USER AGREEMENT

1. GENERAL PROVISIONS

1.1 The User Agreement (the "**Agreement**") is an agreement between the User and the Administrator for the provision of access to the Online Service "Uklon" (software products provision), which supersedes all the previous agreements between the User and the Administrator.

1.2 When using the Online Service "Uklon", the User regardless of their legal status and civil capacity shall be subject to the rules and restrictions set forth herein.

1.3 The Agreement, as amended, is posted for public notice on the Website at https://al.uklon.eu/en/terms-and-conditions-en/user-agreement/ , tab "User Agreement".

1.4 By accessing or using the Online Service, the User acknowledges that they have read and understood this. If the User does not agree to any provision of this Agreement, the User shall not access or use the Online Service.

1.5 Access to the Online Service is provided through the Mobile Application. The Website may also provide information regarding the Online Service and other functionalities made available by the Administrator from time to time.

1.6 The User agrees to be bound by this Agreement upon registering an account in the Mobile Application.

1.7 The Administrator may amend or supplement this Agreement from time to time. The Administrator shall give the User reasonable advance notice of any material amendment, and in any event at least 15 (fifteen) days before the amendment takes effect, by notification through the Mobile Application or to the User's registered contact details. If the User does not agree to an amended Agreement, the User may terminate this Agreement before the amendment takes effect by contacting the Administrator or through the Mobile Application. Continued use of the Online Service after the amendment takes effect constitutes acceptance of the amended Agreement, provided that the User has been given the notice described above.

1.8 In this Agreement, the following terms are used in the following meanings:

● **Administrator** means a legal entity established in accordance with the laws of the Republic of Albania — Uklon Albania SH.P.K;

● **Mobile Application "Uklon"** (the "**Mobile Application**") means a copy of the computer program in the form of a mobile application for iOS, Android electronic devices titled "Uklon", which is provided to the User as a tool to access the Online Service "Uklon" during the term of this User Agreement.

● **Mobile Application "Uklon Drive"** means a copy of the computer program in the form of a mobile application for iOS, Android electronic devices titled "Uklon Drive", which is provided to the Partner as a tool to access the Online Service "Uklon Drive" during the term of the **Terms and Conditions for the Provision of Access to Online Service "Uklon" (Drivers)** posted on the Website.

● **Online Service "Uklon"** (the "**Online Service**") means a technological platform consisting of the Mobile Application and interconnected set of computer programs and electronic data in the form of digits, letters, symbols, images and their combinations (including graphic information, video information, etc.), designed for automated monitoring, collection, processing, distribution, storage, presentation of data about the Order, which have been placed on it by the Users, and about offers of the Services placed by the Partners, display of indicative fare information and which automatically builds-up routes and provides data exchange for communication with the User and the Partner, and gives the User the possibility to search and read the Partners' offers automatically generated according to the User's criteria for potential performance of the Order, and also to accept or reject the relevant offers of the Partners, publish the location data, provide assessments of the Online Service and Partners, and interact with them, use the routes built-up by the program in real time as provided by the available functionality of the Online Service. The Online Service is the result of computer programming related to software products. For the avoidance of doubt, the final fare for the Services is determined by the Partner in accordance with applicable tariff regulations; the Online Service merely displays indicative fare information to facilitate the agreement between the User and the Partner.

● **Online Service "Uklon Drive**" means a technological platform consisting of a Mobile Application "Uklon Drive" and an interconnected set of computer programs and electronic data in the form of numbers, letters,

symbols, images and their combinations (including graphic information, video information, etc.), intended for automated control, collection, processing, distribution, storage and presentation of data about Orders placed on it by the User, automatic calculation and provision of the indicative fare information, which automatically builds routes and ensures the exchange of data for the User's communication with the Partner, allows the Partner to confirm or reject the relevant Orders at their own discretion, publish data about their location, rate the Users, and use routes built by the program in real time within the available functionality.

● **Order** means the User's request to receive Partner's services on passenger transportation by road, as well as other services, which from time to time may be available through the Mobile Applications "Uklon" and "Uklon Driver", structured according to the necessary details.

