confirm the password again for verification.

3. As part of the registration process, the Customer has the option to create a user account in the Application WEXO Cashback along with their User Account. If the Customer wishes to create a user account in the Application WEXO Cashback, they must agree to the Cashback GTC as part of the registration process. To use the user account created in accordance with the preceding sentence, the Customer must install the Application WEXO Cashback.

4. The Customer acknowledges that all information provided in the Registration Form must be complete and truthful. If any change occurs to the information already provided, the Customer is required to correct such change within the User Account without undue delay or to notify the Company of such change. The Company is entitled to withdraw from these GTC and terminate the User Account with immediate effect if it determines that the information provided by the Customer is false or incomplete, or if it harms or may harm the Company.

5. By submitting the completed Registration Form and agreeing to these GTC and the Privacy Policy, the Customer becomes bound by these GTC. The Company shall fulfill its obligations and commitments to the Customer under these GTC as set forth in Article III. of these GTC and shall provide services to the Customer in accordance with Article V. of these GTC. The Customer is required to use the Website and User Account exclusively in accordance with these GTC.

6. Each Customer is entitled to create and maintain only one User Account. A User Account is created for the Customer after submission of a completed Registration Form

7. To log in to their User Account, the Customer must enter the Login Credentials they provided during Registration. If the Customer forgets their Login Credentials, they have the option to reset their password. In such a case, the Company will send a new temporary password to the Customer's email address, which serves as their username. The Customer is required to change their password without undue delay after logging into their User Account. If the Customer fails to do so, the Company shall not be liable for any damages incurred by the Customer, particularly in connection with any Third Party gaining access to the User Account.

8. The Customer is not authorized to grant Third Parties any access to their User Account or to allow Third Parties to use their User Account in any way. The Customer must not provide their User Account login credentials to third parties. If the Customer provides their login credentials to third parties, they expose themselves to risk. In such a case, the Customer bears all associated risks.

9. In the event of unauthorized access to the Customer's User Account by third parties or any other misuse of the User Account, the Customer is obligated to report these facts to the Company immediately. However, the Company bears no liability for unauthorized access to the Customer's User Account or for the loss or disclosure of the Customer's Login Credentials.

10. Within their User Account, the Customer may add to and/or modify their personal information. They may add their bank account number in IBAN format or other information as permitted by the Website's technical capabilities. This information may be necessary to enter into an agreement for the provision of the relevant Product and to access other services or benefits under these GTC.

11. The Company may, in justified cases—particularly in the event of a breach of the Customer's obligations under these GTC or in the event of suspected misuse of the User Account—suspend or terminate the User Account. In the event of termination of the User Account for these reasons, the Customer shall have no claims against the Company. Contractual relationships concerning the provision of Products shall not be affected by the suspension or termination of the User Account.

12. The Customer is also entitled to cancel and delete their User Account on the Website. They may do so via the User Interface by clicking the "Delete Account" option. The cancellation and deletion of the User Account are irreversible.

13. In the event of the death of a Customer who is a Consumer, the persons authorized to manage the User Account must prove their identity to the Company and demonstrate that they are authorized to manage the User Account or its contents. Authorized persons are required to submit relevant documentation proving that they are heirs or persons otherwise authorized to manage the estate of the deceased Customer. The Company is not obligated to search for or contact authorized persons as described in the preceding sentence. Therefore, authorized persons must contact the Company on their own initiative to gain access to the User Account.

14. In the case of a Customer that is a legal entity, if the legal entity ceases to exist without a legal successor, the User Account will be made available to the liquidator of the legal entity or another person in a position similar to that of a liquidator, upon proof of the relevant authorization to act on behalf of the Customer.

15. In the event of a merger, consolidation, division, or other dissolution of a legal entity with a legal successor, the User Account will be made available to the legal successor of the legal entity upon proof of legal succession through relevant documents (agreement, extract from the relevant registry, etc.). The Customer is obligated to provide the Company with proof of these facts.

16. After creating a User Account, the Customer may enter into agreements with the Partner in accordance with the Special GTC. The conclusion of agreements under the Special GTC is governed by the Special GTC and takes place exclusively electronically via the Website.

17. When entering into any agreement under the Special GTC, the Customer shall proceed in accordance with the technical capabilities of the Website. In the cases described in the preceding sentence, the Customer's contractual partner is always the Partner, who is obligated to comply with the provisions of the Consumer Protection Act and other applicable laws in its relationship with Customers who are Consumers.

18. The Customer and the Partner enter into a distance agreement via the Website within the meaning of the Consumer Protection Act. The Company is not a party to the distance agreement referred to in the preceding sentence and does not intervene in or bear responsibility for the specific content of the agreements defined in the Special GTC. This applies mutatis mutandis to Customers who are not Consumers.

19. To enter into an agreement under clause 18. of this Article between the Customer and the Partner, it is necessary to agree to the Special GTC and any other relevant documents. The contractual relationship between a Customer who has entered into any agreement pursuant to clause 18. of this Article is governed by the Special GTC. The Company expressly advises the Customer that in the event of any defects, withdrawal, or related issues, the Customer is required to contact the Partner directly, not the Company.

20. Any agreement concluded through the Website as an online marketplace is always formed between the relevant Partner and the Customer.

