

Terms of Use and Sale

Welcome to www.queensprotocol.com! The website www.queensprotocol.com (hereinafter the “Website”) is the official e-shop for the online display, supply and sale of Queen’s Protocol products (hereinafter “the Product(s)”) operated by AIKATERINI KARYTIANOU DIMITRIOS (single-person individual company), which operates under the business name AIKATERINI D. KARYTIANOU and distinctive title “QUEEN’S PROTOCOL” and which is registered in Greece under the number 143279201000. Its registered office is situated at 33 Petroupoleos Ave, Ilion, Athens, 13121, Greece, +302102610492, +306936531701, fax: +302102610493, info@queensprotocol.com. Its intra-community VAT number is EL062194759.

This page contains:

- A. the **Terms of Use** on which you may make use of the Website
- B. the **Terms of Sale** of products listed and displayed on the Website (hereinafter collectively the “Terms”).

References to “we”, “us”, “ourselves” and “our” in the Terms refer to Queen’s Protocol.

References to “you”, “yourself” and “your(s)” in the Terms refer to any natural person who visits, browses or uses the Website and/or buys products (hereinafter: “the User”).

Please read these Terms carefully before accessing or using the Website. By accessing, navigating or using any part of the Website and/or by purchasing a Product, it is presumed that and, in any case, you declare that you have read, understood and that you agree to be bound by the Terms. If you do not agree to all or some of the Terms, then you may not access the Website or use any services offered herein, including the sale of Product(s).

In case you leave our Website or you are redirected to a third-party website or application, you are no longer governed by the Terms. This may happen when you click on external links placed on our Website which may direct you away from the Website. We are not responsible for the privacy practices of such third-party websites and encourage you to read their privacy statements and terms of use periodically.

We reserve ourselves the right to revise, modify, renew and amend these Terms at any time. It is your responsibility to review and refer to this page periodically for changes or updates and to ensure that you agree with any amendments therein. Your continued use of the Website and/or any mobile application after we make changes is deemed to be acceptance of those changes. It is clarified, however that you will be subject to the Terms in force at the time of formation of the Contract (see below).

The Terms were last updated at **11/08/2017**.

Should you have any question or comment regarding these Terms, please do not hesitate to contact us:

-by email at info@queensprotocol.com

-by phone at +302102610492, +306936531701

-by post at 33 Petroupoleos Ave, Ilion, Athens, 13121, Greece

A. Terms of Use of the Website

Contents:

- I. ACCESS TO AND CONTENT OF THE WEBSITE**
- II. LINKING TO AND FROM THE WEBSITE**
- III. NEWSLETTERS**
- IV. PERSONAL DATA**
- V. INTELLECTUAL PROPERTY RIGHTS**
- VI. ENTIRE AGREEMENT, JURISDICTION AND APPLICABLE LAW**
- VII. CONTACT US**

I. ACCESS TO AND CONTENT OF THE WEBSITE

You are free to access and navigate through the Website, on condition that you fully respect and comply with the following terms and conditions:

The access and use of the Website's content is made on your own responsibility. You are solely responsible for making all arrangements necessary for you to have access to the Website. You are also responsible for ensuring that all other persons (third parties) who access our Website through your internet connection are aware of the Terms, and that they also comply with them.

You accept that the use made by you or other persons who access the Website through your internet connection is not unlawful, illegal or offensive. More precisely:

- you shall refrain from any violation of any third party's right, such as privacy right, personal data, right to personality, intellectual property rights, trade secrets, among others.
- You shall not use Website to send, publish, e-mail or in any other way propagate any contents that are illegal because they are harmful, threatening, offensive, disturbing, defamatory, vulgar, indecent, libelous, they show empathy or they express racial, ethnic or other discrimination, they harm minors in any way or they harass third parties in any way.
- You shall not put at risk or danger the integrity of the Website, and more precisely:

- You shall not misuse our Website by intentionally introducing viruses, trojans, worms, logic bombs or other malicious or technologically harmful material.
- You must not attempt to gain unauthorized access to our Website, the server on which our Website is stored or any server, computer or database connected to our Website.
- You must not attack our Website in any manner whatsoever, including via a denial-of-service attack (D.o.S. attack) or a distributed denial-of service attack D.D.o.S. attack).
- You may not engage in any price scraping or price harvesting in respect of Products on this Website without our prior written consent.

If you wish to make any use of material on our Website other than that the use set out below and with the reserve of the clause regarding the protection of our intellectual property rights (see below), you need a written permission from us. Please address your request to info@queensprotocol.com.

We reserve the right to withdraw, deny access to or modify the services and operations we provide on our Website, including offered Products and provision of new services, without notice. We will not be liable if, for any reason, our Website is unavailable at any time or for any period. From time to time, we may restrict access to some parts or the whole of our Website.

