

TERMS AND CONDITIONS OF WEBSITE AND ONLINE STORE USE

WWW.SOUVRE.COM

S'OUVRE UK Ltd.

I. DEFINITIONS

1. SOUVRE INTERNATIONALE – Here SOUVRE INTERNATIONALE Sp. z o.o. Sp. k.
2. SOUVRE UK - Here SOUVRE UK Ltd.
3. SOUVRE INTERNATIONALE Club (SOUVRE Club, SOUVRE INTERNATIONALE Network, SOUVRE Partner's Network, Network) - All Partners belonging to the SOUVRE INTERNATIONALE Club.
4. Customer Service Centre (CS) - department in SOUVRE UK or in a SOUVRE Branch, which a SOUVRE Partner may contact by phone, e-mail or letter. It provides ongoing support for SOUVRE Partners in all areas related to membership in the SOUVRE INTERNATIONALE Club. This applies, in particular, to registration, placing orders for SOUVRE INTERNATIONALE Products, providing information on the implementation of a Marketing Plan and trainings supporting SOUVRE Partners building Structures.
5. Customer – an individual person or entity buying SOUVRE Products after registering in the SOUVRE UK online store or without registering, using a reference link or SOUVRE Partner number received from a SOUVRE Partner.
6. Consumer – an individual person buying SOUVRE Products in the SOUVRE UK online store, for their own needs, in a manner not directly related to their business or professional activity.
7. User - any individual person or entity using the Website www.souvre.com.
8. SOUVRE Partner (Partner) - an individual or entity that is connected with SOUVRE UK or a SOUVRE Branch by way of a membership agreement at SOUVRE INTERNATIONALE Club (Partnership Agreement).
9. SOUVRE UK Partner (Partner) - an individual or entity that is connected with SOUVRE UK by way of a membership agreement in SOUVRE INTERNATIONALE Club (Partnership Agreement).
10. Marketing Folder (Marketing Plan) - a document describing the remuneration system applicable to SOUVRE Partners.
11. SOUVRE INTERNATIONALE Branch (Branch) - an entity that is connected with SOUVRE INTERNATIONALE by way of a distribution franchise agreement, conducting business activity in the field of direct sales of SOUVRE INTERNATIONALE Products in the MLM system and providing services in accordance with the scope of the distribution franchise agreement formed with SOUVRE INTERNATIONALE.
12. SOUVRE INTERNATIONALE Products (Products) - products offered to Customers by SOUVRE UK available in the offer under the SOUVRE INTERNATIONALE Brand.
13. Promoter - a SOUVRE Partner who is located in the Structure directly above another SOUVRE Partner, indicated in the application for registration to the SOUVRE INTERNATIONALE Club as a Promoter.
14. Structure (Team) - a team of SOUVRE Partners created through a referral in a way in which the SOUVRE Partner (Promoter) invites another Partner to register in the SOUVRE INTERNATIONALE Club, who invites subsequent Partners to register.
15. SOUVRE INTERNATIONALE Club Regulations (SOUVRE Club Regulations) - a document that forms an integral part of the Application for registration in the SOUVRE INTERNATIONALE Club.
16. SOUVRE INTERNATIONALE Code of Ethics (Code of Ethics) - a document containing a set of terms for SOUVRE Partners that comply with the accepted standards of ethical conduct at the SOUVRE INTERNATIONALE Club.
17. SOUVRE INTERNATIONALE Brand - a trademark / trademarks within the meaning of the Polish Industrial Property Law, owned by SOUVRE INTERNATIONALE, which has the right to the

trademarks and designs: 'SOUVRE', 'SOUVRE INTERNATIONALE' and the SOUVRE INTERNATIONALE 'S' symbol.

18. Starter Kit - a set of testers or samples of selected SOUVRE INTERNATIONALE Products along with advertising and training materials, or a set of advertising and training materials. Information on Starter Kits can be found at www.souvre.com.
19. Partnership Agreement - an agreement formed between a SOUVRE Partner and SOUVRE UK based on the Application for registration in the SOUVRE INTERNATIONALE Club, submitted by the SOUVRE Partner and approved by SOUVRE UK.
20. Partner Zone (SOVRE Partner Account) - an account created on the website www.souvre.com, belonging to SOUVRE INTERNATIONALE, to which the SOUVRE Partner can log in to after entering an individual login and password.

