

GENERAL TERMS AND CONDITIONS OF SERVICE (GTC)

§ 1 General Provisions

1. These General Terms and Conditions of Service (hereinafter referred to as "**GTC**") set out the rules for the provision of services by Minerva Technology Sp. z o.o. with its registered office in Poznań, ul. Szelągowska 24, 61-626 Poznań, a company registered in the Register of Entrepreneurs kept by the District Court Poznań Nowe Miasto i Wilda, 8th Commercial Division of the National Court Register under number 1149370, to Customers via the Platform.
2. The Customer is obliged to read the GTC before using the Services. Commencement of use of the Platform and Services is tantamount to acceptance of these GTC.

§ 2 Definitions

For the purposes of these GTC, the following terms shall have the following meanings:

1. **AI System** (Artificial Intelligence System) – an automated or semi-automated IT system used within the Platform, designed by a separate system provider to operate on the basis of machine learning algorithms, formal logic or other methods, capable of processing input data, analysing available information, monitoring (tracking) changes therein, generating content, including formulating assessments or recommendations, or taking other actions performed by the Customer – in order to perform a specific task without direct, each time human intervention – but requiring conscious reception of the effects of the system's work, their verification and correction by the Customer – including manually or with further use of the AI System.
2. **Client** (Service Recipient) – a natural person, legal person or organisational unit without legal personality, to which the law grants legal capacity, conducting business activity, which has concluded an Agreement with the Service Provider or intends to conclude such an Agreement.
3. **Account** (User Account) – an individual administrative and functional panel within the Platform, made available to the User after registration or activation by the Customer or Administrator, identified by a unique login and password. The Account enables the User to access Electronic Services in accordance with the scope of their authorisation (Administrator or Regular User) and the provisions of the Agreement.
4. **Client Account** – a set of resources assigned to the Client within the Platform, constituting a logically separate system space. The Client Account includes, in particular, the Client's registration and billing data, the configuration and parameters of selected Electronic Services, and a record of all activities and data entered by authorised Users associated with that Client.
5. **Customer Materials** – a set of digital resources stored within the Platform, including all data, information, files, documents and content entered or uploaded by the Customer or Users to the Platform, as well as all results, reports and content generated as a result of the use of Electronic Services by Users (including the results of the AI System's operation).

6. **Platform** (IT System) – an ICT system administered by the Service Provider, available at www.useminerva.com, constituting a collection of interrelated tools, applications, interfaces and databases, through which Services are provided to the Customer, including Services using the AI System.
7. **Subject of Services** (Electronic Services) – paid or free digital services and functionalities made available to the Customer by the Service Provider via the Platform, for the benefit of Users in the number specified in the Agreement, in particular:
 - a) Access Services – enabling the Customer to log in and use their account on the Platform;
 - b) AI Data Processing Services – Platform functionalities in which data entered by the Customer or data generated during the use of the Platform are processed, analysed or used as a basis for generating results (e.g. reports, recommendations, text/graphic content) by the AI System;
 - c) Support Services – other services provided electronically, such as custom or unlimited integrations, cross-sectional and historical market analyses, newsletters, sharing of educational materials, or technical support.
8. **Agreement** – a statement by the parties specifying the date of establishment of the legal relationship, the period of provision of the Services, the Customer's choice of Electronic Service plan, the number of Users and the Service Provider's remuneration.
9. **Service Provider** – Minerva Technology Sp. z o.o. with its registered office in Poznań, ul. Szelągowska 24, 61-626 Poznań, registered in the Register of Entrepreneurs kept by the District Court Poznań Nowe Miasto i Wilda, 8th Commercial Division of the National Court Register under number 1149370, an entity providing Services in accordance with these GTC.
10. **User** – a natural person who is an employee, associate, or other person acting on behalf of and in the name of the Customer, to whom the Customer has granted authorisation (access rights) to use the Electronic Services via the Platform, having the status of:
 - a) Administrator – a User authorised to manage the Customer's account, including granting and revoking rights to other Users.
 - b) Regular User – a user authorised to use the basic functionalities of the Services in accordance with the scope granted by the Customer.