We shall not be liable for any technical problems which may be experienced by you when attempting to access the Website and during your access related to the operation or compatibility of your own infrastructure with the use of the Website. Moreover, we make every effort to ensure that this Website is free from viruses or defects. However, we cannot guarantee that your use of this Website or any websites accessible through it won't cause damage to your computer and we disclaim any responsibility for such damages. It is your responsibility to ensure that the right equipment is available to you in order to use the Website and protect yourself from anything that may damage it. We will not be liable for any loss or damage caused by a D.D.o.S. attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our Website or to your downloading of any material posted on it, or on any Website linked to it.

The contents and material displayed on our Website are provided “as they are” and without any guarantees as to their accuracy, integrity and their complete and updated character. We exclude, therefore, any liability for any direct, indirect or consequential loss or damage (including, without limitation, loss of income/revenue, business, profits/contracts, anticipated savings, data, goodwill or wasted time) incurred by any User in connection with our Website or in connection with the use, inability to use, or results of the use of our Website, any websites linked to it and any materials and contents posted on it. Moreover, we shall not be held liable for third-party acts or omissions and, particularly, unauthorized third-party interventions to Products and/or services and/or information available on our Website and we disclaim any responsibility for such events.

II. LINKING TO AND FROM THE WEBSITE

In case you are an administrator of a third party website, you may link to the exact URL of our home page (www.queensprotocol.com), provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it. You shall refrain from establishing a link in such a way as to suggest any form of association, approval or endorsement on our part, where none exists. You also have to make sure that the link to our Website opens to a new window. Framing and “deep-linking” to our site is prohibited. We reserve the right to withdraw the present linking permission without notice.

Where our Website (especially in the “Blog” section) contains links to other websites and resources provided by third parties, these links are provided for your information and/or convenience only. The placement of such links is not a sign of acceptance or endorsement of their content. We have no control over the contents of those sites or resources, and we accept no explicit or implicit responsibility for any loss or damage of any kind that may arise from your use of them, related to, among others, the user privacy protection they assure, the accuracy of their content or their functionality and availability. Therefore, in case you are directed through the links you use to any third party website, you accept that you do so at your own risk and responsibility and we recommend that you read carefully the legal notices contained therein (Terms of Use, Privacy policies and other similar documents) and be alert and aware of any update or modification before using them.

III. NEWSLETTERS

In several sections of the Website (footer, pop-up windows and other), you may choose to subscribe to our Newsletter in order to receive news, offers and other information about our Website, our collection and/or Products, by providing your (valid) email address on the respective field. By submitting your email, you authorize us to add your email to our mailing list, you accept that we will send you by email from times to time our newsletter and you give your consent for collecting, storing and using your email for this purpose. We fully comply with personal data and electronic communications legislation regarding the sending of newsletters. You can unsubscribe from our newsletter at any time and for any reason, by clicking on the unsubscribe button which is located on the bottom of every email sent by us containing the newsletter. Our Privacy Policy is applicable and covers also your personal data processing related to newsletter subscription and sending.

IV. PERSONAL DATA

We process information about you in accordance with our Privacy Policy.

V. INTELLECTUAL PROPERTY RIGHTS

The Website itself, which means, among others, the code, graphics interface and underlying technology as well as all the content and material you see on it, including but not limited to images, graphics, photographs, designs, models, texts, related or not to Products are legally protected intellectual property of Queen’s Protocol and Queen’s Protocol reserves all its rights on them.

All intellectual property rights, including copyright, designs and models, trademarks, distinctive signs and patents applicable to the appearance, code and underlying technology of the Website itself and/or to the contents and material published, displayed or otherwise contained thereof, such as trademarks, trade names, business names and logos representing Queen's Protocol and its Products and/or www.queensprotocol.com the photographs, images, graphics and texts of the Website as well as the models and designs of Products which are displayed on the Website, belong solely and exclusively to Queen's Protocol and are legally protected and subject to Greek, EU and International legislation of Intellectual Property and unfair competition law. Their disclosure does not amount, in any way, to an assignment or license granted by Queen's Protocol or a right to use any of the said protected objects and distinctive features to Users. Therefore, it is strictly prohibited to copy, reproduce, download, post, transfer or distribute the material and contents of the Website in full or partially in any way or medium for trade or other purposes without prior written consent by Queen's Protocol, except for lawful personal, private and non-commercial copy of some parts of the Website.