V. PROVISION OF SERVICES AND DIGITAL SERVICES BY THE COMPANY

1. The Company undertakes to provide the Customer with the following services and/or digital services in accordance with these GTC:

    1.1. to manage the Customer's User Account on the Website and maintain the data contained therein;

    1.2. to enable Customers to enjoy all the benefits associated with Registration and the creation of a User Account, including viewing Products, entering into agreements for the provision of Products, and agreeing to the Special GTC;

1.3. to technically operate the Website within the scope of these GTC and the services and/or digital services specified therein;

1.4. develop, modify, and otherwise adapt the Website;

1.5. ensure the technical functioning of the Website;

1.6. to enable Customers to search for Partners and the Products they offer by individual categories within the scope of these GTC; and

1.7. to record the conclusion of agreements under the Special GTC between Customers and Partners, including the content of such agreements and, where applicable, the current balance of Products within the Website's User Interface;

1.8. as well as to provide other services and/or digital services specified in these GTC and to fulfill other obligations set forth in these GTC.

2. With regard to the services listed in clause 1.6 of this Article above, the Company shall ensure that the Website allows for the categorization of Partners and the Products they offer, in accordance with Section 16(1)(a) of the Consumer Protection Act.

3. The Customer is entitled to report any errors, malfunctions, or other defects in the Website and the services and digital services provided by the Company to the following email address: info@myasteria.com. If necessary, the Company will take all necessary steps to remedy any errors, malfunctions, or other defects in the services and to restore the functionality of the Website and its services as soon as possible, subject to its personnel and time constraints.

VI. DEFECTS IN SERVICES THAT ARE NOT DIGITAL SERVICES

1. The Company provides various services to Customers through the Website, including digital services. However, digital services and their defects are governed by Article VII. and Article VIII. of these GTC. Defects in services other than digital services are governed by the provisions of this Article.

2. If the services provided by the Company are defective, the Customer has the right to file a complaint (report defects in the service) in accordance with this Article of the GTC.

3. The Customer has the right to report a defect without undue delay after discovering it, but no later than 3 months from the date of discovery.

4. The Customer is required to report defects in a notice sent to the address of Asteria GRP, registered seat: 23 Boulevard Plaza Tower 2, Dubai, United Arab Emirates, or via email to the Company's contact email address: info@myasteria.com. In the defect notification, the Customer is required, first and foremost, to specify what, in their opinion, the defect consists of.

5. The Company will process the notice of defect (complaint) within 30 days from the date the Customer reported the defects. The Company is obligated to remedy the defects or provide any other necessary corrective action at its own expense, if possible.

6. The Company is required to issue the Customer a confirmation stating the date on which the Customer reported defects in the service provided by the Company in accordance with clause 3. of this Article of the GTC.

7. If the defect can be removed or corrected, the Customer may request that it be removed or corrected free of charge. The Company shall remove or correct the defect within a reasonable period of time. A reasonable period of time is understood to mean the shortest time the Company needs to assess the defect and to repair or remedy it, taking into account the nature of the services, the nature and severity of the defect, but no later than 30 days from the date of notification of the defect pursuant to clause 3. of this Article. The Company shall inform the Customer of the resolution of the defect report without undue delay.

8. If the defect cannot be removed or remedied, or if the Company fails to remove or remedy the defect within the timeframe specified in clause 6. of this Article of the GTC, the Customer has the right to withdraw from these GTC.

9. The Customer acknowledges that they are entitled to file a complaint regarding defects in services provided by entities other than the Company with such other entities, in accordance with those entities' complaint procedures.

VII. DELIVERY AND CHANGES TO DIGITAL SERVICES

1. A website that functions as an online marketplace is considered a digital service in accordance with Section 119(3) of the Civil Code. The provision of services by the Company in accordance with Article V. of these GTC, as well as the use of User Accounts and the Website, which is an online marketplace, is the

subject of an agreement that, within the meaning of Section 852a of the Civil Code, is an agreement involving digital performance.

2. The Company undertakes to deliver the digital performance to the Customer without undue delay after the conclusion of the agreement for digital performance, i.e., without undue delay after the Customer expresses their consent to these GTC. For the avoidance of any doubt, the Company states that the digital services provided by the Company are considered a digital service, which, for the purposes of the Civil Code, is deemed to be digital performance. A digital service is considered delivered when it is made available to the Customer either in a physical space or in a virtual space chosen by the Customer for this purpose. The digital performance will therefore be made available to the Customer—and thus delivered—via the Website, and the Customer will have access to the services provided by the Company immediately upon agreeing to these GTC. The Company bears the burden of proof that it has delivered the digital performance to the Customer.

3. If, contrary to clause 2. above, the Company fails to deliver the digital content to the Customer on time, the Customer has the right to withdraw from the agreement without first granting the Company a reasonable period of time to fulfill its obligation, if:

    3.1. the Company declares, or it is evident from the circumstances, that it will not deliver the digital content; or if

    3.2. it follows from the agreement or the circumstances under which the agreement was concluded that timely delivery was important to the Customer.

4. The provision of Section 518 of the Civil Code does not apply to an agreement involving digital performance.

5. Digital content delivered by the Company must comply with clauses 6. and 10. below. The digital performance need not comply with clause 6. of this Article if, at the time the agreement was concluded, the Company expressly informed the Customer that a certain characteristic of the digital performance does not meet the general requirements within the meaning of clause 6. below, and the Customer expressly and specifically agreed to such non-compliance.

6. Digital content complies with the general requirements if:

    6.1. it is fit for the purposes for which digital content of the same type is ordinarily used, taking into account, in particular, the legal regulations, technical standards, or codes of conduct applicable to the relevant industry, if no technical standards have been established;

    6.2. it corresponds to the trial version or demonstration of the digital performance that the Company made available to the Customer prior to the conclusion of the agreement. For the avoidance of any doubt, the Company does not make a trial version or any other demonstration of the digital performance available to the Customer;

    6.3. is delivered with the accessories and instructions that the Customer may reasonably expect. For the avoidance of any doubt, the Company does not supply any accessories to the Customer; and

    6.4. it is delivered in the quantity, with the characteristics, and with the performance—including functionality, compatibility, accessibility, continuity, and security, that are typical for digital content of the same type and that the Customer may reasonably expect given the nature of the digital content and taking into account any public statements made by the Company or another person in the same supply chain or on their behalf, particularly in the promotion of the digital service or on its labeling.