§ 3 Technical Requirements, Platform Access and User Management

1. Technical and Access Requirements

1. Access to the Platform and use of the Electronic Services require the Customer and Users to meet the following minimum technical requirements:
 - a) possession of an end device (e.g. PC, laptop, tablet) with a current operating system;
 - b) having an active Internet connection with the minimum bandwidth necessary for stable operation of Internet applications;

- c) use of the current version of a web browser (e.g. Chrome, Edge, Firefox, Safari);
 - d) When using a connection outside the Customer's corporate network, the Customer and Users must ensure a secure Internet connection, including the use of antivirus software and care for the confidentiality of access data.
2. Electronic Services are provided via the Platform's graphical interface accessible through a standard web browser.
 3. As part of the relevant Electronic Services package specified in the Agreement, the Service Provider may provide the Customer with an application programming interface (API) enabling the integration of the Platform with the Customer's external systems. The rules for using the API are set out in a separate annex to the Agreement.

2. Creating a Customer Account and Managing Users

1. After concluding the Agreement, the Service Provider activates the Customer Account on the Platform. Access to the Customer Account is granted to a person designated by the Customer, who is automatically assigned the status of Administrator (first User).
2. The Customer shall be solely responsible for all activities undertaken within the Customer Account, including the management of User access.
3. The Customer has the right and obligation to independently create and manage Users and their Accounts in a number not exceeding the limit specified in the Agreement.
4. Creating an Account (User Account) involves the Customer (or Administrator) defining a unique login, assigning permissions (Administrator or Regular User) and User identification data on the Platform.
5. The Customer is obliged to ensure that every User using the Platform is informed about these GTC and the rules for the safe use of the Account and protection of the access password.
6. In the event of termination of the legal relationship (e.g. termination of an employment or cooperation contract) with a given User, the Customer is obliged to immediately revoke their access rights by deactivating or deleting their Account on the Platform.
7. The Customer is responsible for maintaining the confidentiality of passwords and logins to the Customer Account and User Account and for not disclosing them to unauthorised persons.

§ 4 Subject of Electronic Services and Terms of Use

1. Catalogue of Electronic Services

1. The Electronic Services covered by these GTC are provided via the Platform and consist in making selected functionalities available to the Customer and Users as part of the package specified in the Agreement.
2. The scope and parameters of the Electronic Services provided are specified in each case in the Agreement concluded with the Customer. Below is an open catalogue of examples of Electronic Services available on the Platform:

- a. AI Tender Search: A service consisting of automatic searching and selection of tender procedures using the AI System, tailored to the individual profile and criteria specified by the Customer.
- b. Relevance Scoring: An AI System function that assesses and qualifies the potential usefulness (relevance) of identified tenders to the Customer's needs and capabilities.
- c. Tender Documentation Analysis: Provision of tools enabling Users to analyse, search and process tender documents (constituting Customer Materials).
- d. Update Monitoring: Automatically tracking changes in already identified or saved tenders (e.g., changes in deadlines, conditions, clarifications) and informing Users about them.
- e. Results Notification: Collecting and presenting information on the outcomes of tender procedures to support the Customer's strategic analysis.
- f. Integration with Client Systems: As part of the highest package of Electronic Services, the Service Provider may enable the integration of the Platform with the Client's IT systems (e.g. CRM) using API.
- g. Team Collaboration Features: Tools enabling collaboration within the Customer Account, including user role management (assigning Administrator or Regular User status), the ability to invite authorised Collaborators to analyse documents and comment on them, as well as assigning tasks and deadlines, dividing a given process into stages, and basic management of the work process at each stage.

2. Prohibited Activities

1. It is prohibited for the Customer or User to use the Platform or Electronic Services in a manner that violates applicable law, rules of social coexistence, good manners, personal rights, other protected rights of third parties, or the legitimate interests and good name of the Service Provider, including in particular:
 - a. introducing content to the Platform (as part of the Customer's Materials) containing profanity, obscene or pornographic content, inciting hatred, racism, xenophobia and conflict;
 - b. actions or entering content that threatens the security of network communication, including attempts to gain unauthorised access to IT systems;
 - c. disseminating content that is misleading or deceptive, aimed at manipulating or harming third parties, other Customers or the Service Provider;
 - d. introducing content that infringes the intellectual property rights of third parties.
3. Right to Block Access (suspension of Access Service): The Service Provider reserves the right to immediately block access to the Platform, Electronic Services, Customer Account or User Account in the event of detecting irregular activities, in particular in the telecommunications network, which pose a threat. Such a block may be introduced in order to protect the Platform, Customer Materials, AI System or other

Customers and their Customer Materials against unauthorised access, attacks, malware or other security breaches.