In any occasion, our status (and that of any identified contributors) as the authors, trademark owners or right holders of other intellectual property rights on material or content on the Website must always be adequately acknowledged. For the avoidance of doubt all proprietary notices, in particular intellectual property notices such as copyright ©, trademark, TM and ® must be preserved and displayed intact. Moreover, you must not modify the paper or digital copies of any materials you have legally printed off or downloaded in any way, according to what is stipulated above and you must not use any illustrations, photographs or any graphics separately from any accompanying text.

Queen's Protocol®, Queen's Protocol Logo as well as various other marks appearing on the Website are trademarks of Queen's Protocol. (e.g. PARABOLA TM, XFACTORTM.)

VI. ENTIRE AGREEMENT, JURISDICTION AND APPLICABLE LAW

These Terms of Use and any document expressly referred to in them constitute the whole agreement between us and any User of the Website. You and Queen's Protocol agree that any claim arising from, or related to the Website will be governed by Greek Law and under the exclusive jurisdiction of the courts of Athens, Greece. We retain the right to bring proceedings against you for breach of these Terms in your country of residence or any other relevant country.

VII. CONTACT US

The administrator of the Website is AIKATERINI KARYTIANOU 33 Petroupoleos Ave, Ilion, Athens, 13121, Greece, +302102610492, +306936531701, fax: +302102610493, info@queensprotocol.com.

Should you have any question or comment regarding the Website, please do not hesitate to contact us:

-by email at info@queensprotocol.com

-by phone at +302102610492, +306936531701

-by post at 33 Petroupoleos Ave, Ilion, Athens, 13121, Greece

B. Terms of Sale

PREAMBLE

The Terms of Sale (hereinafter “the Terms”) shall apply to all orders placed on the Website by any natural person who is at least eighteen (18) years old, or any other age of majority according to any foreign law that might be applicable, without business purposes (hereinafter the “User”), wishing to make a purchase of the products displayed, offered and supplied on and through the Website (hereinafter “the Products”). The User (you) and Queen’s Protocol are hereinafter collectively referred to as the “Parties”.

The Terms aim to define the selling terms between Queen’s Protocol and the User, from the order’s placement until the after-sale services, through payment and delivery of the Product(s). The Terms apply to all Users of the Website and are available in English and Greek, depending on the User’s choice.

The present Terms stand also as provision of information to consumers according to article 3b Law 2251/1994.

Contents

- I. USER’S REPRESENTATIONS**
- II. PRODUCTS**
- III. PRICING**
- IV. PLACEMENT OF ORDERS**
- V. FORMATION OF THE CONTRACT OF SALE**
- VI. TRACKING AND DELIVERY**
- VII. RIGHT OF WITHDRAWAL**
- VIII. GUARANTEE OF CONFORMITY**
- IX. COMMERCIAL GUARANTEE & CERTIFICATIONS**
- X. AFTER-SALES POLICY**
- XI. DISCLAIMER OF RESPONSIBILITY AND EVENTS OUTSIDE OUR CONTROL**
- XII. CUSTOMER SERVICE AND ALTERNATIVE DISPUTE RESOLUTION**
- XIII. GENERAL PROVISIONS**

I. USER'S REPRESENTATIONS

By placing an order on the Website, you represent that you are at least 18 years old at the date of placement of order and that you agree to be bound by the Terms, including those additional terms and policies referenced herein.

You may not use the Products for any illegal or unauthorized purpose.

You represent that all information, data and details you provide in all exchanges with Queen's Protocol and the Website are true, complete and accurate.

II. PRODUCTS

Our Products, the Queen's Protocol® bags (the "QP bags") are leather bags with metal elements and embodied technology features. They are handmade hybrids of technology and fashion: they combine innovative, unconventional, sharp and remove-excess design characteristics with architectural and mathematic elements. They are consisted of three different parts: the Leather, the Metal Elements and Technology Parts (such as Electronic Equipment, Microchip, RFID blocking fabric and OTHER depending on the model).

The embodied technology is hiding USUALLY behind the logo of QPbag and features: incoming call and message alerts through build-in Led's via the QPapp (available only for ANDROID at the moment), plus mobile charging (Electronic Equipment), microchips that interact with NFC-enabled smart phones, protection compartments from electronic pick pocketing (RFID blocking pocket), and other tech features depending on the model. QP bag dimensions are the outcomes from Cartesian equation of the famous curve of Niele's Parabola: $y^3=ax^2$ for different values of x, y.

QPbags are made of genuine italic leather and handmade metal parts of aluminum and stainless steel with obvious influences from architectural engineering. The main metal components are made of raw sheets of aluminum and stainless steel. The final form is taken after cut, CNC processed, curved, welded, polished and anodized.

For complete information regarding Features, Specifications and other information on each QP bag please refer to the "Product Page" and "TECHNOLOGY+CARE page" of the Website.