Other terms used in these Terms and Conditions should be understood in accordance with the definition given in the SOUVRE INTERNATIONALE Club Regulations, Marketing Folder, Code of Ethics or any regulations or documents issued by SOUVRE UK and forwarded to the SOUVRE UK Partner.

II. GENERAL PROVISIONS

1. These Terms and Conditions of Website and Online Store Use on www.souvre.com (hereinafter referred to as: 'Terms and Conditions') set out the rules for using the website www.souvre.com, including the SOUVRE UK online store (hereinafter referred to as: 'Website'), belonging to SOUVRE INTERNATIONALE Sp. z o.o. Sp.k. with its headquarters in Inowrocław (post code: 88-100), ul. Al. Okrężna 8, entered into the Register of Entrepreneurs of the National Court Register maintained by District Court in Bydgoszcz, 13th Commercial Division of National Economic Register under number KRS: 0000584353, Tax Identification Number NIP: 5562761020, National Business Registry Number REGON: 362911971, having the BDO number 000113341, (hereinafter referred to as: 'SOVRE INTERNATIONALE').
2. The Website operates on the Terms and Conditions set out herein.
3. The owner of the Website and its administrator is SOUVRE INTERNATIONALE.
4. With the use of the Website and on the terms described herein, SOUVRE UK Ltd. with its registered office at Unit 5 Windsor Park Industrial Estate, 50 Windsor Avenue, Merton, London, SW19 2TJ, recorded in the Companies House, incorporated under the Companies Act 2006 with the Company Number 11429445, (hereinafter referred to as: 'SOVRE UK'), provides services in the scope of organisation of sales networks and conducts the promotion and marketing of SOUVRE INTERNATIONALE Products (consumer goods), through a direct sales system based on MLM (Multi-Level Marketing, to the end customer.
5. SOUVRE UK in a special way protects the privacy of Website Users, observes the legal provisions regarding the processing of Users' personal data, and also gives them the opportunity to change and update their data. Detailed information on the privacy policy and the processing of personal data can be found in the 'Privacy Policy' document on the website www.souvre.com
6. The minimum technical requirements of the computer system from which the User would like to access the Website:
 - a) 512 MB RAM;
 - b) 1000 MHz processor;
 - c) Internet connection;

- d) a web browser that supports HTML5, CSS3 and JavaScript, with enabled cookies, as well as using mobile devices equipped with an Internet browser.

7. These Terms and Conditions are addressed to Users of the Website www.souvre.com, including Customers of the SOUVRE UK online store and members of the SOUVRE INTERNATIONALE Club, including Partners who have the status of SOUVRE UK Business Partner.

8. The User shall use the Website in a manner consistent with the law and morality with respect for the personal rights, copyright and intellectual property of SOUVRE INTERNATIONALE, SOUVRE UK and third parties. The User is obliged to enter data consistent with the facts. The User is prohibited from providing unlawful content.

III. SOUVRE UK ONLINE STORE

1. The SOUVRE UK online store (hereinafter referred to as: Online Store), run under the domain www.souvre.com belongs to SOUVRE INTERNATIONALE.

2. SOUVRE UK provides services in the scope of organization of sales networks and conducts sales, promotion and marketing of SOUVRE INTERNATIONALE Products: collagen products, dietary supplements, perfumes, cosmetics for men's, women's and universal care, cleaning products, all kinds of business materials, including Marketing Kits, with the use of Online Store available at www.souvre.com.

Contact: Customer Service Centre, phone +442038872892, e-mail: cs@souvre.com.

3. The buyer may be any individual person with full legal capacity, and in cases provided for by generally applicable regulations, a natural person with limited legal capacity, a legal person, as well as a business unit with legal personality.

4. The condition for using the SOUVRE UK Online Store is:

- a) having the status of SOUVRE UK Partner, and thus a member of the SOUVRE INTERNATIONALE Club, that is, to register on the Website www.souvre.com
- b) or having a reference link or SOUVRE Partner Number provided by a SOUVRE Partner.
- c) reading the contents of these Terms and Conditions and the User's consent to the conditions specified therein.

5. SOUVRE INTERNATIONALE is entitled to order a temporary break in the operation of the Website or some of its functionalities for technical reasons. SOUVRE INTERNATIONALE will, however, ensure that technical breaks take place during the night hours and last as short as possible.