4. In the event of a block referred to in paragraph 2, the Service Provider shall immediately inform the Customer of the reason for and expected duration of the block.

3. Obligations of the Customer and Users

1. The Customer and Users are obliged in particular to:
 - a. using the Platform in a manner that does not interfere with its functioning, in particular by preventing the introduction of malware or actions aimed at overloading the Service Provider's or Platform's systems, including the AI System;
 - b. using the Platform in a manner that is not burdensome for other Users and the Service Provider, respecting the personal rights of third parties (including the right to privacy) and any other rights to which they are entitled;
 - c. use any information, data and materials made available through the Platform only to the extent permitted and for the purpose specified in the Agreement;
 - d. protection of access data to the Customer Account and User Account against unauthorised access.

§ 5 Characteristics and Selection of the AI System

1. General Specification of the AI System

1. The AI System, as defined in these GTC, which forms an integral part of the Electronic Services, is a system sourced from external suppliers of artificial intelligence technology, including in particular large language models (LLMs).
2. The Service Provider is not the creator or owner of the basic algorithms and computational models that make up the AI System, but an entity that integrates and configures these systems to achieve the objectives specified in the Agreement.
3. The Service Provider reserves that the operation of the AI System may be subject to changes introduced by external providers over which the Service Provider has no direct influence.

2. Selection and Verification Process

1. The Service Provider conducts systematic analysis and testing of AI Systems available on the market in terms of their usefulness, effectiveness, security and ethics in the context of the Electronic Services provided.
2. As part of the implementation of Electronic Services and the provision of customer support, the AI System is selected from among the systems available and chosen by the Service Provider, based on the individual customer profile and the nature and scope of the tasks specified in the Agreement, with the aim of ensuring the highest adequacy of results.
3. The Service Provider maintains a dedicated team and laboratory responsible for:

- a. continuous monitoring and analysis of all updates, corrections and changes made to AI Systems by their suppliers;
 - b. continuous testing of various variants of AI Systems in conditions simulating the actual tasks of Clients; c. proposing to Clients the use of the most adequate and optimal AI Systems for their current and future needs.
4. The selection of a specific AI System for the provision of specific Electronic Services is subject to continuous verification and potential change by the Service Provider during the term of the Agreement, provided that the new system maintains at least the same level of functionality and security. Such a change does not constitute an amendment to the Agreement, but is carried out in cooperation with the Customer and requires: a. informing the Customer about the planned change in technology; b. approval by the Customer (or Administrator) of the proposal to implement a new AI System before its activation for a given scope of Services.

3. Limitations and Exclusions of Liability of the AI System

1. Although the Service Provider exercises the utmost care in the process of selecting, configuring and verifying the AI System, it cannot guarantee the results of its operation or the 100% accuracy, precision or completeness of the results (e.g. predictions, recommendations, analyses) generated by the AI System. The Customer acknowledges that these results are of a supporting nature and that the responsibility for decisions made on their basis rests with the Customer.
2. With regard to the use of the AI System, in particular with regard to responsibility for input and output data and intellectual property rights to the generated content, the legal and licensing terms and conditions of the external provider of the system in question shall apply.
3. Any interruptions in the operation or availability of the AI System resulting from failures or limitations on the part of external providers shall not be treated as technical interruptions and shall not be included in the availability parameters of the Electronic Services guaranteed by the Service Provider in the Agreement.

§ 6 Intellectual Property Rights and Customer Materials

1. Ownership of the Service Provider

1. All intellectual property rights to the Platform, including its source code, interfaces, graphic elements, databases, technical documentation, as well as to the AI System (in accordance with) and all other components of the Electronic Services, remain the exclusive property of the Service Provider or its licensors.
2. The conclusion of the Agreement and the provision of the Client Account and User Account does not transfer to the Client or Users any intellectual property rights to the Platform or its components, but only the right to use the Electronic Services to the extent and under the conditions specified in the Agreement and these GTC.

2. Ownership of Customer Materials

1. The Service Provider does not claim any intellectual property or property rights to the Customer's Materials, including data, documents, information entered into the Platform by the Customer or Users, and the content and results generated by the AI System as part of the Electronic Service provided to the Customer.

2. Ownership of Customer Materials remains with the Customer or with third parties who have transferred the rights to use these materials to the Customer.