● **Order Parameters** mean additional circumstances that arise during placing and performing the Order, and which have or may have an impact on the final cost of the Order, including, but not limited to, the following factors:

– adding an additional point (stop) for the route;

– non-exit of the User after Partner's arrival;

– late cancellation of the accepted Order;

– a baggage fee.

● **Partner** means an independent licensed operator engaged in the business of passenger transportation by road and providing other services that may be made available from time to time through the "Uklon" and "Uklon Drive" Mobile Applications.

● **Services** means services for the transportation of passengers by road and other services as may be available from time to time through and the Mobile Applications "Uklon" and "Uklon Drive". Nothing in this Agreement implies or means that the Administrator provides or may provide the Services.

● **User** means any individual who has full legal capacity to act under the laws of the Republic of Albania and who has registered an account and/or placed an Order using the Mobile Application "Uklon". Persons who do not have full legal capacity to act may not register an account or place Orders through the Mobile Application;

● **Website** means a web page on the Internet at https://al.uklon.eu/. Website is the result of computer programming, referring to software products.

2. USER REGISTRATION

2.1 To access and use the Online Service, the User may register or authenticate through one or more methods made available in the Mobile Application from time to time. Such methods may include, without limitation, authentication using a mobile phone number, email address, passkey, Google account, Apple account, or other authentication methods supported by the Mobile Application.

2.2 The specific authentication methods available to the User may vary depending on the User's device, operating system, location, and other applicable circumstances and may be added, removed, or modified from time to time. The User will be informed of the authentication methods available to them through the Mobile Application.

2.3 Where required for registration or authentication, the User may be requested to provide and verify certain information, including a mobile phone number or email address, by means of a verification code or other authentication mechanism. Where the User registers or authenticates through a third-party authentication provider, such as Google or Apple, the User may be required to complete the authentication process provided by the relevant third-party provider.

2.4 Upon successful registration or authentication, a User account is created or accessed, as applicable, and the User is granted access to the Online Service in accordance with this User Agreement.

2.5 When registering, the User is obliged to provide accurate information about them by filling in the appropriate registration form.

2.6 If the User provides false, inaccurate or misleading information during registration or while using the Online Service, the Administrator may suspend or terminate the User's account upon reasonable notice, unless immediate suspension is necessary to prevent fraud, protect the safety of other Users or Partners, or

comply with a legal obligation. In such cases, the Administrator shall notify the User of the suspension or termination and provide a summary of the reasons, subject to clause 6.14.

2.7 The Administrator may suspend or terminate the User's account without prior notice in accordance with Section 6.12.

2.8 The Administrator may delete the User's account if the User has not used the account for a continuous period of 12 (twelve) calendar months. The Administrator shall notify the User at the contact details associated with the account at least 30 (thirty) days before the planned deletion. If the User logs in to the account during the notice period, the account shall not be deleted.

2.9 If a third party gains access to the User's account, the User shall immediately notify the Administrator through the publicly made available email and/or client service phone number, so that appropriate measures may be taken. The Administrator may require the User to provide sufficient information to verify that the User is the legitimate holder of the relevant account before taking any action in relation to the account.

2.10 The User is solely responsible for maintaining the confidentiality of their login credentials and any other information used to access their account. The Administrator is not liable for any consequences arising from the disclosure, loss or compromise of the User's login credentials or other confidential account information. This applies whether such disclosure results from the User voluntarily sharing such information with third parties or from its loss, theft or unauthorized disclosure against the User's will.

3. PERSONAL DATA

3.1 The processing and protection of the User's personal data shall be carried out in accordance with the applicable data protection legislation, including Law no. 124/2024 “On the Protection of Personal Data”, as amended or replaced from time to time, ad as further described in the Privacy Policy, available on the Website at https://al.uklon.eu/en/terms-and-conditions-en/user-privacy-policy/ and through the Mobile Application.

The User may exercise their rights under applicable data protection legislation, including the rights of access, rectification, erasure, data portability, restriction of and objection to processing, by contacting the Administrator or the relevant data protection contact identified in the Privacy Policy, which also provides further information on the processing of the User’s personal data, including but not limited to the purposes and legal bases for processing, applicable retention periods, recipients or categories of recipients, and the exercise of data subject rights.

