

Relu Customer Referral Program

The conditions under this program are hosted on <https://www.relu.ai/documents/customer-referral-program>.

1. This page sets out the general terms and conditions (the “Terms and Conditions”) that apply to Relu’s Customer Referral Program (the “Program”), whereby you may refer potential customers to Relu. By engaging in the Program, you confirm to have read and understood these Terms and Conditions, and you agree to be bound by them.

2. For the purposes of these Terms and Conditions:

“*Relu*” refers to Relu BV, with registered office at Kolonel Begaultlaan 1A/51, 3012 Leuven, Belgium, company number BE0735.997.002;

“*you*” refers to an existing Relu customer with an active Relu account who received an Invitation from Relu to participate in the Program.

3. The specifics and details of the Program will be shared in the invitation Relu sends you (by email or in-app) (the “Invitation”).

4. You acknowledge and agree that the Program is made available by Relu at its sole discretion, subject to such terms and modalities and for such term as determined by Relu from time to time. In the event of changes to the Program, or a suspension or an early termination of the Program, you will be informed through e-mail or in-app. You are also invited to regularly check this page for updates to the Terms and Conditions. You acknowledge and agree that Relu may change the Terms and Conditions at any time, and may change, suspend or discontinue the Program at its discretion without liability to you. However, except as expressly stipulated otherwise herein (reference is made to §5), such change, suspension or discontinuation will not affect any Rewards which became due prior to such change, suspension or discontinuation.

5. Program rewards.

By participating in the Program upon receiving an Invitation, you may earn rewards as set out in the Invitation (“Rewards”) upon a successful

referral, by inviting prospective Relu customers to open a Relu account within such period as specified in the Invitation. Please note that rewards may differ depending on your location.

The maximum number of persons you can refer through the Invitation (“Invitees”) will be specified in the Invitation. You will not receive any Rewards for referrals in excess of the limit so specified.

To be eligible for Rewards, you must invite persons to become Relu customers by sending them a unique referral link as made available to you by Relu. These referral links may not be published online or otherwise be shared with third parties except the Invitee. You must only invite known contacts. The Invitee must be a new, first-time customer and may not have an existing Relu account nor have had an account in the past. The Invitee must be eligible and authorized to open a Relu account in their location. The Invitee must click on the referral link that you sent them and must complete the steps set out in the invitation, including opening a Relu account using the referral link, within the indicated timeframe. If an Invitee opens a Relu account in any other way, this will not be considered a referral under these Terms and Conditions. Incentives offered to the Invitee will be detailed through the referral link. An Invitee is not considered a Relu customer until it opens a Relu account and has accepted the Relu End User Terms and Conditions.

You will not be eligible for Rewards, and Rewards already granted may be revoked, if the Invitee reverses a required step e.g. (without limitation) if the Invitee closes its Relu account within 30 days of opening; if Relu suspects or if there is evidence of (attempted) fraud or another breach of these Terms and Conditions by you; in instances where Relu is allowed to suspend or terminate your account pursuant to the Relu End User Terms and Conditions, which can be found at the following URL: <https://www.relu.ai/documents/end-user-terms-and-conditions>.

Relu determines, in its reasonable discretion, whether you qualify for the Rewards and its decision will be final and cannot be challenged.

Relu will confirm a referred Invitee having become a Relu customer (by email or in-app). Rewards will be calculated and granted on a quarterly basis.

[Please note that, by default, Rewards are issued solely as credits to be used in respect of your own Relu account and cannot be converted into cash or other forms of monetary reimbursement. Relu may however on a case-by-case basis decide to issue cash Rewards, at its discretion.

By participating in the Program, you acknowledge and agree that (i) you are solely responsible for any and all tax obligations arising from your receipt of a Reward; (ii) the value of the Reward may constitute taxable income under applicable tax laws; (iii) it is your exclusive responsibility to correctly determine, declare, and remit any local or federal income taxes that may be due. Relu bears no responsibility or liability for any tax, levy, reporting, or withholding obligations related to your participation in the Program. In the event withholding tax applies under applicable law, Relu will report the withheld tax directly to the applicable tax administration, and the amount transferred to your account will be the net amount after this deduction.

The Rewards as may be owed to you hereunder constitute the entire compensation for your referral of customers to Relu pursuant to the Program. You acknowledge and agree that any goodwill or value arising from such referrals shall exclusively belong to Relu, and no compensation shall be owed to you upon termination of (your participation in) the Program on account of such goodwill.

6. Suspension and termination.

Relu may suspend or terminate your participation in the Program in instances where you become ineligible for Rewards (as per §5) or if your actions could harm Relu's reputation (as determined by Relu in its sole discretion).

7. Any processing of personal data by Relu pursuant to these Terms and Conditions will be in accordance with Relu's privacy policy available at <https://www.relu.ai/policy/privacy-policy>.

8. You must at all times comply with applicable laws when participating in the Program.

9. Relu provides the Program 'as is' and does not guarantee specific results or outcomes of any referrals or Program participation. To the maximum extent legally permitted (i) Relu excludes its liability for any indirect, incidental, special, consequential, exemplary or punitive damage, loss of revenue, opportunity loss, or reputational damage; and (ii) Relu's aggregate liability hereunder shall not exceed the value of the Rewards owed to you in respect of the Program in relation to which the liability arose.

10. The relationship hereunder is non-exclusive. The Program is for personal use and may not be used by you for commercial purposes. The fact that you received an Invitation for a specific Program participation does not create a precedent or generate any rights of participation in any future Program.

11. You must not imply any affiliation with Relu other than that you are an existing Relu customer. You are not authorized to represent Relu, act on its behalf or legally bind it.

12. These Terms and Conditions in combination with the Program details set out in the Invitation constitute the entire agreement between Relu and you in respect of the Program.

13. A waiver by either party of a breach of a provision of these Terms and Conditions shall not be considered as a waiver of a subsequent breach of the same or another provision hereof. No failure, delay or omission by either party in exercising any right, power or remedy provided hereunder or by law shall operate as a waiver of that or any other right or remedy, nor shall it preclude or restrict any future exercise of that or any other right or remedy.

14. These Terms and Conditions and the Invitation shall be exclusively governed by and construed in accordance with the laws of Belgium (without giving effect to the conflict of law provisions thereof) and any dispute arising hereunder which cannot be resolved within a reasonable time of having arisen shall be submitted to the exclusive jurisdiction of the courts of Leuven, Belgium.