For further information regarding the safe use instructions, maintenance and full use of the Products, and information on the hazards during its use and preservation the User shall read and follow the clear and complete relevant instructions for the leather parts, the metal parts and the electronic parts of each model of bag contained in the page "TECHNOLOGY+CARE" of the Website.

The Products are described and displayed as accurately and completely as possible in the Website. The User may find all required information relating to the essential characteristics and the functionality of the Products clicking on each bag model displayed in the "PRODUCT page" or at the "TECHNOLOGY+CARE" page of the Website.

Despite our diligence, typographical errors, inaccuracies, or omissions that may relate to Product descriptions, pricing, promotions, offers, and availability may occasionally occur, by accident or due to the suspended operation of the Website or force majeure, among others. We reserve the right to correct any errors, inaccuracies or omissions and to change or update any information contained therein. However, in the event of an error or omission in the information provided, Queen's Protocol shall not be held liable.

Products' photographs are non-binding. The accuracy of the color of the Products that appear at the Website cannot be guaranteed, although we have made every effort to display them as accurately as possible, and it may be affected by the hardware or device used by the User. Moreover, our QPbags are handmade. Therefore minor differences between bags may appear in shape and finishing.

The display of Products in the Website constitutes an invitation addressed to the User for the submission of an offer for formatting a contract of sale of Products and does not represent a proposal to the User that a sale contract will be concluded.

Products are offered upon availability and stock sufficiency. Availability of Products is generally indicated along with each displayed Product on the Website. However, the display and offer for sale of Products in the Website does not imply any guarantee of availability and stock sufficiency provided by Queen's Protocol. Users will be notified by email in case of non-availability of any ordered Product.

The Terms apply to Products which are displayed and indicated as being sold and dispatched by Queen's Protocol (see below on Shipping Confirmation).

III. PRICING

Products' prices are displayed in the Website and are accessible to all Users. Prices are shown in Euros (€) and include the applicable Value Added Tax and all delivery or other costs. The Products' prices quoted on the Website are valid as long as they are online. Prices for our Products are subject to change without notice at any time, but changes will not affect acknowledged orders with Shipping Confirmation sent to the User (see below).

Custom duties and/or taxes or fees that may be applicable, especially to non-EU deliveries, are not included in the displayed prices and must be paid by the User. Please note that Queen's Protocol is not capable of determining in advance the amount of these taxes.

IV. PLACEMENT OF ORDERS

The placement of an order and the purchase of Products on the Website is based on the following steps:

1. Add Products in your virtual "Cart".

Next to all displayed Products in the Website there is an "Add to the Cart" button. You may add to the Cart the Product(s) you wish to purchase, by clicking in the

respective button and by adding the desired quantity. You always have the choice to View your Cart, by clicking on the “Shopping Cart” button.

2. Fulfill the order form& choose payment modalities

When you finish the selection of Products, press on the “Shopping Cart” button and select “Check out”. Then you will have to fill in carefully the order form with all necessary information (all fields are mandatory), which include: Email Address and Billing information (if different, otherwise you should tick the box: “My Shipping information is the same as my Billing information”), i.e. Country, First Name, Last Name, Address, Town/City, State/County, Postcode/ZIP.

Moreover, you need to provide to us all details regarding the payment and delivery of your order, which include:

- The choice of issuing a receipt or an invoice (in the latter case you shall send an email to info@queensprotocol.com)
- Details of shipping address (if different from billing address)
- Payment method

The following payment methods are available in our Website:

A. Payment by Card: American Express, Visa, MasterCard, Maestro and DINERS cards are accepted.

B. Payment via PayPal: By choosing to pay with PayPal, you shall automatically be redirected to your PayPal account. Once your PayPal payment is confirmed, you will be able to complete the order on the Website.

C. Payment through bank deposit: You may pay your order by making a bank deposit at the following bank account:

IBAN: GR53 0140 3390 3390 0233 0000 493

BIC: CRBAGRAA

BANK: ALPHA BANK

BENEFICIARY: KARYTIANOU AIKATERINI DIMITRIOU

No payment will be made through the Website. All payments are processed by third party service providers (third-party payment facilitators or intermediaries), namely ALPHA BANK S.A., (in case of payment by Card) or other bank (in case of payment through Bank Deposit) and PayPal, who are exclusively responsible for taking the necessary technical measures and safeguarding the security of exchanges and payments.

Payment by using a Card or PayPal is absolutely safe for Users of the Website. Queen’s Protocol shall never become aware of your card details or Pay Pal account information or any other relevant payment data and details. To pay the order, you shall be automatically redirected to the Alpha Bank website or PayPal website accordingly. Payment information shall be transferred by you using encrypted connection to Alpha Bank or PayPal through their safe transaction systems.