4. ONLINE SERVICE ACCESS

4.1 Access to the Online Service is provided to the User exclusively for personal non-commercial use. The User may direct complaints or inquiries to the Administrator using the contact details in Section 11.

4.2 The Administrator provides the Partners with access to the Online Service "Uklon Drive" under separate contractual arrangements for the purpose of receiving, processing and performing Orders. Upon accepting an Order, the relevant Partner provides the requested Services to the User. The Administrator is not a party to the provision of the Services and assumes no liability or obligations towards the User in respect of the Services provided by the Partner. The Administrator does not employ, direct or supervise the Partners in the provision of the Services. The allocation of responsibilities is as follows: (a) the Partner is solely responsible for the provision, quality and safety of the transportation Services; (b) the Administrator is responsible for the proper functioning of the Online Service as a technological intermediary and for facilitating communications between the User and the Partner. The Administrator shall maintain accessible complaint-handling procedures through the Mobile Application and shall forward relevant User complaints to the Partner and inform the User of any response received.

4.3 The Services are provided by the Partners pursuant to individual agreements concluded between the relevant User and the relevant Partner. The Administrator is not a party to such agreements.

4.4 Subject to clause 4.2, the Administrator is not liable for the availability, timing, content, quality, legality or proper performance of the Services provided by the Partners, nor for any loss or damage suffered by the User arising out of the Partner's failure to provide, delay in providing or improper provision of the Services. This limitation does not affect the User’s right to bring claims directly against the Partner, nor any mandatory consumer protection rights that the User may have under applicable Albanian law.

4.5 The Website, the Mobile Application and the Online Service are not intended for the storage, publication or transmission of confidential information, restricted information or third-party information that the User is not authorized to disclose or use.

5. PECULIARITIES OF THE ORDER PROCESSING AND PROVISION, AND RECEIPT OF THE SERVICES WHEN USING THE ONLINE SERVICE

5.1 When making an Order using the Online Service, the User accepts and confirms their understanding that the final cost of the Order is determined by the Partner in accordance with applicable tariff regulations and may depend on the type of selected Services and individual Order Parameters. Before submitting the Order, the Mobile Application shall display to the User the estimated cost of the Order and any applicable Order Parameters that may affect the final cost. Any additional charges arising from Order Parameters applied after the Order is confirmed shall be communicated to the User through the Mobile Application before they become payable.

5.2 If the User has placed an Order and has not arrived at the pickup location within the applicable waiting period after the Partner's arrival, the Partner has the right to refuse to execute such an Order. In such a case, a cancellation fee not exceeding the price of the respective Order may be charged to the User in favor of the Partner for expenses incurred by the Partner in connection with accepting the Order. The applicable waiting period and the amount of any such compensation shall be displayed in the Mobile Application prior to the User's confirmation of the Order.

5.3 If the User cancels the Order after the applicable cancellation period has elapsed following the Partner's confirmation of the Order, or after the Partner has traveled the applicable distance toward the User's pickup location after the Partner's confirmation of the Order, a cancellation fee not exceeding the price of the respective Order may be charged to cover the Partner's expenses incurred. The applicable cancellation conditions, including cancellation period and distance threshold, and cancellation fee shall be displayed in the Mobile Application before the User submits the Order.

5.4 The Online Service may enable the User to select certain additional options or services offered by Partners in connection with the Services. Such options and services may include, where available, a request for a non-smoking Partner, a quiet ride, or an English-speaking Partner. The options and services available for a particular Order shall be displayed in the Mobile Application and may be selected by the User when placing an Order. Where applicable, additional fees, including a baggage fee, may be charged as part of the final cost of the Order in accordance with the Order Parameters. The availability of such options and services may vary depending on the Partner and other relevant circumstances.

