

Terms and Conditions

These regulations define the rules for ordering and performing services offered by the Service Provider at the Internet address: www.vo-as.com. The Service Provider is VOAS spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw (02-454), Szczęsna 26 street, KRS 0000794477, NIP 5223163919. You can contact the Service Provider through:

- phone number: +48 22 578 06 10 – call cost in accordance with the operator's tariff package.
- e-mail address: office@vo-as.com
- contact form available at: www.vo-as.com/kontakt
- at company's address stated above.

§1 Definitions

1. **Terms and Conditions** – these regulations.
2. **Client** – a natural person, a legal person or an organizational unit without legal personality (with legal capacity), with full legal capacity, which concludes a contract for the provision of Services via the Website.
3. **Service Provider** – VOAS spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw (02-454), Szczęsna 26 street, KRS 0000794477, NIP 5223163919.
4. **Services** – address rental services for company registration purposes, providing an address for correspondence, receiving correspondence, scanning and sending scanned correspondence, organizing meetings and storing correspondence provided by the Service Provider to Customers. The scope of Services is consistent with the package selected by the Customer when placing the Order.
5. **Additional Services** – additional services provided by the Service Provider to the Customer. Additional Services Tariff can be found in the following link: www.vo-as.com/cennik-uslug-dodatkowych.
6. **Website** – website available at www.vo-as.com through which the Customer can place an Order.
7. **Account** – an account created by the Customer on the Website in order to communicate with the Service Provider and use the Services.
8. **Order** – an offer to conclude a contract sent by the Customer, containing a precisely defined subject of the Services according to one of the packages offered by the Service Provider, the duration of the contract and the remuneration due to the Service Provider.

9. **Unauthorized Service** – indication of the Service Provider’s address as the registered office address or correspondence address by a natural person, a legal person or an organizational unit without legal personality (with legal capacity), with full legal capacity, without concluding a contract with the Service Provider in writing or in an automated form using Website, as well as the use of the Service Provider’s address as the registered office address or correspondence address by the Customer after the expiry of the contract (including as a result of termination of the contract) for the provision of Services with the Service Provider.

§2 General Terms

1. These Terms and Conditions define the rules for using the Website available at www.vo-as.com and the rules for performing Services ordered via the Website.
2. The Service Provider provides services to Customers in accordance with the Terms and Conditions.
3. The Service Provider may entrust the provision of Services to third parties.
4. Ordering Services on the Website by the Customer is tantamount to reading these Terms and Conditions and accepting their provisions.
5. The Terms and Conditions are made available to Customers in the following way:
 - The Terms and Conditions are displayed to the Customer during the procedure of placing an Order on the Website. Placing an Order requires prior acceptance of the Terms and Conditions.
 - The Terms and Conditions are available on the website www.vo-as.com/regulamin.
6. Customers may freely save, print and download these Terms and Conditions.
7. The website is available in Polish. Communication via e-mail or devices for direct sound transmission takes place in Polish.
8. In order to provide the Services, the Customer authorizes the Service Provider and its employees to receive, open, scan, copy and store correspondence addressed to the Customer. The Customer is obliged to confirm and renew such authorizations, if necessary, in order to enable the Service Provider to perform the Services. In particular, the Customer may be obliged to grant and deliver a postal power of attorney to the Service Provider and its employees.
9. The Customer is obliged to collect correspondence from the Service Provider within 30 days from the date of its delivery to the Service Provider’s address. If the Customer fails to collect the

correspondence within the deadline specified above, the Service Provider will charge an additional fee for storing the correspondence beyond the deadline in accordance with the Additional Services Tariff. If 90 days have passed from the date of delivery of the correspondence to the Customer at the Service Provider's address and the Client has not collected it within the period specified above, the Service Provider is entitled to destroy the Customer's correspondence or send the correspondence to the correspondence address provided in the Customer's Account, and the Customer will be charged with the shipping costs in accordance with the Additional Services Tariff.