You may find more information about these systems by referring to the respective terms and conditions contained in their transactions systems.

When you fill-in all required fields, press the button “Continue to Next Step”.

3. Accept the Terms of Use and Sale and the Privacy Policy.

In order to complete the order procedure, you will be asked to accept the Terms of Use and Sale and the Privacy Policy, by selecting the respective tick-boxes, before pressing the “completion of the order” button.

4. Final Confirmation of the order and Purchase

Before completing order processing, you will have the possibility of the last check of your order. A screen (“Review Order” page) with summary information regarding the ordered Product(s), their main characteristics and the total price (including VAT and delivery costs) will appear.

The order processing is completed by clicking on the button “ORDER WITH THE OBLIGATION TO PAY”, which corresponds to the final confirmation of the order.

When clicking on this button, depending on the method of payment chosen, you accept that your PayPal account or the User’s card / bank account shall be deducted according to the payment terms and modalities applicable to each method of payment and determined by the respective payment facilitator or intermediary.

By placing and proceeding to final confirmation of an order, you agree on the Products’ prices and description offered for sale. Any complaint about this shall intervene through the exercise of the right of withdrawal and through the legal and legal or commercial guarantees as mentioned below.

5. Order’s acknowledgement & Shipping Confirmation

After confirming the order, the following message is displayed: “Thank you, your order has been successfully placed under Ref. No xxxxxxxx. Please check your e-mail. You have been sent an e-mail including your order details (Order Acknowledgement).”

After confirming the order, you will receive additionally **an automated email** from us in the email address which you have previously provided, acknowledging that we have received your order at the date and time mentioned therein (“**Order Acknowledgement**”). In case that you do not receive the automated email with the Order Acknowledgement, you shall notify the Customer Service without delay at support@queensprotocol.com.

All orders are subject to acceptance by us, and we will confirm such acceptance by sending you, an email that confirms that the ordered Product(s) has/have been shipped to you (“**Shipping Confirmation**”). An additional email will be sent to you via our shipping partner (DHL) with all relevant shipping information (Shipping Notification).

In case that any issue regarding your order occur, Queen's Protocol will contact you by email, by using the information provided during the order placement. Queen's Protocol shall not be held liable in case that you have provided inaccurate, incomplete or false information, data or details in the order and/or the payment form and, as a result, communication, payment and shipping are not possible. Queen's Protocol reserves itself the right to freeze your order in the event of an incorrect (shipping) address.

V. FORMATION OF THE CONTRACT OF SALE

It is explicitly agreed that the contract of sale ("Contract") is fully formatted when Queen's Protocol sends the Shipping Confirmation by email to you. The Shipping Confirmation constitutes equally the confirmation of the formatted contract between you and Queen's Protocol and contains also the Terms of the Sale (through a hyperlink). Queen's Protocol is free to refuse online orders. It is at the Queen's Protocol's sole discretion whether it accepts an order.

In case of payment through bank deposit, your order will be pending until confirmation from the bank that the deposit has been made in full. Usually, this confirmation is available within two working days. Shipping Confirmation will be sent to you straight after the deposit is confirmed. If you don't receive the Shipping Confirmation within two days from the deposit, please contact our Customer Service at support@queensprotocol.com.

The Contract is considered being formatted and valid only relating to those Products whose dispatch is confirmed in the Shipping Confirmation. We are not obliged to supply or dispatch any other Product(s) which may have been part of your order until the shipping of such Products has been confirmed in a separate Shipping Confirmation.

No Product(s) will be shipped until payment has been made in full and your details have been verified by any third party payment facilitators or intermediaries implicated in the payment, according to the Terms and the method of payment chosen by you. Queen's Protocol reserves itself the right to freeze your order in the event of a non-payment.

No cancellation of the Contract is acceptable except in cases exhaustively described in the Terms.

VI. TRACKING AND DELIVERY

Queen's Protocol cooperates with **DHL International services** for the dispatch and delivery of the purchased Products and all delivery costs are included in the price displayed in the Website. For the delivery service provided by our partner DHL International, the following terms and conditions apply: http://www.dhl.gr/el/express/shipping/shipping_advice/terms_conditions.html

After receiving the Shipping Confirmation and Shipping Notification, you can track online the delivery of your order on DHL website by using the tracking number of

your parcel. For any additional inquiry relating to an order's tracking, you may contact the Customer Service.