IV. REGISTRATION ON THE WEBSITE WWW.SOUVRE.COM

1. User registration on the Website www.souvre.com is necessary if the User wants to join the SOUVRE INTERNATIONALE Club and take advantage of the benefits that SOUVRE UK Partners are entitled to and use the Website Partner Zone, and if the User wants to make purchases in the SOUVRE UK Online Store as a SOUVRE Partner.

2. User registration on the Website takes place after the User discloses their personal data in the manner described in these Terms and Conditions, SOUVRE INTERNATIONALE Club Regulations and Privacy Policy.

3. User registration on the Website is made by filling out the registration form available on the website www.souvre.com and by accepting the activation link sent to the User's e-mail address. Registration

requires thorough reading of the Terms and Conditions, and marking on the registration form that the User has read the Terms and Conditions and fully accepts all of its provisions.

4. After completing registration, the User becomes a SOUVRE UK Partner.
5. Purchase of SOUVRE INTERNATIONALE Products at preferential prices and engagement in the Partner Zone are possible after the User's logging in to the Website with the use of valid login and password.
6. The User who registers on the Website is obliged to provide truthful, accurate and up to date data that does not mislead and does not infringe the rights of third parties.
7. The User may not post or provide content on the Website, including opinions and other data of an unlawful nature. The User bears sole responsibility for the content of data provided by them.

V. THE TERMS OF USE OF THE WEBSITE WWW.SOUVRE.COM

1. The Website has been divided into three access zones:
 - a) public zone – available to all Users of the Website;
 - b) SOUVRE UK Online Store - designed for Customers of SOUVRE UK, including Partners of SOUVRE UK;
 - c) SOUVRE UK Partner Zone - intended for SOUVRE UK Partners.
2. The public zone of the Website does not require a login and performs an information and promotion function for the SOUVRE Brand.
3. The Online Store has a sales function for SOUVRE UK Customers.
4. The Website Partner Zone performs sales, organisational, communication, settlement and marketing functions for the SOUVRE UK Partners - members of the SOUVRE INTERNATIONALE Club.
5. SOUVRE UK reserves the right to suspend the SOUVRE UK Partner account in cases specified in the SOUVRE INTERNATIONALE Code of Ethics.
6. A SOUVRE Partner may delete the account at any time by submitting such an application via the contact form available at www.souvre.com. The request to delete the account is tantamount to resignation from other services resulting from cooperation with SOUVRE UK. A request to delete a User account does not affect the performance of other services previously ordered or paid, unless the Partner explicitly requests it.

VI. ORDERS, DELIVERY, PRICES AND PAYMENT METHODS

1. All information about the Products is an invitation to enter into a sales agreement as defined under common law and not an offer. By submitting orders, the Customer submits an offer to form a sales agreement for the ordered Products or services from SOUVRE UK. Each payment made by a Customer constitutes the prepayment for order fulfilment until the order is accepted for fulfilment.
2. After confirmation of a submitted order, the sales agreement between the Customer and SOUVRE UK is considered as formed.
3. Orders can be placed 24 hours a day, 7 days a week, with the reservation that the order will be processed only on business days (excluding public holidays and Saturdays). Orders placed on public holidays and Saturdays will be fulfilled on the next business day.
4. Orders placed before 8 a.m. will be shipped on the same day. Orders placed after 8 a.m. will be fulfilled on the next business day (excluding holiday periods and the last 3 days of each calendar month).
5. Orders made on the last day of the calendar month may be submitted only until 8 p.m.

6. The order will be processed after payment for this order. After confirming their purchases, the Customer is not able to edit or cancel their order.

7. SOUVRE UK does not specify the minimum or maximum value of the order, except for orders related to Products in the promotional offer.

8. The time of delivery is 3 business days on average. The maximum delivery time is 14 business days.

9. Products available in the SOUVRE UK online store have point values assigned to them. The following products are an exception, for which points are not awarded:

- a) manuals,
- b) guides,
- c) leaflets,
- d) samples,
- e) accessories,
- f) marketing and advertising materials,
- g) instructional materials intended for Partners.

11. Purchased goods will be sent to the address provided by the User during registration in the Online Store or when placing the order, and if the shipping address is different than the one provided during registration, it is possible to change it when placing the order. For bulk orders, made by SOUVRE Partners, the shipping address is the address of one of the SOUVRE Partner initiating the bulk order.