6. LIMITED ONLINE SERVICE ACCESS

6.1 When using access to the Online Service, the User may post information and objects of intellectual property rights, including, but not limited to: ratings, reviews, comments on the Online Service and/or Partners. In this case, when posting information and/or objects of intellectual property rights, the User warrants that it lawfully owns such information and/or objects of intellectual property rights or property rights to them, and/or has received all the necessary permits for posting such information and/or objects of intellectual property rights from third parties. In case of claims to the Administrator, the User settles such claims independently and at its own expense or compensate the Administrator for damages incurred by the latter in connection with the illegal placement of information and/or intellectual property by the User on the Website and/or Mobile Application.

6.2 The Administrator reserves the right to refuse to post, as well as at any time to remove/block the information and/or intellectual property objects posted by the User in case of establishing the fact of illegal possession of information, as well as intellectual property objects.

6.3 The Administrator neither commits actions nor bear liability for authenticity of information, accuracy and legality of posting information and/or objects of intellectual property rights on the Website and/or Mobile Application. The Administrator is under no obligation to monitor or verify the information or intellectual property rights objects posted by Users and is not liable for their authenticity, accuracy, or legality.

6.4 The Administrator uses reasonable efforts to notify the User of any third-party claims concerning the information and/or intellectual property rights objects posted by the User. By using the Online Service, the User grants the Administrator the right, at its sole discretion and to the extent permitted by applicable law, to

publish, restrict access to, or remove any information and/or intellectual property rights objects posted by the User.

6.5 The User undertakes not to use the Online Service to transmit, publish, or otherwise distribute any content that is unlawful, threatening, defamatory, abusive, harassing, hateful, discriminatory, infringes the intellectual property or other rights of third parties, violates privacy or personality rights, spreads hatred and/or discrimination of people on any grounds, contains insults and claims against other Users, the Administrator or any third parties, or otherwise contravenes the applicable laws of the Republic of Albania. The User shall also refrain from posting or distributing content that is obscene, pornographic, or otherwise prohibited under applicable law through the Mobile Application. If the Administrator incurs any damages related to the posting of illegal information by the User, the User shall reimburse losses to the Administrator in full.

6.6 Information and intellectual property objects posted by the User must not contain information, distribution and use of which violate both the legislation of the Republic of Albania and the rights of third parties.

6.7 When using access to the Online Service, the Users may not store, place, transmit or otherwise disseminate any information and/or objects of intellectual property rights, if such actions may infringe the rights of third parties, including the rights to personal data protection.

6.8 If a User discovers any content on the Online Service that the User reasonably believes is unlawful, subject to restrictions under applicable law, or infringes the intellectual property or other rights of a third party, the User may notify the Administrator by providing the URL or other identifying information for the relevant content, together with a description of the alleged infringement or other legal concern.

6.9 When using access to the Online Service, the Users is not allowed to commit any actions that violate or may result in violation of the applicable laws of the Republic of Albania or laws of other state, in which the User is located, as well as the relevant international law.

6.10 Any materials accessed or downloaded by the User through the Online Service are obtained at the User's own risk. The User is solely responsible for any damage to the User's devices, software, data, or other losses resulting from the access to, downloading, or use of such materials.

6.11 At the same time, the Administrator reserves the right to suspend access to the Online Service or its part at any time in case of violation of these terms of this Agreement or apply other measures to the User in order to comply with legal requirements or the rights and legitimate interests of third parties.

6.12 Subject to clause 2.7 the Administrator may block the User’s actions and suspend or terminate the User’s account in the following scenarios, including but not limited to situations where the User:

● Utilizes personal data of other individuals without appropriate authorization.

● Attempts or engages in fraudulent or unauthorized payment transactions.

● Fails to settle amounts lawfully due in connection with the use of the Online Services.

● Engages in spamming, generates fraudulent orders or accounts.

● Uses the account for purposes contrary to the provisions of the User Agreement.

● Executes abnormal actions that result in the deterioration of the Online Service or disrupts the work of Partners.

● Misuses promotions, discounts, and other marketing activities, and fails to adhere to their rules.

● Utilizes bots or automated mechanisms for using the Online Services.

● Is involved in the transportation or delivery of prohibited goods.

● Uses forged documents to create an account.