Delivery dates are set according the following scheme:

Greece, Cyprus, Europe: 1-2 shipping-working days delivery

Usa, Canada, Japan, India, China: 2-3 shipping-working days delivery

Rest of the World: 2-5 days shipping-working delivery

PLEASE ALLOW FOR TWO EXTRA WORKING DAYS BETWEEN THE PLACEMENT OF YOUR ORDER AND SHIPPING CONFIRMATION OF YOUR QUEEN'S PROTOCOL BAG.

We aim to deliver your order by the delivery date set out in the Shipping Notification sent by DHL or, if no delivery date is specified, within a reasonable time from the date of the Shipping Confirmation and, at the latest, within 30 calendar days from the Shipping Confirmation. If the Product(s) are not delivered within these time period, you shall request an additional reasonable time period for delivery. If the delivery is still not made within this additional period, you are entitled to cancel the Contract and be refunded to the original form of payment within a reasonable delay for any amounts paid by you.

Please note that deliveries operated by DHL are made with standard liability and insurance, except for the delivery of Product "Queen's Protocol Parabola Bag" with the in-build electronic equipment, which is covered by an extra insurance for physical damage or loss applicable to shipments of valuable items applies without extra cost for you.

Ownership of the Products will only pass to you from the time of delivery of the Products to you. From the moment of delivery, the Products will be at your risk of loss or damage of any kind. Risk in relation to Products being returned for any lawful reason to us passes from the moment of delivery of the returned Products to us.

VII. RIGHT OF WITHDRAWAL

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period ("Withdrawal Period") will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right of withdrawal, you must inform us (Queen's Protocol, 33 Petroupoleos Ave, Ilion, Athens, 15342, Greece, tel: +306936531701, fax: +302102610492, email info@queensprotocol.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the following withdrawal form, but it is not obligatory.

Model Withdrawal Form

(complete and return this form only if you wish to withdraw from the contract)

— To Queen's Protocol: 33 Petroupoleos Ave, Ilion, Athens, 15342, Greece, fax: +302102610492, email info@queensprotocol.com

— I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*),

— Ordered on (*)/received on (*),

— Name of consumer(s),

— Address of consumer(s),

— Signature of consumer(s) (only if this form is notified on paper),

— Date

(*) Delete as appropriate.

This form or any other statement should be sent to us either by email to info@queensprotocol.com or by post to 33 Petroupoleos Ave, Ilion, Athens, 15342, Greece. You can also phone us to inform us of this at +306936531701.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the Withdrawal Period has expired.

Effects of withdrawal

If you withdraw from the Contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the Product(s) or hand them over to us (QUEEN'S PROTOCOL, AIKATERINI KARYTIANOU, 33 Petroupoleos Ave, Ilion, Athens, 15342, Greece, tel: +306936531701), in the same good condition you received them and in the original packaging ("as new"), accompanied by the respective receipt/invoice and all other documentation included therein, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this

contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will have to bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

All reimbursements will be made to the original form of payment.

VIII. GUARANTEE OF CONFORMITY

All Queen's Protocol Products are of satisfactory quality and reasonably fit for all the purposes for which Products of the kind are commonly supplied. However and despite our great care, some items might turn to be defective. Queen's protocol is bound by the legal guarantee of conformity set under Greek and EU Consumer law and Greek Contract law provisions (art. 6 Law No. 2251/1994; art. 534 ff. Greek Civil Code) and you enjoy all statutory rights related with defective Products provided therein.

In any case of defective Products in the sense of art. 6 para. 5 Law No 2251/1994, you shall notify the existence of the defect to us by contacting our Customer Service immediately after the delivery of the Products and you shall send back to us the defective Products as soon as possible, indicating what the defect is in the specified manner on the invoice/receipt. The defective Products sent to us must be damage-free, must not have been used and shall be accompanied by all relevant documents of the transaction (Shipping Confirmation, Receipt or Invoice etc.).

The legal guarantee covers only defective Products in the sense of art. 6 para. 5 Law No 2251/1994 and does not cover defects or damages to any part of the Product that result from normal wear and tear or damages arising from dye transference, accidents, misuse, any alteration, service or repair performed by any third party other than us or use or maintenance made not in compliance with instructions provided to you, so please read them carefully (see "PRODUCT" and "TECHNOLOGY+CARE" pages).

In case of defective Products you have the right either to return or to replace the defective Product(s). You should communicate your choice upon notification of the defect to us. Please note that in case of replacement, only the defective part/component of the Product will be changed.

In case of return of defective Product(s), you will be refunded in full, including delivery charges for sending them to you and the cost incurred by you in returning them to us. Refunds will be processed without undue delay and in any event no later than thirty (30) days from the day on which we are informed of the defect and of your decision for return. All refunds will be made to the original form of payment.

In case of replacement, the defective Product will be replaced by an identical Product of the same price and quality. Replacements shall be proceeded by Queen's Protocol and dispatched at our expenses in the initial shipping address without undue delay after we have been notified for the existence of the defect.