10. The Customer is entitled to use Additional Services in accordance with the Additional Services Tariff available at www.vo-as.com/cennik-uslug-dodatkowych.
11. The Customer may not indicate the address as the address of the warehouse or goods collection point, and may not sublet the leased item to third parties.
12. The Customer may not indicate the address as his/her registered or residential address.
13. The Service Provider reserves the right to refuse to receive the Customer's correspondence that exceeds the dimensions of a standard C4 envelope (229 × 324 mm).
14. If the Customer terminates the contract for the provision of Services or if the Customer does not use the Services during the term of the Contract for the provision of Services, the Customer is not entitled to a refund of the remuneration for the previously paid settlement period, unless otherwise provided for in the Terms and Conditions or generally applicable legal provisions.
15. The Service Agreement may be terminated by either Party, with effect at the end of the current billing cycle, with the Service Provider terminating by sending a notice of termination by e-mail to the e-mail address provided by the Customer in the Customer Account, and the Customer by canceling the Service in the Customer Account. To cancel, the Customer must go to the My Account > Subscriptions tab and then press the **CANCEL** button.
16. The Service Provider is entitled to terminate the contract for the provision of Services with immediate effect by sending a declaration of termination by e-mail to the e-mail address provided by the Customer in the Customer Account, if:
 1. The Customer is in default for a period longer than 7 days in the payment of remuneration for the provision of Services,
 2. The Customer grossly violates the obligations arising from the contract for the provision of Services by the Service Provider.

3. There is a justified suspicion that the Customer is using the Services for purposes inconsistent with applicable law, in particular if cases of violations of the law by the Customer are reported by state authorities or third parties.

§3 Placing Orders for Services

1. Orders are placed by the Customer using the Website.
2. Orders for Services via the Website may be placed 24 hours a day, 7 days a week throughout the year, subject to periods of technical breaks and maintenance works on the Website.
3. Placing an Order on the Website requires creating an Account and:
 - I. in the case of a natural person:
 - a. confirmation of identity by the Customer;
 - b. the Customer's obligation to immediately update the identification data and information provided when concluding the contract in the event that such data or information changes, and additionally to confirm at least once a year that the identification data and information provided by the Customer when concluding the contract or updated later have not changed;
 - c. in the case of a sole proprietorship:
 - an indication by the Client of the area of activity carried out not extending beyond the territory of the European Union;
 - sending by the Customer a file in electronic form with a printout of information about the entry in the Central Register and Information of Economic Activity, a certificate of the REGON number and the decision to assign a NIP number;
 - the Client's indication of the subject of the main business activity conducted;
 - a declaration by the Client that he runs a business independently and is not an entity controlled as part of his business activity by another natural or legal person;
 - a declaration by the Client that he does not conduct transactions with entities having their registered office or management in countries or territories that may indicate a high risk of money laundering and terrorist financing in accordance with Annex 1 to the Terms and Conditions;
 - a declaration by the Client that he or she is or is not a politically exposed person, a person known

as a close associate of a politically exposed person or a family member of a politically exposed person;

- in the case of Customers who are active VAT payers, also – the Customer sends in electronic form a certificate of registration as a VAT payer and confirmation that the bank account provided by the Customer has been disclosed in the whitelist of VAT payers.

- IV. in the case of a legal person or an organizational unit without legal personality:
- a. confirmation of identity by all Customer representatives;
 - b. an indication by the Client of the area of activity carried out not extending beyond the territory of the European Union;
 - c. sending by the Customer a file in electronic form with a printout of information from the National Court Register (KRS) or other register confirming the Customer's identification data. If the Customer is not subject to entry in the National Court Register, a certificate of a REGON number, a decision to assign a NIP number;
 - d. the Client's indication of the subject of the main business activity conducted;
 - e. sending by the Customer a file with a printout of information from the Central Register of Beneficial Owners, confirmation of the validity of the data included in this register and their compliance or explanation of discrepancies with data from the National Court Register – or other register confirming the Customer's identification data if the Customer is not subject to entry in the National Court Register;
 - f. the Customer's obligation to immediately update the identification data and information provided when concluding the contract in the event that such data or information changes, and additionally to confirm at least once a year that the identification data and information provided by the Customer when concluding the contract or updated later have not changed;
 - g. in the case of Customers who are active VAT payers – sending by the Customer an electronic certificate of registration as a VAT payer and

confirmation that the bank account provided by the Customer has been disclosed in the whitelist of VAT payers.