Displays disrespectful behavior towards Partners, other Users and staff or representatives of the Administrator.

● Carries out other malicious actions that pose financial and reputational risks for the Administrator.

The circumstances listed above are examples only and do not limit the Administrator's right to suspend or terminate a User's account where required by applicable law or where the User's conduct may expose the

Administrator, other Users, the Partners or third parties to legal, financial, operational, or reputational risks. Any such measures shall be proportionate and taken in accordance with this Agreement and applicable law.

6.13 If the User repeatedly cancels confirmed Orders within a 24-hour period, the Administrator may temporarily suspend the User's access to the Online Service as a preventive measure. Repeated instances of such conduct may result in longer suspension periods or account termination. Where a suspension is applied automatically, access will be restored upon expiry of the applicable suspension period unless the Administrator determines that additional measures are justified under this Agreement.

6.14 Users may contact the support team and submit a request for the removal of the account suspension or blocking, thus restoring access to the Online Services. Subsequently, the Administrator may initiate an investigation and make a decision on the request. The Administrator shall notify the User of any decision to suspend or terminate their account, together with a summary of the reasons for such decision, unless disclosure would compromise fraud prevention, security measures, or legal obligations.

7. PAYMENT FOR SERVICES, PROMOCODES

7.1 Before submitting an Order, the Mobile Application displays an estimated indicative fare for the requested Services, calculated on the basis of applicable tariff parameters (including distance- and time-based components as determined by applicable municipal tariff regulations). By submitting the Order, the User indicates acceptance of the displayed fare as the basis for the Services. If the Partner accepts the Order, the displayed fare shall constitute the agreed price, unless otherwise agreed between the User and the Partner or adjusted in accordance with applicable tariff regulations and Order Parameters communicated to the User in advance. The maximum amount that the Partner may charge cannot exceed tariff ceilings under the applicable municipal tariff regulations.

7.2 The User shall pay the price for the Services directly to the Partner. Where payment is made in cash, the User shall pay the Partner who provided the Services directly. Where payment is made by non-cash means through the Mobile Application, the payment is processed by a duly authorized third-party payment service provider. The Administrator does not at any point receive, hold, or control the funds paid by the User. The Administrator’s role is limited to providing the technical interface for initiating and facilitating the payment transaction between the User and the Partner through the licensed payment service provider.

7.3 The User may pay for the Services using a payment card through the Mobile Application. The Administrator does not store Users' payment card details and shall implement appropriate measures to ensure that such data is not disclosed to unauthorized third parties.

7.4 The User may also pay for the Services through the Mobile Application using supported third-party payment services, including Google Pay or Apple Pay, provided that the relevant payment service is available on the User's mobile device.

7.5 In addition to paying for the Services to Partners, the User has the option of leaving Partners a tip (funds in excess of the cost of the Services; the Tips) upon completion of the Services, if the User rates the Partner’s performance of the Order from 4 to 5 stars.

7.6 The User has the right to set up a function in the Online Service for automatic payment of Tips to the Partner by default (the Default Tips) by selecting the Default Tips option in the profile settings in the Mobile Application, the amount of Tips (percentage of the Order cost) and other available Tips payment parameters in the profile settings in the Mobile Application. After activating this function, the procedure for determining the Default Tip applies to all subsequent Orders of the User in the Online Service. The User shall be notified through the Mobile Application each time a Default Tip is about to be charged and shall have the option to cancel or modify the tip amount before payment is processed.

7.7 If the User has rated the Partner’s performance of the Order, the User has the right to:

- confirm payment of the Default Tip in the previously specified amount (percentage);
- change the amount (percentage) of the Tip;
- refuse to pay the Tip for this Order.

7.8 The User has the right to cancel or change the Default Tip settings at any time through the profile settings in the Mobile Application.

7.9 Each time the Default Tip payment is completed, the User receives a notification in the Mobile Application, which indicates the amount of the Tip and the Order for which it was paid.

7.10 The amount of the Tips paid by the User to the Partner may not exceed the cost of the Order for which the tip is left (100% of the cost of such Order).