We may withhold refund or replacement until we have received the defective Products back or you have supplied evidence of having sent back the Products, whichever is the earliest.

The guarantee of conformity expires two years after the delivery of the Products.

IX. COMMERCIAL GUARANTEE & CERTIFICATIONS

Beyond the above described legal guarantee, no commercial guarantee is offered for any part of the “XFACTOR™” product, including the Microchip which is a non-durable good.

Notwithstanding the above described two-year limited legal guarantee of conformity for all parts of the Products, according to applicable legal provisions, which remains intact, an additional commercial guarantee of **1 year of good functioning** is applicable only to the Electronic Equipment embodied in PARABOLA bag, offered by its producer [Queen’s Protocol], with the right of its repair or replacement free of charge. This guarantee does not cover defects or damages that result from accidents, misuse, any alteration, service or repair performed by any third party other than us or use or maintenance made not in compliance with instructions provided to you, so please read them carefully (see “PRODUCT” and “TECHNOLOGY+CARE” pages).

For certification and test reports for parts of the Products are available at “PRODUCT” and “TECHNOLOGY+CARE” pages and upon request to support@queensprotocol.com. FOR ANY OTHER ENQUIRIES please email also at support@queensprotocol.com.

X. AFTER SALES POLICY & SERVICE

We offer after sales support upon request. For any information regarding the use and support of your Products please email us at support@queensprotocol.com.

After sale Repair services of the Products are offered upon request at support@queensprotocol.com, by explaining the problem/issue you encounter with the Product. We will inform you about the repair services options offered as well as the relevant charges applicable (repair fee, transport fees, and other fees). Please note that all applicable charges will be borne exclusively by you, except in case you are covered by the guarantee offered according the present Terms and the applicable legal provisions.

XI. DISCLAIMER OF RESPONSIBILITY AND EVENTS OUTSIDE OUR CONTROL

Queen’s Protocol cannot be held responsible for the consequences of improper, inadequate use of Products sold and in case that Products are employed different that intended.

Queen’s Protocol will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the Contract that is due to an

unforeseeable and insurmountable event caused by a third party to the contract or by an event outside our reasonable control (*Force Majeure Event*).

XII. CUSTOMER SERVICE AND ALTERNATIVE DISPUTE RESOLUTION

Queen's Protocol Customer Service for any information, notification or complaint related with orders and/or sale of Product(s), may be contacted:

by email at the following email address: info@queensprotocol.com, by writing either in English or in Greek,

or by telephone at +306936531701 or +302102610492 for English and Greek speakers).

According to the Regulation (EU) 524/2013 and the Directive 2013/11/EC which has been transposed in Greek law by the Joint Ministerial Decision No. 70330/2015 and the decision No 31619 of 15/03/2017 (OJ 969/22.3.2017) an Alternative Dispute Resolution platform is available within the EU. If you reside in the EU and your inquiry has not been satisfactorily addressed by the Consumer Service or in case of disputes arising from the Contract, you may use the European Online Dispute Resolution Platform which is available in the following address: <https://webgate.ec.europa.eu/odr/main/?event=main.home.show>. Queen's Protocol intends to use Dispute Resolution Bodies based in Greece in case of dispute arising from the Contract.

XIII. GENERAL PROVISIONS

These Terms and any document expressly referred to in them constitute the whole agreement between us and supersede any previous arrangement, understanding or agreement between us, relating to the subject matter of any Contract. If we do not insist upon strict performance of any of your obligations under the Contract or these Terms, or if we fail to exercise any of the rights or remedies to which we are entitled under the Contract, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations.

The Code of consumer's conduct in e-commerce (ministerial decision No 31619 OJ 969/22.3.2017) and the Code of Consumer's Conduct (Presidential Decree 10/2017 (OJ 23/01.03.2017)) apply in any Contract signed and transaction made between you and Queen's Protocol. You can find copies of such Codes (in Greek language) here: http://www.synigoroskatanaloti.gr/stk_lawGreek.html

These Terms and any document expressly referred to in them constitute the whole agreement between us and you. The Terms and the Contracts for the purchase of Products through our Website and interpretation, any dispute or claim arising out of or in connection with them or their subject matter or formation will be governed by Greek Law. With the reserve of article XII, any dispute or claim arising out of or in

connection with such Contracts or their formation (including non-contractual disputes or claims) shall be subject to the non-exclusive jurisdiction of the courts of Athens, Greece.

Consumer Privacy Notice

The collection and protection of personal data of any visitor/User of the website www.queensprotocol.com (the “Website”) or any mobile application operated by us is subject to the terms of the present Privacy Notice (the “Notice”) as well as to the provisions of Greek (essentially Law 2472/1997 and Law 3471/2006), European and international data protection legislation, as applicable.