- h. a declaration by the Client that he does not conduct transactions with entities having their registered office or management in countries or territories that may indicate a high risk of money laundering and terrorist financing in accordance with Annex 1 to the Terms and Conditions.
 - i. a declaration by the Client that the Client's beneficial owner (the declaration should be submitted separately for each beneficial owner) is or is not a politically exposed person, a person known as a close associate of a politically exposed person or a family member of a politically exposed person.
 - j. However, if the Customer is a natural person intending to start a business activity or a legal person or an organizational unit without legal capacity that is at the stage of constitution and for these reasons the Customer does not yet have some of the information or documents indicated above, the Service Provider will enable the Customer to provide them additionally in documentary form immediately after obtaining them by the Customer, no later than within three months from concluding the contract with the Company. If they are not delivered within 3 months from the date of conclusion of the contract, the Service Provider may immediately terminate the contract with the Customer.
4. Placing an Order by the Customer and making the payment is tantamount to submitting an offer to conclude a contract on the terms specified in the Order.
 5. The moment of payment of the remuneration is the moment of crediting the Service Provider's bank account with the full amount of remuneration due for the Service.
 6. Within 24 hours of receiving remuneration for the Service, the Service Provider confirms acceptance of the offer and sends the Customer an Order confirmation (equivalent to acceptance of the offer) specifying its terms and conditions to the e-mail address provided by the Customer.
 7. The contract is concluded when the Customer receives confirmation of the Order.

8. If the Order is not confirmed within the time referred to in point 6 above, the Agreement is not concluded. In this type of case, the Customer provides the Service Provider with the data necessary to reimburse him the remuneration. The Customer may ask the Service Provider to explain the reasons for not confirming the Order. Regardless of this, Client may re-submit another Order.
9. The Customer may ask the Service Provider to resend the confirmation of the Order, specifying its conditions, confirmation of receipt of remuneration, and a copy of these Terms and Conditions.
10. By placing an Order, the Customer consents to sending invoices in electronic form by providing the e-mail address to which the Service Provider will send invoices in electronic form. In order to receive paper invoices, the Customer is obliged to submit such an instruction by sending an e-mail to the following address office@vo-as.com.
11. When placing an Order, the Customer may consent to the Service Provider using the Customer's end device for direct marketing purposes. Consent is voluntary. Lack of consent does not affect the possibility of placing an Order. The customer may withdraw his/her consent at any time by sending such declaration to the e-mail address: office@vo-as.com.
12. When placing an Order, the Customer may consent to receiving unsolicited commercial information electronically. Consent is voluntary. Lack of consent does not affect the possibility of placing an Order. The customer may withdraw his/her consent at any time by sending such declaration to the e-mail address: office@vo-as.com.
13. When creating an Account, the Customer provides a username and password, which the Customer then uses to log in to the Account.
14. If the Customer forgets the password to the Account, he or she may reset the password by input of the e-mail address provided in the Account. In such a case, a message with a link to reset the Account password will be sent to the indicated e-mail address.
15. After the end of the period of validity of the contract for the provision of Services between the Customer and the Service Provider, the Account may be archived to facilitate repeated use of the Services in the event of concluding another contract. If the Customer does not consent to the storage of data in this form, at his request the Account will be immediately deleted.

§4 Payments

1. The remuneration in the currency selected by the Customer due to the Service Provider is visible on the Website when placing the Order.
2. Payment for the ordered Services is made via the payment intermediary PayU S.A.
3. For the Services provided as part of a package covered by a recurring subscription in the placed Order, the Service Provider collects remuneration automatically from the payment card provided by the Customer, in the amount and cycle specified when placing the Order.
4. The Service Provider is entitled to charge additional fees for Additional Services and Unauthorized Services from the payment card provided by the Customer when placing the Order.
5. In the event of failure to charge the card, the Service Provider reserves the right to send a payment request to the Customer by e-mail, on the basis of which the Customer is obliged to pay the fee.
6. The moment of receiving the remuneration is the crediting of the Service Provider's bank account for the full amount of the remuneration due.
7. Payment for the Ordered Services is made in advance. The Service Provider is entitled to refrain from providing the Service until they receive remuneration.
8. The Service Provider is entitled to increase the remuneration after one billing period of the contract. In order to increase the remuneration, the Service Provider will provide the Customer with information about the updated remuneration amount and the beginning of the validity period of the updated remuneration amount, sending it to the e-mail address provided by the Customer in the Customer Account at least one month before the beginning of the validity period of the updated remuneration amount. In such a case, the Customer may terminate the contract by sending an e-mail to the following address: office@vo-as.com before the beginning of the period of validity of the updated remuneration amount, with effect from the first day of the above-mentioned period.
9. In the event of termination by the Customer of the contract for the provision of Services in the manner specified in §4 section 8 above, The Service Provider will refund to the Customer, within 14 days, the previously paid remuneration for the period of provision of Services falling after the expiry of the contract as a result of the notice given. The funds will be paid to the bank account or credit card from which the remuneration was previously paid by the Client.
10. In the event of use by the Customer or any third party of an Unauthorized Service, i.e. in the event that the Service Provider's address is indicated as the registered office address or