7.11 The Administrator's functions and responsibilities in relation to the price and payment for the Services are limited to displaying indicative fare information based on applicable tariff parameters, providing the technical means to facilitate the communication and agreement of the price between the User and the Partner, and providing technical support for the acceptance of payments made by Users using payment cards. The final price for the Services is determined by the Partner in accordance with applicable municipal tariff regulations. The processing, acceptance, and transfer of payments made by payment card shall be carried out by duly authorized payment service providers.

7.12 The Administrator may, from time to time, conduct promotional campaigns and other marketing activities intended to increase Users' interest in the Online Service and attract new Users. As part of such campaigns, the Administrator may issue promotional codes ("Promocodes") to Users. Where required, the User may redeem a Promocode by entering it in the designated field within the Mobile Application. If a Promocode has already been assigned to the User's account, it may be applied automatically to eligible Orders in accordance with the applicable promotional terms and conditions.

7.13 The User acknowledges and agrees that Promocodes may not be copied, sold, transferred, assigned, or disclosed to third parties. Promocodes may be used only in accordance with the applicable promotional terms and conditions. Unless otherwise expressly stated, Promocodes are non-refundable, non-exchangeable, and cannot be redeemed for cash or any other monetary equivalent. Lost or expired Promocodes will not be reissued. The Administrator reserves the right to withdraw, deactivate, or invalidate any Promocode in accordance with the applicable promotional terms and conditions. Unless otherwise specified, only one Promocode may be used for a single Order.

8. RIGHTS AND WARRANTIES OF ADMINISTRATOR

8.1 The Administrator warrants that it owns all appropriate and necessary intellectual property rights to carry out its functions and provides Users with access to the Online Service, the Website and Mobile Application in the territory of the Republic of Albania, in particular, but not limited to, intellectual property rights to: Online Service, Website, and Mobile Application, any of their components, including program code, other electronic data in the form of numbers, letters, symbols, images and their combinations, design elements, text, graphics, illustrations, video information and other intellectual property.

8.2 This Agreement does not provide for the transfer of proprietary rights to any third party in the Online Service, Website, Mobile Application or their components. The Administrator shall grant the User a non-exclusive intellectual property right to use the Online Service and the intellectual property rights included therein, in particular to their reproduction, in whole or in part, on its own computer and/or mobile device, in one copy for each device, public performance and public display.

8.3 The conclusion of this Agreement does not infringe the intellectual property rights of any third party. In the event of any claims or lawsuits of third parties regarding the User’s use of access to the Online Service, the Administrator undertakes to settle such claims or lawsuits independently and at its own expense.

9. LIMITED LIABILITY OF THE ADMINISTRATOR

9.1 Subject to clause 9.5, the Administrator bears no liability for any direct and/or indirect damages, material and/or non-material damage, obligations or losses incurred as a result of use or non-use by the User of access to the Online Service, data placed on the Website and/or Mobile Application, due to the inability to access the Online Service or use such access; in connection with the non-provision or improper provision of the Services to the Users by the Partners; any actions or omissions of the Partners; the presence or absence of any powers, permits, licenses, approvals for the Partners, the presence or absence for such persons of special legal status, etc.; unauthorized dissemination, alteration or destruction of the Users’ information due to the use of access to the Online Service.

9.2 The Online Service, Website, Mobile Application shall be provided for use by the Users on the “as is” basis. The Administrator shall bear no liability to the User for ensuring that the Online Service, Website,

Mobile Application meet the expectations of the User and/or access to the Online Service is provided uninterruptedly, reliably, without errors. The Administrator shall bear no liability for making changes, temporary or complete termination of the Online Service, Website, Mobile Application or any part thereof and/or access to the Online Service. Functioning of the Online Service and access to it may be limited or temporarily terminated due to force majeure and other factors, prevention or overcoming of which is beyond the capabilities of the Administrator. Nothing in this clause 9.2 limits the Administrator's statutory obligation to provide the Online Service in conformity with this Agreement.

9.3 The Administrator welcomes and may take into consideration any comments, suggestions, or proposals submitted by Users regarding the operation, functionality, or improvement of the Online Service, Website, or Mobile Application. The Administrator shall have sole discretion to determine whether and how any such suggestions are implemented.