3. Licence to Use Materials

1. In order to properly provide the Electronic Services and ensure legal defence after the termination of the contractual relationship, the Customer grants the Service Provider a non-exclusive, royalty-free licence in the territory of the Republic of Poland for the period of: a. the duration of the Agreement, or b. the period until the expiry of the limitation period for the Customer's claims related to the performance of the Agreement (whichever occurs later), to use the Customer's Materials only to the extent necessary to: i. provide, maintain, secure and improve the Electronic Services; ii. process the Customer's Materials by the AI System in order to perform the Subject of the Services (e.g. analysis of documentation, generation of reports).
2. This licence entitles the Service Provider to make the necessary changes to the format and technical processing of the Customer's Materials in order to ensure their compatibility with the Platform.

4. Customer's Statement of Rights

1. The Customer declares that they hold all necessary rights (including copyrights or licences) to all Customer Materials uploaded to the Platform and that their use by the Service Provider in accordance with these GTC does not infringe the rights of third parties.
2. The Customer shall be solely liable for any third party claims regarding infringement of rights arising from the Customer Materials.

§ 7 Liability of the Parties

1. Liability of the Service Provider

1. The Service Provider shall be liable for non-performance or improper performance of Electronic Services resulting from the fault of the Service Provider, subject to the limitations set out in these GTC and the Agreement.
2. The Service Provider's liability for damages due to non-performance or improper performance of Electronic Services is limited exclusively to actual damage (*damnum emergens*) and does not include lost profits (*lucrum cessans*), unless the damage was caused intentionally.
3. The total liability of the Service Provider for any claims related to the provision of Electronic Services in a given billing period, regardless of the legal basis (including for improper performance, defects or infringement of rights), is limited to the amount of the fee actually paid by the Customer to the Service Provider for that billing period.

2. Exclusion of Liability (AI System and Materials)

1. The Service Provider shall not be liable for: a. Customer Decisions: Decisions, actions or omissions of the Customer or Users made based on the results, recommendations or analyses generated by the AI System, due to the advisory and supportive nature of these results. b. Content of the Customer's Materials: The content and legality of the Customer's Materials entered into the Platform by the Customer or Users, including any infringement of third party rights, personal rights, as well as the introduction of prohibited content. c. User Errors: Damage resulting from the improper use of the Platform by the Customer or Users, including unauthorised access to the Customer Account or User Account

to third parties. d. Failure of External Systems: Failures, malfunctions, unavailability or quality of AI System results caused by the actions or omissions of an external provider of that system (in accordance with section 3(3)).

3. Customer Liability (Indemnification)

1. The Customer shall be fully liable for the actions and omissions of its Users in connection with the use of the Platform and Electronic Services, as for its own actions.
2. The Customer undertakes to indemnify the Service Provider and cover all claims, costs, damages and expenses (including reasonable legal costs) incurred by the Service Provider as a result of:
 - a. a breach by the Customer or User of these GTC or the Agreement;
 - b. the Customer or User infringing the rights of third parties, in particular intellectual property rights, by uploading Customer Materials to the Platform.

§ 8 Availability Guarantee (SLA) and Technical Support

1. Electronic Services Availability Guarantee

1. The Service Provider grants the Customer a guarantee of availability of the Platform and the Electronic Services provided through it at a level not lower than in each consecutive period of 90 (ninety) calendar days (Guaranteed Availability Level).
2. The Guaranteed Availability Level does not apply, and the following are not included in the Platform's downtime:
 - a. Technical Breaks: planned technical breaks, maintenance or updates of the Platform or its parts, provided that the Customer has been notified of them at least 5 (five) calendar days in advance.
 - b. External System Failures: interruptions in operation or unavailability resulting from failures or limitations on the part of the AI System (external provider) in accordance with section 3(3).
 - c. Other Exclusions: other situations excluding the Service Provider's liability, as specified in these GTC.
3. Compensation for Failure to Meet the Guarantee: In the event of a proven failure by the Customer to meet the Guaranteed Availability Level, the Customer shall be entitled to a reduction in the fee for the next billing period, proportional to the number of days during which the Platform was unavailable below the level. Detailed rules for calculating compensation are specified in the Agreement.

2. Technical Support

1. The Service Provider provides the Customer and Users with technical support regarding the proper functioning of the Platform and Electronic Services.
2. Reports of failures or errors in the operation of the Platform are accepted by the Service Provider in the manner specified in the Agreement (e.g. via a dedicated form or e-mail address).

