

Special Business Terms for the FlexiPay Service

1. Introductory Provisions

- 1.1. Whenever any of the terms specified below in this article or anywhere in the body of this document is used in this document, such a term shall have the meaning defined herein. Any terms defined in other documents constituting a part of a Service Contract (particularly in the Agreement and GTC) shall have the meanings defined in such other documents.

FlexiPay Service - means a Service that allows the User to extend the due date of the User's future invoices issued by EUROWAG Group by 14 days for the Services specified at: [Eligible products and services for Flexi pay](#);

EW office - means a platform developed and maintained by EUROWAG Group, serving as an interface between the User and the Provider or the Agent, through which the User may access and manage its Services, review relevant information and documents, and communicate with EUROWAG Group. EUROWAG Group reserves the right to change, limit, or adjust any functions of the EW office platform at any time;

Email communication - means communication between the User and the Provider or the Agent via email addresses. The User shall provide the Provider or the Agent with the contact email address when concluding the Agreement and may change it at any time by sending a request to the Provider or the Agent. The change of the User's contact email address is confirmed by the Provider or the Agent. The Provider's or the Agent's current contact email address is listed in the client section of the Website;

Client support line - means the contact telephone line of the Provider or the Agent. The current client support line phone number is available through the client section of the Website;

- 1.2. The purpose of these STC is to specify the mutual rights and obligations of the User and the Provider or the Agent when providing FlexiPay Service. These Special Business Terms apply to the use of the FlexiPay Service as defined in these Terms and Conditions. These STC, as well as the Agreement and GTC, are an integral part of each FlexiPay Service Contract ("Service Contract").

2. Activation of FlexiPay Service

- 2.1. The request for activation of the FlexiPay Service is made by the User via the form available in the EW office, client section of the Website or, where applicable, via a link sent to the User via email communication or verbally via the client support line.

- 2.2. The Provider or the Agent shall grant or deny the User's request within 3 working days starting from the day following the day on which the User submitted the request. The Provider or the Agent shall inform the User of its evaluation through the EW office, client section of the Website or by email communication.
- 2.3. The User has no legal right to approval of the request for activation by the Provider or the Agent. The FlexiPay Service is intended only for selected Users and their eligibility will be assessed by the Provider or the Agent. The use of the FlexiPay Service is subject to approval of the request for activation by the Provider or the Agent.
- 2.4. Activation of the FlexiPay Service occurs at the moment of notification to the User of the Provider's or Agent's approval of the request for activation.
- 2.5. All User's future invoices issued by EUROWAG Group for the Services specified at: [Eligible products and services for Flexi pay](#) will be extended by 14 days after the FlexiPay Service is activated for the User. When the FlexiPay Service is activated for the User, the Provider or the Agent and the User hereby agree to indefinite term of the FlexiPay Service. The User is allowed to terminate the FlexiPay Service by deactivation of the FlexiPay Service through the EW office, client section of the Website or, where applicable, via email communication or verbally via the client support line. The payment terms are set back to the original value when the FlexiPay Service is deactivated on the User. Activation or deactivation of the FlexiPay Service is free of charge. The FlexiPay Service is established exclusively for the Users as entrepreneurs within the framework for their business activities (i.e. B2B relationship only).
- 2.6. The FlexiPay Service allows to extend the payment terms by 14 days for each User only once. It means that additional extension of the due date of the User's future invoices is not allowed.
- 2.7. If the activation of the FlexiPay Service is granted to the User via the EW office, the User will be displayed the following information in the EW office:
- i. extension of future payment terms by 14 days;
 - ii. processing fee connected with this product (0.99% from the invoiced amount excluding VAT);
 - iii. illustrative example and detailed information about the process of the FlexiPay Service set up;
 - iv. reference to these STC that are available in Documents section in EW office.
- 2.8. The Provider or the Agent is not liable to the User for any damages resulting from any technical unavailability of the FlexiPay Service in the EW office or client section of the Website at the time the User wanted to make any settings of the FlexiPay Service.

3. Price and Payment Terms

- 3.1. For the provision of the FlexiPay Service, the User is obliged to pay the Provider or the Agent a fee of 0.99% of the invoiced amount excluding VAT. This fee is not eligible for a claim for refund of value added tax under the relevant legislation.

- 3.2. Invoices issued under the Service Contracts after the FlexiPay Service has been activated are issued with a due date extended by 14 days. Invoices issued to the User by the Provider or the Agent prior to the activation of the FlexiPay Service are not subject to this new extended due date and the original due date indicated on the relevant invoice shall apply.
- 3.3. Each invoice issued to the User with activated FlexiPay Service will contain additional line item "Fixed processing fee 0.99 %" with the appropriate amount.
- 3.4. Due date of Fixed processing fee 0.99 % is the same as the due date of the invoice to which Fixed processing fee 0.99 % relates.
- 3.5. Earlier payment of the invoice issued to the User with activated FlexiPay Service will not entitle the User to a refund of the proportional part of Fixed processing fee 0.99 %. Fixed processing fee 0.99 % is EUROWAG Group's reward for providing the User with the FlexiPay Service and cannot be calculated based on the number of the days of the FlexiPay Service actually used by the User.
- 3.6. The payment terms set out in the Agreement and the General Terms and Conditions shall also apply to the provision of the FlexiPay Service.

4. Termination of FlexiPay Service

- 4.1. The User, the Agent or the Provider are entitled to terminate the Framework Services Contract for the provision of the FlexiPay Services or Services Contract for the provision of the FlexiPay Services under the conditions set out below:
- i. The Agent or the Provider is entitled to terminate the Framework Service Contract or Services Contract with a notice period of 3 working days. This period shall start from the day following the day on which the Provider or the Agent sends the notice of termination via email communication;
 - ii. The User is entitled to terminate the Framework Service Contract or Services Contract by giving notice orally via the client support line or by sending notice via email communication. The Provider or the Agent is obliged to confirm the termination of the Framework Service Contract or Services Contract within 3 days from the day following the day on which the User submitted the termination. The termination of the Framework Service Contract or Services Contract and the provision of the FlexiPay Service shall occur at the moment of confirmation of the termination by the Provider or the Agent.
- 4.2. Invoices issued prior to the termination of the FlexiPay Service shall be subject to extended payment terms by 14 days, invoices issued after the termination of the FlexiPay Service shall be subject to the payment terms set out in the Agreement and the General Terms and Conditions.

5. Final Provisions

- 5.1. The Service Contract with the User is governed in each case by these STC in the version accepted on the EW office or in the client section of the Website or modified in accordance with the Agreement and the General Terms and Conditions.
- 5.2. Accepting these STC is a condition of using the FlexiPay Service. Each User is obliged to explicitly accept these STC through ticking a checkbox on the EW office platform or via call with the Agent or the Provider before making use of the FlexiPay Service.
- 5.3. These STC are available on the EW office and in the client section of the Website. We will also provide you with a copy of these STC by email, after your prior email request.
- 5.4. These STC shall become effective on 13 July 2026 and shall apply to all Agreements, as well as to Framework Service Contracts and Service Contracts concluded in connection with these Agreements. These STC replace the previous Special Business Terms for the FlexiPay Service effective before 13 July 2026.