12. If an order cannot be processed, SOUVRE UK will notify the User about this fact not later than within 14 business days from the date of confirmation of the order placed. The notification will be sent to the User's e-mail address. If the User already paid for the order referred to in the sentence above, SOUVRE UK will refund the amount due.

13. If it is not possible to fulfil a part of the order, the User shall be notified about the reason and the status of the order and decide on the manner of its fulfilment:

- a) partial fulfilment - execution of purchases concerning only available Products;
- b) cancellation of the whole order.

14. SOUVRE UK shall refund the amount due to the User for part of the purchases that cannot be executed, as referred to in section 14.

15. All prices provided by SOUVRE UK are expressed in the British currency and are gross prices (including VAT).

16. Information about Product prices, the features and essential properties of the goods is available in the SOUVRE UK Online Store and is placed next to the offered Product.

17. Product prices presented in the SOUVRE UK Online Store may change, however, the change in the prices of Products does not affect orders placed before the price change entered into force.

18. The prices of Products provided in the SOUVRE UK Online Store do not include delivery costs. The costs of delivering the ordered goods are always provided in the Online Store during the ordering process, including directly before and at the time of confirmation, and submission of the order by the Customer and are included in the total value of the order. The total value of the order includes the price of the goods and the cost of their delivery.

19. The binding and final price is the price given in the 'Cart' during order confirmation at the time of placing the order by the Customer via the Online Store.

20. In the SOUVRE UK Online Store are the following method of payment of the price and delivery costs when submitting the order:

- a) electronic payment by credit card (Visa, MasterCard, Maestro);
- b) electronic payment by PayPal;
- c) online transfer in electronic banking via the Multisafapay online payment service.

21. If SOUVRE UK sends the goods and the User does not collect them, SOUVRE UK has the right to demand reimbursement of the return shipment. The User, who is a Consumer, can release themselves from liability if they prove that they did not receive the parcel by no fault of their own.

VII. SENDING INVOICES, CORRECTING INVOICES AND DUPLICATE INVOICES ELECTRONICALLY

1. The following provisions apply to the electronic submission of invoices, correcting invoices and duplicate invoices by SOUVRE UK to Customers.

2. Sending invoices, correcting invoices and duplicate invoices will take place in electronic form, in PDF file format.

3. The Customer grants their approval for sending invoices, correcting invoices and duplicate invoices in the manner and in the format specified above. The above approval is made when registering as a Partner in SOUVRE UK or when placing an order without registration.

4. SOUVRE UK represents that invoices, correcting invoices and duplicate invoices will be sent from the email address: cs@souvre.com

5. SOUVRE UK will send the Customer invoices, corrective invoices and duplicate invoices to the e-mail address provided during the registration of the SOUVRE Partner in the SOUVRE INTERNATIONALE Club, and in the case of the Customer buying without registration - when placing the order. The abovementioned documents will be sent with enabled automatic delivery receipt option. If delivery receipt is not received, SOUVRE UK will notify the Customer about it and undertake to remove the existing problems in sending the invoice, correcting invoice and duplicate invoices electronically. If an obstacle in sending the abovementioned documents cannot be removed, SOUVRE UK has the option of sending the abovementioned documents in paper form.

6. These provisions do not exclude the possibility of sending invoices, correcting invoices and duplicate invoices in paper form by SOUVRE UK however, subject to prior notification to the Customer about this fact.

7. The approval which the Customer granted during their registration or while placing an order in the SOUVRE UK Online Store may be withdrawn, as a result of which SOUVRE UK loses the right to issue and send invoices, correcting invoices and duplicate invoices to the Customer electronically, starting from the 14th day after receiving the notification of withdrawal of approval. Withdrawal of the approval will be made by the User by a notification sent in writing or electronically.

8. Invoices, correcting invoices and duplicate invoices sent in electronic form will be stored in a manner ensuring authenticity of origin, integrity of the content and their readability as well as easy retrieval. SOUVRE UK declares that they will ensure the authenticity of origin and integrity of the content of invoices, correcting invoices and duplicate invoices sent in electronic form.

9. SOUVRE UK declares that in the scope of generating, sending and storing invoices, correcting invoices and duplicate invoices, they comply with applicable law, in particular to the Electronic Invoicing (VAT Notice 700/63) government guidelines.

10. If the e-mail addresses referred to above change, SOUVRE UK and SOUVRE Partner undertake to notify one another about this fact electronically within 5 days before the abovementioned change of address.