7. The Company is not bound by a statement under clause 6.4. above if, for a valid reason, it was not and could not have been aware of the public statement; if, by the time the agreement was concluded, the public statement had been corrected in the same or a comparable manner as it was originally made; or if the Customer's decision to conclude the agreement could not have been influenced by the public statement. The burden of proof regarding these facts rests with the Company.

8. The Company shall deliver the digital content in the latest version available at the time the agreement is concluded, unless the Parties agree otherwise.

9. Pursuant to these GTC, the Company will provide the Customer with the digital service continuously for the agreed period, which is the duration of the contractual relationship established by these GTC or the period during which the Customer is bound by these GTC. The Company shall ensure that, during the period specified in the preceding sentence, the Customer is notified of updates to the digital service, including security updates, and that the Customer receives the updates necessary to maintain the digital service's compliance with the requirements set forth in clauses 6. and 10. of this Article.

10. The digital service complies with the agreed requirements if, in particular:

    10.1. it corresponds to the description, quantity, and quality specified in these GTC;

10.2. it is fit for the specific purpose that the Customer communicated to the Company no later than at the time of concluding the agreement and to which the Company agreed. For the avoidance of any doubt, the Company states that prior to the conclusion of the agreement — i.e., prior to expressing consent to these GTC — the Customer did not inform the Company of any specific purpose for which the digital performance should be suitable. On the contrary, the Company intends to provide the Customer with digital content primarily, though not exclusively, for the purpose of enabling the Customer to enter into agreements defined in the Special GTC with Partners via the Website, which serves as an online marketplace; by agreeing to these GTC, the Customer consents to this;

10.3. is characterized by the functionality, compatibility, interoperability, and other agreed-upon features specified in the agreement. For the avoidance of any doubt, the Company states that information regarding functionality, compatibility, and interoperability is set forth in Annex No. 3 to these GTC;

10.4. it is delivered with all accessories specified in these GTC. For the avoidance of any doubt, the Company states that it does not supply any accessories to the Customer in connection with digital performance;

10.5. is delivered with support services and a user manual, including installation instructions, as specified in the agreement. For the avoidance of any doubt, the Company states that it does not provide the Customer with any support services or any user or installation manuals in connection with digital performance; and

10.6. is updated in accordance with these GTC.

11. The Company may, in accordance with Section 852c of the Civil Code, for justified reasons agreed upon in these GTC, modify the digital content beyond the scope necessary to maintain compliance with the requirements under clauses 6. and 10. of this Article, provided that:

11.1. the Customer does not incur any additional costs;

11.2. the Customer has been notified of the change in a clear and comprehensible manner. For the avoidance of any doubt, the Customer is deemed to have been notified of the change in a clear and comprehensible manner by sending an email to the Customer's email address;

11.3. in cases under clause 11.2., the Customer was provided, well in advance and on a durable medium (email), with information regarding the nature and timing of the change, as well as the right to withdraw from the agreement under clause 13. below or the option to retain the digital performance unchanged under clause 14. of this Article.

12. The Company reserves the right to modify the digital content in accordance with Section 852c of the Civil Code, subject to the conditions set forth in clauses 11.1. through 11.3. above. Justifiable reasons for modifying the digital content within the meaning of these GTC include, but are not limited to:

12.1. when the change is necessary to adapt the digital content or digital service to a new technical environment or an increased number of users;

12.2. the necessity of the change is justified by new legal or other regulations;

12.3. in the event of the Company's decision to discontinue the provision of digital services, for any reason or even without stating a reason;

12.4. an expansion of the range of digital services that the Company provides to the Customer (e.g., the addition of certain features or functionalities intended to improve the currently provided digital services);

12.5. for other significant operational reasons on the part of the Company, which the Company shall in each case transparently justify and notify to the Customer.

13. If a change to the digital service negatively affects the Customer's access to or use of the digital service, the Customer may withdraw from the agreement without any obligation to provide the Company with compensation, unless the negative impact is negligible. If the Customer does not withdraw from the agreement within 30 days of the date of receipt of the notice pursuant to clause 11.3. above or from the date of the change to the digital content, whichever occurs later, the Customer's right to withdraw from the agreement shall expire. Withdrawal from the agreement is governed by Article X. of these GTC.

14. The Customer has no right to withdraw from the agreement pursuant to clause 13. above if the Company allows the Customer to retain the unmodified digital content at no additional cost to the Customer and the failure to make the change will not result in a defect in the digital content.

15. If, based on or in connection with these GTC, other digital content is to be delivered to the Customer, the provisions of this Article shall also apply to other digital content delivered by the Company via the Website.

16. If, in addition to digital content, other content is also the subject of the same agreement, the provisions of Articles VII. and Article VIII. of these GTC shall apply only to that part of the agreement relating to digital content. If the Customer acquires the right to withdraw from the agreement with respect to the part concerning digital content, the Customer also has the right to withdraw from the agreement with respect to the part concerning other performance that is the subject of the same agreement between the same Company and the same Customer and that is necessary for the proper use of the digital performance in question.

VIII. DEFECTS IN DIGITAL SERVICES

1. Digital content is defective if it does not comply with the requirements set forth in clause 6. and/or clause 10. of Article VII. of these GTC, or if its use is prevented or restricted by the rights of a third party, including intellectual property rights.

