

## GENERAL TERMS AND CONDITIONS VEEM.LEGAL B.V.

### Responsibility for instructions

1. VEEM.Legal B.V. (“VEEM.Legal”) is a private company with limited liability (*“besloten vennootschap”*) under the laws of the Netherlands.
2. VEEM.Legal’s purpose is to exert a legal practise as attorney at law in the broadest meaning of the word.

### Application of general terms and conditions

3. All instructions to VEEM.Legal or to any persons working for or with VEEM.Legal (such as attorneys at law, advisors or employees) are subject to these general terms and conditions. These conditions also apply to non-contractual obligations, including tort. Any conditions of the principal (client) do not apply.
4. All instructions are solely accepted and executed by VEEM.Legal. VEEM.Legal is solely responsible for execution of such instructions, not any of the persons working for or with VEEM.Legal. The application of sections 7:404 and 7:407 of the Dutch Civil Code is excluded.
5. The general terms and conditions are also applicable to any additional or subsequent instructions. The client shall be deemed to be familiar with these general terms and conditions in such case.
6. These general terms and conditions are sent to the client prior to the commencement of services to the client, preferably in electronic form (by email) or handed out. A copy of these general terms and conditions can be viewed on the website of VEEM.Legal - <https://www.veemlegal.nl> – under the heading **general terms and conditions**. These general terms and conditions may be downloaded from this website and saved.
7. These general terms and conditions are available in both the Dutch, English and Czech language. In case of any disputes on the content or meaning of these general terms and conditions the Dutch version shall prevail.

### Liability

8. All liability of VEEM.Legal shall be limited to the amount of insurance cover available under the professional liability insurance, plus the amount of risk that is for VEEM.Legal’s own account pursuant to the applicable terms and conditions of the insurance policy. Further information on the content of the insurance cover shall be provided upon request.

9. VEEM.Legal has taken out insurance from Aon, Professionele Services, Paalbergweg 2-4, 1105 AG Amsterdam, The Netherlands, having a global cover amount of max EUR 2,500.000 per claim (subject to a risk amount of EUR 2,500 for its own account). In case of damages VEEM.Legal shall report the relevant claim to the insurance company.
10. In the event the insurance company does not pay out, VEEM.Legal's liability shall be limited to an amount equal to the total fee amounts charged for the relevant case subject to a maximum of EUR 10.000, --.
11. VEEM.Legal shall be authorised to retain the services of third parties (such as bailiffs, translators, external attorneys at law, experts etc.). VEEM.Legal shall always exercise due care when retaining such third parties. VEEM.Legal shall not be liable for any damages caused by such third parties. The client authorises VEEM.Legal to accept any disclaimers of such third parties.
12. All liability of VEEM.Legal regarding cyber- and media liability shall be limited to the amount of insurance cover available under the liability insurance, plus the amount of risk that is for VEEM.Legal's own account pursuant to the applicable terms and conditions of the insurance policy. Further information on the content of the insurance cover shall be provided upon request. VEEM.Legal has taken out Security & Privacy insurance from Zurich Insurance plc (through Aon) having a global cover amount of max EUR 100.000, -- per claim per insurance year (subject to a risk amount of EUR 500 for its own account). In case of damages VEEM.Legal shall report the relevant claim to the insurance company.
13. VEEM.Legal does not use the third parties account ("*Stichting Beheer Derdengelden*").

#### **Indemnification**

14. The client shall indemnify and hold VEEM.Legal harmless against any claims of third parties, (legal) expenses and support included that in any way relate to or follow from the services provided to the client, except to the extent caused by gross negligence or wilful misconduct by VEEM.Legal.

#### **Limitation period**

15. If VEEM.Legal ceases its legal practise, any title to claim damages from VEEM.Legal shall expire not later than one year from the date VEEM.Legal so ceases to exert its legal practise.
16. In all other instances title to claim damages shall be limited to one (1) year after the event that caused the damages was discovered or should reasonably have been discovered and except as specified in section 13, in any case not later than two (2) years after the event that caused the damages took place.

### **Rights of third parties**

17. Not only VEEM.Legal but also persons that have been retained by VEEM.Legal for services in relation to any instruction may enforce these general terms and conditions.

### **Fees charged**

18. The amount of the hourly fees charged excluding VAT shall be agreed with the client prior to the provision of services. Services provided shall be periodically charged to the client and be payable within fourteen (14) days, starting from the date of the invoice.
19. The invoice shall include a specification. The amount charged shall be calculated by multiplying the number of hours worked by the agreed hourly rate, adding any additional office expenses and VAT as well as disbursements (such as expenses of third parties, travel expenses). As regards travel expenses, VEEM.Legal staff shall preferably travel – if efficient - by public transport, second class.
20. VEEM.Legal shall be authorised to agree on alternative fee arrangements with the client.
21. In the event of late payment of the amount due, VEEM.Legal will charge Extrajudicial Collection Costs (BIK) in accordance with the graduated scale applicable at that time, which is published on the website of Rechtspraak.nl.

### **Complaints procedure**

22. VEEM.Legal has an external complaints procedure. If the client has a complaint, he/she shall submit the complaint first in writing to Mrs. Brigitte Vanatova who shall forward the complaint to an external complaints officer who will handle the complaint.
23. The complaint shall be dealt in accordance with the complaints regulations of the Dutch Bar Association (*Nederlandse Orde van Advocaten*) made for the complaints regulations of law firms in the Netherlands.

### **Applicable law**

24. The legal relationship between VEEM.Legal and the client shall be exclusively governed by the laws of the Netherlands.
25. Any disputes shall be subject to the exclusive jurisdiction of the competent court of Amsterdam, The Netherlands.