correspondence address by a natural person, a legal person or an organizational unit without legal personality (with legal capacity), with full legal capacity, without concluding an agreement with the Service Provider in writing or in an automated form via the Website, as well as in the case of using the Service Provider's address as the registered office address or correspondence address by the Customer after the expiry of the contract for the provision of Services by the Service Provider, the Service Provider will be entitled to demand payment from the person using the Unauthorized Service remuneration in the amount of 1.500,00 PLN for each day of using the Unauthorized Service, but not more than 150.000,00 PLN for each case – which does not exclude the possibility of seeking compensation for damages exceeding the amount mentioned above.

§5 Service Provider's liability

1. The Service Provider provides the Services with due diligence, taking into account the professional nature of the business.
2. The Service Provider is liable for non-performance or improper performance of the Services in accordance with the provisions of the Act of April 23, 1964. Civil Code (consolidated text: Journal of Laws of 2016, item 380, as amended), subject to the provisions of these Terms and Conditions.
3. The Service Provider is not liable for failure to comply with the terms of the contract due to force majeure. Force majeure is understood as any random event, unforeseen by the parties to this contract, occurring after the conclusion of the contract, which the party cannot prevent by exercising due diligence, such as fires, floods, earthquakes, strikes, epidemics.
4. The Service Provider is not responsible for the inability to perform the ordered Service for reasons attributable to the Customer.
5. The Service Provider is not liable for damage caused unintentionally.
6. The Service Provider's liability is limited only to the Customer's actual losses and does not include lost profits.
7. The Service Provider's liability for damage to the Customer resulting from the Services is limited to twice the value of the Order.

§6 Right to withdraw from the contract

1. A Customer who is a natural person concluding an agreement with the Service Provider for whom the Agreement is not directly related to his business or professional activity may, within 14 days from the date of conclusion of the agreement, withdraw from it in whole or in part without giving a reason and without incurring costs.

2. In order to exercise the right of withdrawal, the Customer should submit to the Service Provider a declaration of withdrawal from the contract in whole or in part to the e-mail address: office@vo-as.com or in writing to the address of the Service Provider's registered office.
3. To meet the deadline referred to in point 1 above, it is sufficient to send the declaration before its expiry.
4. The Service Provider will send the Customer confirmation of receipt of the declaration of withdrawal from the contract to the e-mail address provided by him.
5. In the event of withdrawal from the contract, the contract is deemed not to have been concluded.
6. If the Customer submitted a declaration of withdrawal from the contract before the Service Provider accepted his offer, the offer ceases to be binding.
7. The Customer is not entitled to withdraw from the contract if the Service Provider has already fully performed the Service with the express consent of the Customer, who has been previously informed that after the Service Provider has completed the service, he will lose the right to withdraw from the contract.
8. After the Customer withdraws from the contract, the Service Provider will immediately return to the Customer all remuneration received from him, however, if the Service has been partially performed, the Service Provider will retain part of the remuneration corresponding to the proportionally performed part of the Service.
9. Information on the right to withdraw from the contract in accordance with the template constituting Annex No. 1 to the Act of May 30, 2014 on consumer rights (Journal of Laws of 2014, item 827, as amended) constitutes Annex No. 2 to these Terms and Conditions.
10. The template of the declaration of withdrawal from the contract in accordance with the template constituting Annex No. 2 to the Act on Consumer Rights constitutes Annex No. 3 to these Terms and Conditions.