2. Pursuant to these GTC, the Company shall provide the Customer with the digital content continuously for the agreed period, which is the duration of the contractual relationship established by these GTC or the period during which the Customer is bound by these GTC. Accordingly, the Company is liable for any defect in the digital service that occurs or becomes apparent during this period.

3. The Company is liable for a defect caused by the incorrect interconnection of the digital service with components of the Customer's digital environment or by the integration of the digital service into components of the Customer's digital environment (hereinafter referred to as "integration") if:

   3.1. the integration was performed by the Company or under its responsibility; or

   3.2. the integration, which was to be performed by the Customer, was performed incorrectly by the Customer due to deficiencies in the integration instructions provided to the Customer by the Company.

4. The "digital environment" refers to the hardware, software, and any network connection used by the Customer to access or use the digital content. For the avoidance of any doubt, the Company states that the Customer is obligated to ensure the integration on their own.

5. The Company is not liable for any defect in the digital content caused solely by the failure to install an update in accordance with clause 9. of Article VII. of these GTC if the Customer did not install the update within a reasonable time after its delivery and

   5.1. the Company has notified the Customer of the availability of the update and the consequences of failing to install it;

   5.2. the Customer's failure to install or incorrect installation was not caused by deficiencies in the installation instructions provided to the Customer by the Company.

6. **Complaints**. The Customer may report a defect in the digital services at any of the Company's business locations or in writing by mail to the Company's registered seat address: 23 Boulevard Plaza Tower 2, Dubai, United Arab Emirates, or by email to the Company's contact email address: info@myasteria.com. If the Customer reports a defect via postal mail that the Company refuses to accept, the mailing shall be deemed delivered on the date of refusal. The Company shall provide the Customer with written confirmation of the defect report immediately after the Customer reports the defect. In the confirmation of the defect report, the Company shall specify the timeframe within which it will remedy the defect free of charge. The timeframe specified in accordance with the preceding sentence may not exceed 30 days from the date the defect was reported, unless a longer timeframe is justified by an objective reason beyond the Company's control.

7. If the Company denies liability for defects, it shall notify the Customer in writing of the reasons for such denial.

8. The Company bears the burden of proof that the digital service was delivered in accordance with clauses 6. and 10. of Article VII. of these GTC. Pursuant to these GTC, the Company shall provide the Customer with digital content continuously for the agreed period, which is the duration of the contractual relationship established by these GTC or the period during which the Customer is bound by these GTC. The Company therefore bears the burden of proof that the digital service is free from defects during the period specified in the preceding sentence.

9. The Company shall not bear the burden of proof under clause 8. above if it demonstrates that the Customer's digital environment is not compatible with the technical requirements of the digital service, provided that the Company informed the Customer of such requirements in a clear and understandable manner prior to the conclusion of the agreement.

10. The Customer shall provide the Company with reasonable cooperation necessary to determine whether the cause of the defect in the digital performance lies within the Customer's digital environment. The Customer's obligation to cooperate is limited to technically feasible means that impose the least burden on the Customer. If the Company informs the Customer in a clear and comprehensible manner prior to the conclusion of the agreement of the obligation to provide cooperation and the Customer fails to provide such cooperation, the Customer must, in order to exercise rights arising from liability for defects, prove that the digital performance was defective at the time of delivery, in the case of digital performance delivered as a single unit or as a set of individual performances, or within the agreed period, in the case of digital performance delivered continuously over an agreed period.

11. If the Company is liable for a defect in the digital performance, the Customer has the right to have the defect remedied, the right to a reasonable price reduction, or the right to withdraw from the agreement.

12. The Customer may exercise rights arising from liability for defects even without first notifying the Company of the defect.

13. After notifying the Company of a defect, the Customer may refuse to pay the price or a portion thereof until the Company fulfills its obligations arising from liability for defects, unless the Customer is in default of payment of the price or a portion thereof at the time the defect is notified. Since the Company provides digital services to the Customer free of charge, these provisions do not apply to the Customer.

14. The Customer is entitled to reimbursement from the Company for reasonable expenses incurred in connection with reporting a defect for which the Company is liable and exercising rights arising from liability for defects. The Customer must exercise the right under the preceding sentence with the Company no later than two months from the delivery of the digital service following the rectification of defects, the payment of a price discount, or the refund of the price following withdrawal from the agreement; otherwise, the right shall expire. Upon the Customer's motion, the court may award the Customer reasonable financial compensation if the Customer has successfully asserted their rights arising from liability for defects in court.

15. Exercising rights arising from liability for defects does not preclude the Customer's right to compensation for damages incurred as a result of the defect.

16. **Remedy of the Defect**. The Company shall remedy a defect in digital performance within a reasonable time, but no later than 30 days from the date the Customer reported the defect, free of charge and without causing significant inconvenience to the Customer, taking into account the nature of the digital performance and the purpose for which the Customer requested it.

17. The Company may refuse to remedy the defect if such remedy is not possible or if it would entail unreasonable costs, taking into account all circumstances, particularly the value the digital service would have if free of defects and the severity of the defect.

18. **Price reduction and withdrawal from the agreement**. Since the Company provides the digital content to the Customer free of charge, the Customer is not entitled to a reasonable price reduction. This does not apply if these GTC provide otherwise.