9.4. The Administrator may, from time to time, test, introduce, modify, suspend, or discontinue certain features, functionalities, or other elements of the Online Service, Website, or Mobile Application. Such features or functionalities may be made available to all Users or only to selected groups of Users for testing or evaluation purposes. The implementation of such testing or changes shall not unjustifiably place any User in a less favorable position than other Users under comparable circumstances or otherwise adversely affect the User's rights under this Agreement.

9.5 Nothing in this Agreement excludes or limits the Administrator's liability for death or personal injury caused by an act or omission of the Administrator, for damage caused intentionally or by gross negligence, or for any other liability which may not be excluded or limited under mandatory law of the Republic of Albania. Subject to the foregoing, and to the maximum extent permitted by applicable law: (a) the Administrator's liability is limited to loss caused by a failure in the proper functioning of the Online Service as a technological intermediary, as described in clause 4.2, and does not extend to loss arising from the provision of the Services, for which the Partner is solely responsible; and (b) the Administrator shall be liable only for direct damage that is the immediate and foreseeable consequence of its own act or omission, and shall not be liable for loss of profit, loss of opportunity, loss of data, or any indirect loss. Nothing in this clause affects the User's right to bring claims directly against the Partner. The User expressly accepts this clause in accordance with Section 11.

10. FINAL PROVISIONS

10.1 This Agreement is governed by and construed in accordance with the laws of the Republic of Albania. Issues not regulated herein shall be resolved in accordance with the applicable laws of the Republic of Albania.

10.2 All disputes arising from this Agreement shall be resolved in accordance with the laws of the Republic of Albania. The User, as a consumer, may bring proceedings before the competent court of the User's domicile or before the competent courts at the location of the Administrator. The User may also submit complaints to the relevant consumer protection authorities or alternative dispute resolution bodies as provided under applicable Albanian consumer protection legislation. Throughout the text hereof, unless explicitly stated otherwise, the term "laws" shall mean the laws of the Republic of Albania.

10.3 Nothing herein shall be construed as establishing between the User and the Administrator an agency relationship, power of attorney, partnership relationship, joint venture relationship, employment relationship or any other relationship not expressly provided for herein.

10.4 If for any reason one or more of the provisions hereof are declared invalid or unenforceable, such provision shall be severed or modified to the minimum extent necessary to render it fair and enforceable, and this shall not affect the validity or enforceability of the other provisions hereof and such provision shall be severed or modified to the minimum extent necessary to render it fair and enforceable, without affecting the validity of the remaining provisions.

10.5 Omissions on the part of the Administrator in case of violation by any User hereof does not deprive the Administrator of the right to take the relevant actions to protect its interests later, and does not determine the waiver of the Administrator's rights in case of further similar or alike violations.

10.6 This Agreement is made available to Users in both English and Albanian. In the event of any discrepancy between the English and Albanian versions, the English version shall prevail.

10.7 The User may terminate this Agreement and close their account at any time by submitting a request through the Mobile Application or by contacting the Administrator's support team. Upon termination, the User's access to the Online Service shall be deactivated. Any outstanding payment obligations incurred prior to termination shall remain due and payable.

11. EXPRESS CONSENT

The following provisions of this Agreement are identified as material terms which are accepted separately in writing by the User:

- clauses 2.5–2.6 (account suspension/termination),
- clause 4.4 (partner performance)
- 6.11–6.12 (suspension of access),
- 7.1 (pricing mechanism), 9.1–9.2 and 9.5 (limitation of liability), and
- 10.2 (dispute resolution).

The User's attention is specifically drawn to these provisions during the registration process. By accepting this Agreement, the User confirms that they have had the opportunity to review these provisions and expressly accepts them.

12. DETAILS:

Uklon Albania SHPK

Registered (postal) address: Ibrahim Rugova Str., Sky Tower, 5th Floor, Suite 2, Tirana, Albania

E-mail: uklon-al@uklon.eu

Tel.: +35545301390

Business registration number (NUIS): M62228028Q

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