VIII. SCOPE AND TYPES OF SERVICES PROVIDED ELECTRONICALLY

1. SOUVRE UK supports its Partners through the following services provided electronically:
 - a) maintaining SOUVRE Partner Account on the Website www.souvre.com;
 - b) SOUVRE UK Newsletter;
 - c) text messages.
2. Maintaining the SOUVRE Partner Account on the Website www.souvre.com is necessary in order to use the functionality of the SOUVRE UK Partner Zone and to make purchases in the SOUVRE UK Online Store as a SOUVRE Partner.
3. SOUVRE UK recommends that SOUVRE Partner accept the free SOUVRE UK Newsletter service when registering on the Website.
4. As part of the SOUVRE UK Newsletter service provided electronically, an email is sent to the e-mail address provided by the User. The Newsletter contains information, in particular about the product offer and network marketing of SOUVRE UK. The Newsletter is sent free of charge, subject to the consent of the SOUVRE Partner.
5. The SOUVRE Partner can change their e-mail address to which the Newsletter is sent or cancel the Newsletter at any time without giving any reason and without incurring any costs by clicking on the 'Newsletter - unsubscribe' link placed in the footer of each Newsletter, entering their e-mail address in the appropriate box, and then clicking on the 'Unsubscribe' button.
6. SOUVRE UK recommends that SOUVRE Partner accept the free SOUVRE UK SMS service when registering on the Website.
7. As part of the SOUVRE UK SMS service, text messages are sent via the SMS API program to the telephone number provided by the User. The text message contains information, in particular about the product offer and network marketing of SOUVRE UK. The text message is sent free of charge, subject to the consent of the SOUVRE Partner.
8. The SOUVRE Partner can change their phone number to which the SMS is sent or cancel the SOUVRE UK SMS service at any time, without giving any reason and without incurring any costs by sending an e-mail to the address: cs@souvre.com with the words 'SMS-unsubscribe' and indicating the Partner Identification Number. The service will be cancelled within 24 hours of submission of the resignation message.

IX. COMPLAINT PROCEDURE

1. SOUVRE UK shall provide Customers with the Product without any physical or legal defects. SOUVRE UK is liable to Customers for defects in the Products under the terms specified in the provisions of the Consumer Protection Act 1987 in section.
2. A complaint may be submitted by the Customer to the e-mail address: cs@souvre.com.
3. It is recommended that the complaint should contain, in particular: name and surname, correspondence address and e-mail address to which the response to the complaint is to be sent. If the Customer wishes to receive a response to the complaint via e-mail, the date of purchase of the product, type of Product complained about, a detailed description of the defect and the date it was discovered, the Customer's request and the Customer's preferred way of informing about the manner in which the complaint will be dealt with. Along with submitting a complaint, the proof of Product purchase must be delivered to SOUVRE UK. It may be a copy of the receipt or invoice, payment card printout, bank account statement or other proof.
4. SOUVRE Partner may submit a complaint using the complaint form available on the Website www.souvre.com in the SOUVRE Partner Zone. The complaint form is just an example.

5. The Customer, who exercises their rights under the warranty, is obliged to deliver the defective Product to the place indicated on the sales document at the cost of SOUVRE UK.
6. SOUVRE UK will consider and respond to the complaint promptly, no later than within 14 days from the date of submitting the complaint. The Customer will be informed about the manner of considering the complaint in accordance with the data indicated in the complaint.
7. If the submitted complaint letter is incomplete SOUVRE UK will ask the Customer to amend it in accordance with the address details indicated in the complaint.
8. If the legitimacy of the complaint is rejected by SOUVRE UK, the costs of returning the Products sent as part of the complaint are covered by the Customer submitting the complaint.
9. SOUVRE UK shall provide the Customer with a decision about the acceptance or rejection of the complaint within 14 calendar days from the date of receipt of notification. SOUVRE UK, regardless of the decision made, will always send the decision to the Customer with its justification. However, if a Customer does not receive a response from SOUVRE UK after 14 calendar days, it will mean that the complaint was accepted under the conditions presented by the Customer when submitting the complaint.