19. **Withdrawal from the agreement**. The Customer has the right to withdraw from the agreement, even without first providing the Company with a reasonable period of time to fulfill its obligation, if:

    19.1. it is not possible to remedy the defect, or doing so would impose unreasonable costs on the Company;

    19.2. the Company has not remedied the defect in accordance with clause 16. above;

    19.3. the digital content has the same defect despite the Company's efforts to remedy it;

    19.4. the defect is of such a serious nature that it justifies the Customer's right to an immediate price reduction or to withdraw from the agreement; or

    19.5. the Company has stated, or it is evident from the circumstances, that it will not remedy the defect within a reasonable time or without causing significant inconvenience to the Customer.

20. Upon withdrawal from the agreement, the Customer is obligated to refrain from using the digital content and from providing it to third parties.

21. Upon withdrawal from the agreement, the Company shall refrain from using any content that the Customer provided or created while using the digital content. This does not apply if such content:

    21.1. cannot be used other than in connection with the Company's digital content;

    21.2. relates exclusively to the Customer's activities while using the Company's digital content;

    21.3. the Company has merged it with other content from which it cannot be separated at all or without unreasonable effort;

21.4. the Customer created it together with other customers in the capacity of consumers who are entitled to continue using the content.

22. Upon withdrawal from the agreement, the Company shall, upon the Customer's request, make available to the Customer all content that the Customer provided or created while using the digital content, except for the content specified in clauses 21.1. through 21.3. above. The Company will make the content available to the Customer within a reasonable time, free of charge, in a commonly used and machine-readable format, and without causing significant difficulty to the Customer.

23. Clauses 21. and 22 of this Article of the GTC do not apply to personal data provided or created by the Customer.

24. Upon withdrawal from the agreement, the Company may prevent the Customer from continuing to use the digital content, in particular by denying the Customer access to the digital content or by canceling the Customer's user account. Clause 22. above remains unaffected.

IX. TERM OF THE AGREEMENT

1. The contractual relationship established by these GTC is concluded for an indefinite period, unless these GTC expressly provide otherwise in specific cases.

2. The Parties may terminate the contractual relationship established by these GTC:

   2.1. by written agreement of the Parties as of the date specified in such agreement;

   2.2. by notice of termination given by either Party pursuant to clause 3. of this Article of the GTC below;

   2.3. by withdrawal pursuant to the relevant provisions of these GTC;

   2.4. by withdrawal pursuant to the provisions of the Civil Code;

   2.5. by withdrawal pursuant to the Commercial Code.

3. Either Party is entitled to terminate the contractual relationship established by these GTC even without stating a reason. The notice period is 1 calendar month. The notice period begins on the first day of the calendar month following the calendar month in which the notice of termination was delivered to the other Party.

4. Termination takes effect on the date of delivery of the written notice of termination. The notice of termination must specify the reason for termination in factual terms so that it cannot be confused with any other reason.

5. In the event of termination of the contractual relationship established by these GTC, the Customer is not obligated to return any services provided. However, the termination of the contractual relationship established by these GTC for any reason does not affect the provisions of these GTC which, by their nature, are intended to remain in effect even after the contractual relationship established by these GTC has ended (e.g., claims arising from liability for defects).

6. Termination of the contractual relationship established by these GTC has no effect on the contractual relationships between the Customer and the Partner that arose in accordance with the Special GTC, nor on the contractual relationship established under the Cashback GTC. The contractual relationships between the Customer and the Partner that were established in accordance with the Special GTC or the Cashback GTC shall continue even after the termination of the contractual relationship between the Customer and the Company under these GTC. For the avoidance of any doubt, contractual relationships between the Customer and the Partner that arose in accordance with the Special GTC are not considered a supplementary contract within the meaning of Section 20(12) of the Consumer Protection Act.

X. WITHDRAWAL FROM THE AGREEMENT UNDER THE CONSUMER PROTECTION ACT

1. The Customer has the right to withdraw from a distance agreement—specifically, an agreement for the provision of services, including digital services, to which these GTC apply—within 14 days from the date of accepting these GTC, even without providing a reason.

2. The withdrawal period specified in clause 1. of this Article of the GTC is deemed to have been met if the Customer sends the Company a notice of withdrawal from the relevant agreement in accordance with clause 1. above no later than the last day of the period.

3. The Customer may submit a notice of withdrawal from the relevant agreement pursuant to clause 1. above in writing, either by mail to Asteria GRP, registered seat: 23 Boulevard Plaza Tower 2, Dubai, United Arab Emirates, or by email to the Company's contact email address: info@myasteria.com. The Customer may also use the model withdrawal form, which is attached as Annex No. 1 to these GTC.

4. Withdrawal from the relevant agreement pursuant to clause 1. above shall result in the cancellation of this agreement from the outset.

5. The Customer does not have the right to withdraw from the agreement if:

   5.1. the service has been fully provided (for the purposes of this Article of the GTC, "provision of the service" means the provision of any service, including a digital service);

   5.2. the provision of the service, including a digital service, began before the expiration of the withdrawal period with the Customer's express consent, and the Customer declared that they had been duly informed that by giving their consent, they would lose the right to withdraw from the agreement after the service has been fully provided, in the case of a service provided for consideration; or

   5.3. for other reasons specified in Section 19(1) of the Consumer Protection Act.

6. The Company hereby informs the Customer, prior to the commencement of the provision of any service under any agreement within the meaning of these GTC, under which the Customer is obligated to pay the price, the Company hereby informs the Customer that by consenting to the commencement of service provision before the expiration of the withdrawal period, the Customer loses the right to withdraw from the agreement once the service has been fully provided. The Customer's declaration that they have been informed by the Company in accordance with the preceding sentence and the Customer's express consent to the commencement of service provision before the expiration of the withdrawal period form part of the relevant agreement concluded with the Company to which this notice applies. However, for the avoidance of any doubt, the Company states that any services provided to the Customer in accordance with these GTC are provided free of charge.