§7 Complaints

1. The Customer has the right to submit a complaint.
2. A complaint may be submitted by the Customer to the e-mail address: office@vo-as.com or in writing to the address of the Service Provider's registered office.
3. The complaint should at least include:
 - a. Customer's designation;
 - b. designation of the contract concluded by the Customer with the Service Provider;

- c. name and surname, telephone number, e-mail address of the person submitting the complaint;
 - d. case description;
 - e. scans (in the case of complaints sent by e-mail) or copies (in the case of complaints submitted in writing) of documents confirming the circumstances given in the description of the case (if the person submitting the complaint has such documents);
 - f. request that the complaint be considered in a specific manner;
 - g. address and signature of the person submitting the complaint (in the case of complaints submitted in writing).
4. If the submitted complaint does not meet the requirements referred to in point 3 above and this makes it impossible to recognize the complaint, the Service Provider calls on the person submitting the complaint to remove the deficiencies within 14 days from the date of receipt of the request, with the instruction that failure to remedy the deficiencies within this period will result in leaving the complaint unconsidered. The date of filing the complaint is then the date of receipt of the completed complaint by the Service Provider.
5. The complaint will be considered by the Service Provider within 14 business days of its receipt by the Service Provider.

§8 Changing the Terms and Conditions or the scope of Services

1. The Service Provider may change these Terms and Conditions, in particular in the case of:
 - a. changes in the functioning of the Services offered;
 - b. changes to the IT systems used to operate the offered Services;
 - c. changes in legal provisions regulating the provision of Services or tax regulations and accounting principles related to the provision of Services.
2. In the event of a change to the Terms and Regulations, the Service Provider will provide the Customer with the new Regulations by sending it to the e-mail address provided by the Customer in the Customer Account at least one month before the commencement of the period of validity of the updated Terms and Conditions. In such a case, the Customer may terminate the contract by sending an e-mail to the following address: office@vo-as.com before the commencement of the period of validity of the updated Terms and Conditions, with effect from the first day of the above-mentioned period, unless the change in the Terms and Conditions does not affect the rights and obligations of the parties to the contract for the provision of Services.

3. In the event of termination by the Customer of the contract for the provision of Services in the manner specified in § 8 section 2 above, the Service Provider will refund to the Customer, within 14 days, the previously paid remuneration for the period of provision of Services falling after the expiry of the contract as a result of the notice given. The funds will be paid to the bank account or credit card from which the remuneration was previously paid by the Client.
4. Provisions of § 8 section 1, section 2 and section 3 above shall apply accordingly to changes by the Service Provider in the scope of services provided to the Customer.

§9 Final Provisions

1. In matters not regulated by these Terms and Conditions, the relevant provisions of generally applicable law shall apply, in particular the Civil Code.
2. None of the provisions of these Terms and Conditions exclude or limit the Customer's rights to the extent not permitted by generally applicable law.
3. Disputes arising from the application of these Regulations and in connection with the performance of contracts concluded between the Service Provider and Customers shall be resolved by a common court having jurisdiction over the seat of the Service Provider. The client may use out-of-court methods of pursuing claims, in particular requesting the settlement of the dispute with the participation of a mediator. Mediation is voluntary. Conducting mediation requires the consent of the Client and the Service Provider. Mediation is conducted on the basis of a mediation agreement or a court decision directing the parties to mediation. An agreement may also be concluded by the party's consent to mediation when the other party has submitted a request to initiate mediation. Mediation is initiated by a party upon delivery to the mediator of an application for mediation, accompanied by proof of delivery of its copy to the other party. Despite the delivery of the application, mediation is not initiated if:
 - a. the permanent mediator, within one week from the date of delivery of the request for mediation, refused to conduct mediation;
 - b. the parties concluded a mediation agreement in which a person who was not a permanent mediator was indicated as the mediator, and this person refused to conduct mediation within one week from the date of delivery of the request for mediation;
 - c. the parties concluded a mediation agreement without appointing a mediator and the person to whom the party asked to conduct mediation did not consent to mediation within one

week from the date of delivery of the request for mediation, or the other party did not consent to the mediator within one week;

d. the parties did not conclude a mediation agreement and the other party did not consent to mediation.