3. The Service Provider undertakes to:
 - a. Confirming the Request: Immediately confirming receipt of the request from the Customer.
 - b. Commencement of Actions: Within 24 (twenty-four) working hours of receiving information from the Customer, confirming the request and commencing, where reasonable and technically possible, diagnostic and corrective actions aimed at restoring full availability of the Platform.
4. The time required to resolve the problem depends on its complexity and is determined individually by the Service Provider after initial diagnosis.

§ 9 Fees and Terms of Payment

1. General Payment Terms

1. The provision of Electronic Services within the Platform is a paid service.
2. The fee for using the Electronic Services is in accordance with the Service Provider's Price List, which is binding in each case in relation to the functionality package selected by the Customer. The specific amount and structure of the fees is specified in detail in the Agreement.

2. Settlement Rules and Payment Terms

1. Payment for Electronic Services shall be made on a monthly, quarterly or annual basis, as specified in the Agreement.
2. The basis for payment of the fee is a VAT invoice issued by the Service Provider.
3. The Customer is obliged to pay the fee resulting from the invoice within 14 (fourteen) days from the date of its issue, to the bank account indicated in the invoice.

3. Consequences of Late Payment

1. In the event of a delay in payment by the Customer, the Service Provider shall be entitled to charge statutory interest for delay in commercial transactions.
2. If the delay in payment exceeds 30 days, the Service Provider has the right, after a prior unsuccessful request for payment and with a 7-day notice period, to temporarily suspend (block) access to the Platform, Electronic Services and the Customer's Account and User Accounts until the arrears are settled. The suspension of access does not release the Customer from the obligation to pay fees for the period during which the Electronic Services were available and then blocked due to arrears.

§ 10 Implementation of Electronic Services

1. Expected Implementation Period

1. The Parties shall specify the expected period of implementation of the Electronic Services in the Agreement, which may be extended if the Customer fails to provide the necessary information or materials on time.

2. The implementation of the Services is an initial process necessary for the proper configuration of the Platform and the AI System to the specific needs and profile of the Customer.

2. Stages of the Implementation Process

1. The implementation process includes the following key stages, for which the Service Provider is responsible in cooperation with the Customer:
 - a. Examination of the Customer's Profile: The Service Provider conducts an in-depth analysis of the Customer's business profile, needs and expectations regarding Electronic Services. This examination may be carried out by means of surveys, interviews and analysis of data provided by the Customer.
 - b. Consultation and Profile Approval: Conducting consultations with the Customer in order to verify and finalise, and then formally approve, the parameterised profile that will serve as the basis for configuring the Platform.
 - c. Platform Configuration: Configuring the Platform in accordance with the approved Customer Profile, which includes setting the selected functionalities and parameters specified in the Agreement.
 - d. AI System Selection: Selection and configuration of the most appropriate AI System (in accordance with) for the Customer's profile and objectives in terms of the Electronic Services provided.
 - e. Creation of Access Accounts: Final creation of the Client Account and User Accounts in the number specified in the Agreement, as well as granting access rights to Users.
2. The date of completion of the implementation is the moment of formal transfer of access data to the Customer Account and the first User Account to the Customer, as well as the Service Provider's declaration of readiness to provide Electronic Services.

§ 11 Term and Termination of the Agreement

1. Term of the Agreement

1. The Agreement shall enter into force on the date of its conclusion and shall remain in force for the period specified therein.
2. If the Agreement has been concluded for a fixed term, and neither party has submitted a statement of termination before the expiry of that term, it shall be assumed that the Agreement shall continue for a further term equal to the first term, under the existing terms and conditions.

2. Termination of the Agreement

1. Each party has the right to terminate an Agreement concluded for an indefinite period with one month's notice.
2. Statements regarding the termination or continuation of the Agreement shall be made in writing or by electronic means.

3. Special Right of Termination after Implementation

1. The provisions of paragraphs 1 and 2 (regarding the notice period and fixed term) shall not apply only in the event of failure of the implementation stage of the Electronic Services, under the conditions specified below.

2. If, after completion of the Implementation of Services, the Service Provider submits a statement of readiness to provide Electronic Services and the Customer rejects this statement within 7 (seven) days of its receipt, based on justified reasons (i.e. at least non-compliance of functionality with the Agreement or the approved profile), the Customer shall be entitled to terminate the Agreement with immediate effect; in such a situation, an e-mail sent to the address of the Service Provider's authorised representative, detailing the justified reasons, shall suffice.