7. The Company informs the Customer that, pursuant to Section 21(5) of the Consumer Protection Act, the Customer is obligated to pay the Company the price for services actually provided up to the date of delivery of the notice of withdrawal from the agreement, the subject of which is the provision of services and/or digital services, if the Customer withdraws from any of these agreements and, prior to the commencement of service provision, gave express consent to the commencement of service provision before the expiration of the withdrawal period under clause 5.2. of this Article.

8. The Company is obligated to refund to the Customer, within 14 days of receiving notice of withdrawal from the service agreement, all payments received from the Customer under or in connection with this agreement, including costs of transportation, delivery, postage, and other costs and fees. However, the Customer may be required to pay the Company the price for services actually provided in accordance with clause 7. of this Article. For the avoidance of any doubt, the Company states that any services provided to the Customer in accordance with these GTC are provided free of charge.

9. The Company is obligated to refund payments to the Customer under this Article using the same method the Customer used to make the payment, unless the Company and the Customer agree otherwise and provided that the Customer is not charged any fees in connection with the refund.

10. For the avoidance of any doubt, any contractual relationships arising under the Special GTC or the Cashback GTC shall not be considered a supplementary agreement under Section 20(12) of the Consumer Protection Act and in accordance with Article IX., clause 6. of these GTC.

11. In order to fulfill its obligation under Section 15(6) of the Consumer Protection Act, the Company provides the Customer with a duly completed notice regarding the exercise of the right to withdraw from the agreement, which constitutes Annex No. 2 to these GTC.

12. The Company ensures that the Customer may exercise their right to withdraw from a distance agreement also through a special electronic feature available on the Website, which allows the Customer to electronically notify the Company of their withdrawal from the agreement in a simple, understandable, and technically accessible manner. The function for withdrawing from the agreement referred to in the preceding sentence is displayed on the Website as a button clearly labeled with the phrase "withdraw from the agreement here" or a button with similar wording that unambiguously indicates that using it allows the Customer to withdraw from the agreement. The button referred to in the preceding sentence must be easily accessible and clearly identifiable on the Website so that the Customer can use it without undue technical or administrative obstacles.

    The electronic functionality described in this clause enables the Customer, in particular, to:

    12.1. identify the agreement to which the withdrawal applies, i.e., these GTC;

    12.2. provide the Customer's identification and contact information;

    12.3. confirm their intention to withdraw from the distance agreement, i.e., these GTC; and

    12.4. send a notice of withdrawal from the agreement, i.e., these GTC, to the Company by electronic means.

13. A Customer who has used the button described in clause 12. of this Article to withdraw from the agreement is required to confirm their withdrawal by clicking the "confirm withdrawal from the agreement" button or a button with similar wording that clearly indicates that by clicking it, the Customer confirms withdrawal from the agreement, i.e., from these GTC.

14. If the Customer confirms withdrawal from the agreement in the manner described in clause 13. of this Article, the Company shall, without undue delay, provide the Customer with confirmation of receipt of the withdrawal from the agreement on a durable medium, in particular via email or another means that allows the content of the confirmation to be stored and accessed for a reasonable period of time. The Company's confirmation of receipt of the notice of withdrawal from the agreement pursuant to the preceding sentence must include the notice of withdrawal from the agreement and the date and time the notice of withdrawal from the agreement was sent.

15. Exercising the right to withdraw from the agreement via the electronic functionality described in clauses 12. through 14. of this Article does not preclude other methods of exercising the right to withdraw from the agreement under these GTC or the Consumer Protection Act. This means that the Customer has the option to withdraw from the agreement —i.e., from these GTC— by means other than clicking the button described in clauses 12. through 14. of this Article.

XI. ALTERNATIVE DISPUTE RESOLUTION

1. The Company hereby notifies the Customer, in accordance with Section 5(1)(l) of the Consumer Protection Act, that the Customer has the right to submit a request for redress to the Company pursuant to Section 11 of Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes and on Amendments to Certain Acts, as amended, including a link to the website where information about the relevant alternative dispute resolution entity is published in the event that a dispute has arisen between the Customer and the Company regarding the exercise of rights arising from liability for defects, or if the Customer believes that the Company has violated any of their other rights. The Customer shall submit a request for redress in writing by mail to the address of Asteria GRP, registered seat: 23 Boulevard Plaza Tower 2, Dubai, United Arab Emirates, or to the Company's email address: info@myasteria.com. If the Company has rejected the Customer's request, it is obligated to inform the Customer of the relevant alternative dispute resolution bodies. Given that, pursuant to Section 1(2) of the Consumer Protection Act, this Act applies to the sale and provision of products if performance takes place within the territory of the Slovak Republic or if such performance is related to business activities within the territory of the Slovak Republic, and given that, pursuant to Section 1(2) of Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes and on Amendments to Certain Acts, as amended, this Act applies to disputes between a merchant who, as of the date of conclusion of the agreement or, in the case of a distance agreement, as of the date of dispatch of the consumer's order, has its place of business or registered office in the Slovak Republic, alternative dispute resolution under this Article of the GTC shall not be available. For this reason, instead of providing the Consumer with information about the relevant alternative dispute resolution entities, the Company provides information about the supervisory authority to which the Company is subject and to which the Consumer may turn.

2. The Customer has the right to contact the supervisory authority to which the Company is subject, namely Business Village, Department of Economic Development Dubai, P.O. Box 13223 Dubai, United Arab Emirates, phone number: 800 1222, website: www.moec.gov.ae, email: info@economy.ae.