X. RIGHT OF WITHDRAWAL FROM THE AGREEMENT

1. A Consumer who has formed an agreement via the Online Store remotely, may withdraw from it within 14 days without giving any reason and without incurring any costs, with the exception of the costs specified below in this section. To meet the deadline, it is enough to send a declaration before its expiry. All Points accrued in connection with the Products subject to the withdrawal from the sales agreement will be deducted from the SOUVRE Partner Structure, to which they were previously assigned.
2. The declaration on withdrawal from the agreement may be submitted for example:
 - a) in writing to the address: SOUVRE UK Ltd., Unit 5 Windsor Park Industrial Estate, 50 Windsor Avenue, Merton, London, SW19 2TJ,
 - b) in electronic form via e-mail to the following address: cs@souvre.com
3. An example template of the withdrawal form is available as Appendix No. 1 to these Terms and Conditions. The Consumer may use this template but it is not mandatory.
4. The deadline for withdrawal from the agreement begins:
 - a) for the agreement under which SOUVRE UK issues the Product, being obliged to transfer its ownership (e.g. Sales Agreement) - from taking possession of the Product by the Consumer or a third party indicated by them other than the carrier, and in the case of an agreement that covers many Products, which are delivered separately, in batches or in parts - from taking possession of the last Product, batch or part; in the case of agreement involving the regular delivery of items for a fixed period - from taking possession of the first item,
 - b) for other agreements - from the date of conclusion of the agreement.
5. In the event of withdrawal from an agreement formed remotely, the agreement is considered void if the Consumer submits a declaration of withdrawal before the entrepreneur accepts their offer, the offer ceases to be binding.
6. SOUVRE UK shall immediately, not later than within 14 calendar days from the date of receipt of the Consumer's declaration on withdrawal from the agreement, return to the Consumer all payments made by them, including the cost of delivery of the Product (with the exception of additional costs resulting from the method of delivery chosen by the Customer, other than the cheapest standard delivery method available in the Online Store). SOUVRE UK will refund the payment using the same method of payment as the Consumer used, unless the Consumer has expressly agreed to a different method of refund, which does not involve any costs for them. If SOUVRE UK did not offer to collect the Product from the

Consumer, it may withhold the refund of payments received from the Consumer until receipt of the Product, or delivery by the Consumer of proof of its return, whichever occurs first.

7. The Consumer shall return the Product to SOUVRE UK or hand it over to the person authorised by SOUVRE UK to collect it immediately, no later than within 14 calendar days from the date on which they withdraw from the sales agreement, unless SOUVRE UK suggested that they will collect the Product themselves. To meet the deadline, the Product must be returned before its expiry. The Consumer may return the Product to the following address: SOUVRE UK Ltd., Unit 5 Windsor Park Industrial Estate, 50 Windsor Avenue, Merton, London, SW19 2TJ. If the agreement was formed outside the business premises and the item was delivered to the Consumer to the place where they resided at the time of the conclusion of the agreement, SOUVRE UK is obliged to collect the Product at its own expense, because due to the nature of the Product it cannot be returned by regular mail.

8. The Consumer shall be liable for the decrease in the value of the Product as a result of using it in a way beyond what is necessary to establish the nature, characteristics and functioning of the Product, unless the entrepreneur has not informed the Consumer about the right to withdraw from the agreement.

9. Possible costs related to the Consumer's withdrawal from the sale agreement which the Consumer shall bear:

- a) if the Consumer has chosen a method of Product delivery other than the cheapest standard delivery method available in the SOUVRE UK Online Store, SOUVRE UK is not obliged to refund the additional costs incurred by the Consumer,
- b) the Consumer bears the direct cost of returning the Product unless SOUVRE UK has agreed to bear them.

10. The right to withdrawal from an agreement formed remotely is not available to the Consumer in relation to agreements: (1) for the provision of services, if SOUVRE UK (hereinafter referred to as the Seller) has full performed the service with the express consent of the Consumer, who was informed before the provision of services that after the provision the Seller loses the right to withdraw from the agreement; (2) in which the price or remuneration depends on fluctuations in the financial market over which the Seller has no control, and which may occur before the deadline to withdraw from the agreement; (3) in which the subject of the service is a Product that fails quickly or has a short shelf life; (4) in which the subject of the service is a Product delivered in sealed packaging, which after opening the package cannot be returned due to health protection or hygiene reasons, if the packaging was opened after delivery; (5) in which the subject of the service are Products that after delivery, due to their nature, are inseparably connected with other items; (6) in which the subject of the service are sound or visual recordings or computer software delivered in sealed packaging, if the package was opened after delivery; (7) for delivering newspapers, periodicals or magazines, with the exception of subscriptions; (8) for the provision of accommodation services other than for residential purposes, the carriage of items, car rental, gastronomy, leisure services, entertainment, sports or cultural events, if the agreement indicates the day or period of service provision; (9) for the supply of digital content that is not stored on a tangible medium, if the performance of the service began with the express consent of the Consumer before the deadline to withdraw from the contract and after informing them by the Seller about the loss of the right to withdraw from the contract.