§ 12 Confidentiality and Information Security

1. Confidentiality Obligation

1. Each party undertakes to keep confidential all confidential information obtained in connection with the performance of the Agreement, including in particular data concerning the other party's activities, strategies, prices, as well as technical aspects of the Platform and AI System.
2. The confidentiality obligation shall remain in force during the term of the Agreement and for a period of 3 (three) years after its termination.
3. The confidentiality obligation does not apply to information which: a. is publicly known; b. has been lawfully obtained by a party from a third party without any confidentiality obligation; c. is required to be disclosed by mandatory provisions of law or a final decision of a court/authority.

2. Information and Data Security

1. The Service Provider undertakes to exercise due diligence in protecting the confidentiality and security of all processed data and information, including Customer Materials, in particular against unauthorised access, disclosure, loss, destruction or alteration.
2. The Service Provider shall ensure the technical and organisational security of the Platform in accordance with market security standards and, with regard to the processing of personal data, in accordance with applicable law, in particular the GDPR.
3. The Customer shall be responsible for ensuring that Users comply with the confidentiality rules regarding access to the Account and protection of access data.

§ 13 Prohibited Actions of the Customer or User (Reverse Engineering)

1. Prohibition of Modification and Reverse Engineering

1. The Customer and Users acknowledge that all rights to the Platform, its code, models, algorithms and systems are the exclusive intellectual property of the Service Provider or its licensors, or the supplier of the AI System.
2. In connection with the above, any actions by the User related to the following are prohibited:
 - a. Examining and testing the functioning of the Platform in order to learn about the idea and principles of its operation, including: disassembly, decompilation, translation, as well as other attempts to discover the source code or basic components of models, algorithms and

systems of the Platform (except to the extent that such restrictions are contrary to mandatory law).

- b. Reverse Engineering – i.e. reverse engineering of the Platform, AI System or parts thereof.
- c. Independent programming modification of the Platform or Electronic Services.
- d. Extracting components of the Platform, as well as modifying, decompiling, disassembling, or using them separately from the Platform.
- e. Obtaining information about the internal structure or operating principles of the Platform in a manner other than from the Service Provider.

3. Prohibition on Publication and Sharing

It is also prohibited to:

- a. Publishing the Platform or its significant parts.
- b. Other than publishing, making the Platform available to third parties, including renting, leasing, lending or transferring, in particular for the purpose of copying the Platform.
- c. Using the Platform in a manner inconsistent with these GTC, including as a result of taking actions prohibited by applicable law.

§ 14 Final Provisions

1. Applicable Law and Jurisdiction

- 1. The applicable law for these General Terms and Conditions for the Provision of Electronic Services (GTC), the Agreement and all legal relations arising from the provision of Electronic Services is Polish law.
- 2. Any disputes that may arise in connection with the provision of Electronic Services, including the interpretation or performance of the Agreement and these GTC, shall be settled by a common court competent for the seat of the Service Provider.

2. Form of Conclusion and Amendments to the Agreement

- 1. The agreement for the provision of Electronic Services and any amendments thereto shall be made in writing under pain of nullity or in an equivalent form, i.e. bearing a qualified electronic signature by persons authorised to represent the respective party.
- 2. The requirement referred to in paragraph 1 also applies to any annexes, specific arrangements and significant changes to the parameters of Electronic Services affecting the Agreement.

3. Amendments to the GTC

- 1. The Service Provider reserves the right to amend these GTC for important reasons, in particular in the event of: a. changes in the law applicable to the provision of Electronic Services; b. the need to adapt the GTC to the technical or organisational requirements of the Platform (including in connection with a change in the AI System); c. changes in the scope of Electronic Services provided.

2. The Customer shall be notified of any amendments to the GTC by electronic means (to the Customer Account Administrator's e-mail address) at least 14 days in advance.
3. The Customer has the right to terminate the Agreement with immediate effect in the event of non-acceptance of the new GTC, provided that a written statement is submitted within 7 days of notification of the change.

4. Effectiveness of Provisions

1. If any provision of these GTC is found to be invalid, ineffective or unenforceable, this shall not affect the validity, effectiveness and enforceability of the remaining provisions of the GTC. The Parties undertake to replace the invalid provision with one that is closest to the purpose and intent of the original provision.
2. These General Terms and Conditions shall enter into force on 13 October 2025.