3. Before the Customer contacts the supervisory authority pursuant to clause 2. of this Article, the Customer has the option to contact the Company in accordance with clause 1. of this Article to request a remedy. The Company grants this right to the Customer beyond the scope of its legal obligations.

XII. SPECIAL PROVISIONS APPLICABLE TO BUSINESS ENTITIES

1. Customers who are natural persons—entrepreneurs—and legal entities are subject to the provisions of these GTC, with the exception of:

   1.1. Article II., clauses 3. and 4. of these GTC;

   1.2. Article IV., clause 18. of these GTC;

   1.3. Article VI., clause 6. of these GTC;

   1.4. Article VII., clause 3., clauses 5. through 7., the second part of the last sentence of clause 9., clause 10., clause 11., clause 13., clause 14., and clause 16. of these GTC;

   1.5. Article VIII. of these GTC;

   1.6. Article X. of these GTC;

   1.7. Article XI. of these GTC;

   1.8. Article XIV. of these GTC;

1.9. Annex No. 1 and Annex No. 2 of these GTC;

1.10. as well as other provisions and articles of these GTC, the nature of which clearly indicates that they apply to Customers who are Consumers.

2. The Company's liability for defects in digital services and other digital services shall be governed by the provisions of Article VI. of these GTC.

XIII. INFORMATION PURSUANT TO ARTICLE 14 OF THE DIGITAL SERVICES ACT

1. Pursuant to Article 14, clause 1. of the Digital Services Act, the Company, as a provider of an intermediary service, is required to include in its terms and conditions (i.e., these GTC) information regarding all restrictions it imposes in connection with the use of its service with respect to information provided by service recipients, i.e., Customers.

2. The information referred to in clause 1. of this Article above must include details on all policies, procedures, measures, and tools used for content moderation, including algorithmic decision-making and human review, as well as the rules of procedure for its internal complaint-handling system.

3. The Company currently does not engage in systematic moderation of user content nor does it use automated content moderation tools to an extent that would require the adoption of specific content moderation rules under the Digital Services Act, as there is no content on the Website that could be moderated.

4. The Company has set forth information regarding the procedures of its internal complaint-handling system in a separate guideline on the receipt and handling of complaints, which is available at https://myasteria.com/files/InternalDirective-Asteria-en.pdf

5. As a provider of intermediary services, the Company acts consistently, objectively, and proportionately when applying and enforcing the restrictions set forth in clause 1. of this Article above, while duly taking into account the rights and legitimate interests of all stakeholders, including the fundamental rights of Customers as service recipients, such as freedom of expression, media freedom and pluralism, and other fundamental rights and freedoms enshrined in the Charter of Fundamental Rights of the European Union.

6. If the Company is subject to the obligations under Article 13 of the Digital Services Act, the Company will designate a legal representative in the European Union in accordance with the requirements of generally applicable European Union law.

7. The Company's contact point for communication under the Digital Services Act is the email address: info@myasteria.com.

XIV. SPECIAL PROVISIONS FOR THE ONLINE MARKETPLACE

1. The Website is an online marketplace within the meaning of the Consumer Protection Act, through which Customers may enter into various agreements with Partners in accordance with the Special GTC.

2. The Company is authorized to allow Partners to publish, offer, or make Products available through the online marketplace.

3. Unless expressly stated otherwise, the contractual relationship regarding a Product or service offered by a Partner is established directly between the Customer and the relevant Partner. In such cases, the Company acts solely as the operator of the online marketplace and is not responsible for the Partners' fulfillment of their obligations toward Customers.

4. The Company is not responsible for the content, quality, characteristics, availability, legality, or safety of the Products provided by Partners.

5. The Company is authorized to determine how Products are displayed, sorted, recommended, or highlighted on the Website as an online marketplace, including through automated processes or algorithmic recommendations.

5.1. the order in which Products available on the online marketplace are displayed may be influenced primarily by the technical parameters of the offer, the activity of Website users, the popularity or relevance of the Product, business cooperation with the Company, advertising, preferential placement, or other internal parameters of the online marketplace.

5.2. the Company is not obligated to display all Products in the same order, scope, or under the same conditions.

5.3. further information is available in a separate section of the Website in accordance with Section 16 of the Consumer Protection Act.

6. If the online marketplace is subject to obligations under the Digital Services Act or other generally binding legal regulations of the European Union, the Company is authorized to take appropriate technical, organizational, and legal measures to ensure compliance with these obligations.

7. The Customer acknowledges that the Products available on the online marketplace may be subject to Special GTC, license terms, or other terms and conditions of the Partners.

XV. CHANGES TO THE GTC

1. The Company is entitled to amend these GTC, any of their provisions, and to add new provisions, including any price lists, Products, features, digital services, terms of use for the online marketplace, changes thereto, and other modifications.

2. Rights and obligations that arose during the term of the previous version of the GTC remain unaffected by such changes.

3. Amendments to these GTC shall become valid and effective on the date of their publication on the Website or on the date specified therein.

4. Notice of the new version of these GTC will be provided via an announcement on the Website and/or by sending a notice to the Customer's email address. The notice of changes will include the complete new version of these GTC.

5. If the Customer does not agree with the changes to the GTC, the Customer is entitled to withdraw from the contractual relationship established by these GTC; such withdrawal must be delivered within 14 days of notification of the changes to the GTC. Upon the expiration of this period, the Customer loses the right to withdraw and is bound by the new version of the GTC.

XVI. FINAL PROVISIONS

1. The Parties undertake to provide each other with the necessary cooperation in fulfilling the obligations arising from these GTC and to notify each other of all circumstances and information that may affect the rights and obligations agreed upon in these GTC, without undue delay after becoming aware of such circumstances or information.