XI. FINAL PROVISIONS

1. Contact regarding these Terms and Conditions of www.souvre.com Website: SOUVRE UK Ltd. with its registered office at Unit 5 Windsor Park Industrial Estate, 50 Windsor Avenue, Merton, London, SW19 2TJ, e-mail: cs@souvre.com, Customer Service Centre helpline: +442038872892.

2. SOUVRE UK emphasises that materials placed on the Website, including all content, logos, graphic elements, audio and video materials are protected by copyright and their use is possible only with the consent of SOUVRE UK.

3. In matters not covered by these Terms and Conditions, the current legal provisions of the Civil Code and other acts shall apply.

4. Change of these Terms and Conditions:

- a) SOUVRE UK reserves the right to make changes to these Terms and Conditions for important reasons, that is: changes in provisions of the law, changes in payment methods and deliveries, to the extent in which these changes affect the implementation of these Terms and Conditions;
- b) in the event of continuous agreements being concluded under these Terms and Conditions, the amended Terms and Conditions shall bind the Customer if the Customer has been properly notified of the changes and has not terminated the agreement within 14 calendar days from the date of notification. If the Terms and Conditions are changed, the Customer who is the Consumer has the right to withdraw from the agreement;
- c) in the event of conclusion of agreements other than continuous agreements pursuant to these Terms and Conditions (e.g. Sales Agreement), changes to the Terms and Conditions will not in any way infringe the acquired rights of Service Recipients / Customers who are Consumers before the date of entry into force of amendments to the Terms and Conditions, in particular changes to the Terms and Conditions will not have an impact on already placed or submitted Orders and concluded, implemented or performed sales agreements.

5. The Customer may terminate the service agreement by electronic means at any time with immediate effect, informing SOUVRE UK by e-mail, by phone or in writing, by writing to the address of the SOUVRE UK headquarters.

6. In the event of a change or annulment of any of the provisions of these Terms and Conditions by a decision of a competent authority or court, the remaining provisions shall remain in force and bind SOUVRE UK and the User.

7. The law applicable for settling any disputes related to these Terms and Conditions is British law. These disputes will be settled by the common court. The Customer, who is a Consumer, may also use extrajudicial means for consideration of complaints and pursuing of claims. Notwithstanding the above, the Consumer may apply for help to the municipal consumer ombudsman. At the same time, we would like to inform that the indicated proceedings are voluntary and both parties must agree to them.

8. In the case of Users who are not Consumers, the court having jurisdiction over the headquarters of SOUVRE UK has jurisdiction.

9. Based on Regulation (EU) No. 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amendment of Regulation (EC) No. 2006/2004 and Directive 2009/22/EC (Regulation on ODR in consumer disputes), we would like to inform that at the web address <http://ec.europa.eu/consumers/odr> there is a platform available for online dispute resolution between consumers and businesses at EU level (ODR platform). The ODR platform is a website with a service point for consumers and entrepreneurs seeking out-of-court settlement of a dispute regarding contractual obligations arising from an online sales agreement or agreement for the provision of services.

Appendix No. 1: Withdrawal from the Sales Agreement Form

Customer data:

(name and surname / company name ¹)

(home address / company address ¹)

(VAT number (if applicable) / company number ¹)

(Partner's Identification Number)

To:
SOUVRE UK Ltd.
Unit 5 Windsor Park Industrial Estate
50 Windsor Avenue, Merton
London, SW19 2TJ
cs@souvre.com

Withdrawal from the Sales Agreement with SOUVRE UK Ltd.

I hereby inform that I am withdrawing from the Sales Agreement of the Products purchased on the date _____, received on the date _____ and listed below:

No.	Name of goods / materials / package	Quantity	Invoice number	Catalogue number
1.				
2.				
3.				
4.				
5.				

Date

Customer's signature

¹ - If the Customer made the purchase as a company, also fill in the above fields marked with number ¹