4. These regulations enter into force on October 2, 2023.

ANNEX No. 1

List of countries and territories that may indicate a high risk of money laundering and terrorist financing:

1. Afghanistan,
2. Principality of Andorra,
3. Anguilla – Overseas Territory of the United Kingdom of Great Britain and Northern Ireland,
4. Antigua and Barbuda,
5. Aruba – Territory of the Kingdom of the Netherlands,
6. Commonwealth of the Bahamas,
7. Kingdom of Bahrain,
8. Barbados,
9. Belize,
10. Bermuda – Overseas Territory of the United Kingdom of Great Britain and Northern Ireland,
11. Birma,
12. British Virgin Islands – Overseas Territory of the United Kingdom of Great Britain and Northern Ireland,
13. Cook Islands – Self-Governing Territory Associated with New Zealand,
14. Commonwealth of Dominica,
15. Gibraltar – British Crown Overseas Territory,
16. Grenada,
17. Guernsey/Sark/Alderney – British Crown Dependencies,
18. Hong Kong – Special Administrative Region of the People's Republic of China,
19. Iran,
20. Jersey – British Crown Dependency,
21. Cayman Islands – Overseas Territory of the United Kingdom of Great Britain and Northern Ireland,
22. Republic of Liberia,
23. Principality of Liechtenstein,
24. Laos,
25. Macau – Special Administrative Region of the People's Republic of China,

26. Pakistan,
27. Republic of Maldives,
28. Isle of Man – British Crown Dependency,
29. Republic of the Marshall Islands,
30. Republic of Mauritius,
31. Principality of Monaco,
32. Montserrat – Overseas Territory of the United Kingdom of Great Britain and Northern Ireland,
33. Republic of Nauru,
34. Netherlands Antilles – Territory of the Kingdom of the Netherlands,
35. Niue – Self-Governing Territory Associated with New Zealand,
36. Republic of Panama,
37. Independent State of Samoa,
38. Republic of Seychelles,
39. Federation of San Christopher and Nevis,
40. Saint Lucia,
41. Saint Vincent and the Grenadines,
42. Kingdom of Tonga,
43. Turks and Caicos – Overseas Territory of the United Kingdom of Great Britain and Northern Ireland,
44. Thailand,
45. Türkiye,
46. US Virgin Islands – Unincorporated Territory of the United States,
47. Republic of Vanuatu.

ANNEX No. 2

INFORMATION REGARDING THE EXERCISE OF THE RIGHT TO WITHDRAW FROM THE CONTRACT – TEMPLATE ON WITHDRAWAL FROM THE CONTRACT

Right to withdraw from the contract

- You have the right to withdraw from this contract within 14 days without giving any reason.
- The deadline for withdrawal from the contract expires after 14 days from the date of conclusion of the contract.
- To exercise the right to withdraw from the contract, you must inform VOAS spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw (02-454), ul. Szczęsna 26, by e-mail, about your decision to withdraw from this contract by means of an unambiguous statement (e.g. a letter sent by post, fax or e-mail).

- You can use the template withdrawal form, but this is not obligatory.
- In order to meet the deadline for withdrawal from the contract, it is sufficient for you to send information regarding the exercise of your right to withdraw from the contract before the deadline for withdrawal from the contract expires.

Consequences of withdrawal from the contract

If you withdraw from this contract, we will refund all payments received from you immediately, and in any case no later than 14 days from the day on which we are informed about your decision to exercise the right to withdraw from this contract. We will refund the payment using the same payment methods that you used in the original transaction, unless you have expressly agreed to a different solution; in any case, you will not incur any fees in connection with this refund.

ANNEX No. 3

SAMPLE WITHDRAWAL FORM (this form should be completed and returned only if you wish to withdraw from the contract)

- Addressee: VOAS spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw (02-454), st. Szczęsna 26, e-mail: office@vo-as.com.
- I/We(*) hereby inform about my/our(*) withdrawal from the contract for the provision of the following service
- Date of conclusion of contract/acceptance(*)
- Name and surname of consumer(s)
- Consumer(s) address
- Signature of the consumer(s) (only if the form is sent on paper)
- Date

(*) Delete as appropriate.