2. Legal relationships not governed by these GTC shall be governed by the laws of the Slovak Republic, in particular the relevant provisions of the Civil Code, the Consumer Protection Act, and other applicable laws of the Slovak Republic.

3. The Customer shall deliver documents relating to these GTC to the Company's email address specified in these GTC, or to the address of its registered office listed in the relevant registry. The Company is obligated to notify the Customer in an appropriate manner of any change to the email address designated for the delivery of documents without undue delay after such change occurs.

4. The Customer is not authorized to transfer or assign any rights or obligations under these GTC to another person without the Company's prior written consent.

5. If any provision of these GTC is wholly or partially invalid and/or ineffective, or subsequently becomes invalid and/or ineffective, this shall not affect the validity and/or effectiveness of the remaining provisions of these GTC. In place of the invalid and/or ineffective provisions of these GTC, and to fill any gaps, a provision shall apply that, to the extent legally possible, most closely approximates the meaning and purpose of these GTC, provided that the Parties took this matter into account when concluding these GTC.

6. The Parties agree that all disputes arising from or in connection with these GTC shall be resolved primarily out of court. If the Parties are unable to resolve the dispute out of court, all disputes arising from or in connection with these GTC (including disputes regarding non-contractual claims) shall be decided by the competent court of the Slovak Republic.

7. These GTC shall become valid on the date of their acceptance by the Company and shall take effect on June 21, 2026.

Annex No. 1 to the GTC

AGREEMENT WITHDRAWAL FORM

pursuant to Section 15(1)(f) of Act No. 108/2024 Coll. on Consumer Protection and on Amendments to Certain Acts

(Please complete and submit this form only if you wish to withdraw from the agreement)

To:

Asteria GRP, registered seat: 23 Boulevard Plaza Tower 2, Dubai, United Arab Emirates, Reg. No.: 1073325, email: info@myasteria.com

I/We* hereby give notice that I/we* am/are withdrawing from the agreement (please specify):

Order date/receipt date*:

First and last name of the consumer(s)*:

Address of the consumer(s)*:

Signature of the consumer(s)* (only if this form is submitted in hard copy):

Date:

* Cross out what does not apply.

INFORMATION ON EXERCISING THE CONSUMER'S RIGHT TO WITHDRAW FROM A DISTANCE AGREEMENT AND AN AGREEMENT CONCLUDED OFF THE MERCHANTS' PREMISES

1. Right to withdraw from the agreement

You have the right to withdraw from an agreement for the provision of services, including digital services, which these GTC constitute, without giving any reason, within 14 days from the date of your acceptance of these GTC.

To exercise your right to withdraw from the agreement, please inform us of your decision to withdraw from this agreement by means of an unambiguous statement (for example, a letter sent by mail or email) to the following address: Asteria GRP, registered seat: 23 Boulevard Plaza Tower 2, Dubai, United Arab Emirates, Reg. No.: 1073325, email: info@myasteria.com.

For this purpose, you may use the model withdrawal form that we have provided or sent to you, but its use is not mandatory.

The withdrawal period is met if you send notice of your exercise of the right to withdraw from the agreement before the withdrawal period expires.

2. Consequences of withdrawal

If you requested the commencement of service provision, including digital services, during the withdrawal period, you are obligated to pay us the price for the services actually provided up to the date on which you notified us of your decision to withdraw from this agreement. Since all services, including digital services as defined in these GTC, are provided to you free of charge, you are not required to pay us anything.

Upon withdrawal from the agreement, which is governed by these GTC, you will no longer be entitled to the continued provision of services, including digital services, by the Company.

Upon withdrawal from the agreement, the User Account will be deactivated or canceled, and the Customer will lose access to the services, digital services, or other features of the Website.

Annex No. 3 to the GTC – INFORMATION ON THE FUNCTIONALITY, COMPATIBILITY, AND INTEROPERABILITY OF DIGITAL SERVICES

1. Nature of Digital Services

The Company provides digital services to Customers through the Website. Digital services include, in particular:

1.1. registration and creation of a User Account;

1.2. management of the User Account and user data;

1.3. access to features and digital services available through the Website;

1.4. the ability to use the Website as an online marketplace;

1.5. the ability to use additional features or services made available by the Company through the Website;

1.6. communication between the Customer and the Company via the Website;

2. Technical Requirements and Compatibility

The digital services are compatible with devices that meet the following minimum requirements:

2.1. a mobile device running **iOS 15.6 or later,** or **Android 7.0 or later**;

2.2. a stable internet connection;

2.3. the latest version of a web browser (for the Website's web interface).

3. **Interoperability**

Digital services communicate exclusively via a secure internet connection (HTTPS). The website does not require or provide integrations with other software solutions, unless expressly stated.

4. **Updates and Changes to Functionality**

The Company regularly provides updates to the Website to improve security, performance, and add new features, but always in compliance with the terms set forth in Article VII. of these GTC. The Customer is required to keep the Website updated to maintain full functionality. Older versions of the Website may be gradually restricted or cease to function.

5. **Functionality Limitations**

To use the digital services, you must have a User Account and an active internet connection. Certain features available through the Website may be subject to specific conditions or available only to certain Customers.

Digital services may not be available 24/7, particularly during maintenance, updates, technical interventions, or for reasons beyond the Company's control.

The Company is not liable for any malfunction caused by the unavailability of the Customer's network, incorrect device configuration, or third-party interference (e.g., access blocked by a firewall).

6. Notification of Changes

Changes to the functionality, compatibility, and interoperability of digital services will be notified to the Customer via email or by posting on the Website prior to their effective date, if the change may affect the use of the services, in accordance with the terms set forth in Article VII. of these GTC.