For the purpose of the Law No 2472/1997 (Greek Data Protection Act) (the “Law”), the data controller is QUEEN’S PROTOCOL - AIKATERINI KARYTIANOU, 33 Petroupoleos Ave, Ilion, Athens, 13121, Greece, +302102610492, +306936531701, fax: +302102610493, info@queensprotocol.com. The present Notice stands also as provision of information to data subjects according to art. 11 para. 1 Law 2472/1997.

To ask questions or comment about this Notice and our privacy practices, including our policy for Cookies, contact us at: 33 Petroupoleos Ave, Ilion, Athens, 13121, Greece, +302102610492, +306936531701, fax: +302102610493, info@queensprotocol.com.

References to “we”, “us”, “ourselves” and “our” in the Notice refer to Queen’s Protocol.

References to “you”, “yourself” and “your(s)” in the Notice refer to any natural person who visits, browses or uses the Website and/or buys products (hereinafter: “the User”).

Preamble

The present Privacy Notice contains information on our policies and practices regarding your personal information and data (hereinafter the “Information” or the “Data”) and the way we will treat, control and process them. Therefore you are called to read carefully and understand this Privacy Notice. More precisely, the Privacy Notice describes the types of Information and Data we may collect from you or that you may provide to us and our practices for collecting, using, maintaining, protecting and disclosing that Information. It also tells you how you can access and update your Information and make certain choices about how your Information is used.

This Policy Notice covers both our online and offline Data collection activities, including Information that we may collect through the Website, mobile applications, social media, and customer service. Please note we may combine information that we collect via one method (e.g. the Website) with Information that we collect via another method (e.g. a mobile application).

By using the Queen's Protocol website www.queensprotocol.com (the "Website") or mobile applications or by otherwise giving us your personal information (e.g. by subscribing to our Newsletter, ordering an Product), you agree to be bound by this Notice. By accessing, navigating or using any part of the Website and/or by purchasing a Product, it is presumed that and, in any case, you declare that you have read, understood and that you agree to be bound by the Privacy Notice and all its components, including any document expressly referred to in them (by hyperlink or otherwise).

This Privacy Notice is an indispensable part of Terms of Use and Sale and when accepting them you agree to be bound by the present Notice.

If you do not agree with this Notice, you shall refrain from using our Website or mobile applications or giving us any of your personal information and, in such case, we may not be able to offer you our services, including the sale of Queen's Protocol products (the "Product(s)) displayed, supplied and offered on the Website.

In case you leave our Website or you are redirected to a third-party website or application, you are no longer governed by our Privacy Notice. This may happen when you click on external links placed on our Website which may direct you away from the Website. We are not responsible for the privacy practices of such third-party websites and encourage you to read their privacy statements and terms of use periodically.

We reserve ourselves the right to revise, modify, renew and amend this Privacy Notice at any time. If we change the way we handle your Information, we will update this Notice. It is your responsibility to review and refer to this Notice periodically for changes or updates and to ensure that you agree with any amendments therein. Your continued use of the Website and/or any mobile application after we make changes is deemed to be acceptance of those changes.

The Privacy Notice were last updated on **11/08/2017**.

This Notice contains:

- A. the **Privacy Policy**, which covers the collection and use of your Information in general.
- B. the **Cookies Policy**, which covers the use and collection of your Information through the placement of cookies and other tracking devices in the Website and/or any mobile application operated by us.

A. Privacy Policy

I.SOURCES OF INFORMATION AND DATA

This Privacy Policy applies to Information we collect from or about you, through the methods described below, through the following sources:

- 1) The Website www.queensprotocol.com.
- 2) Mobile applications, such as smartphone apps.
- 3) Any kind of communication (e.g. email, text and other electronic messages, calls) you make with us through our Customer Service or otherwise.

In any method used, we collect and process only the Information you voluntarily provide to us.

II. TYPES OF DATA WE COLLECT ABOUT YOU AND METHODS OF COLLECTION

Depending on how you interact with us (online, by phone, etc.), we may collect from you various types of information, as described below:

- 1) **Personal contact Information.** This includes any Information you voluntarily provide to us (e.g. by filling the order form when ordering a Product, or by subscribing to our newsletter) that would allow us to personally contact you and/or dispatch your order and/or send you our newsletter, namely your:
 - a. full name
 - b. residence and billing address (if different) (which includes street, number, city, post-code/zip, country)
 - c. e-mail address.

We will never collect your payment Information (such as card details or Pay Pal account information and other relevant payment data).

- 2) **Order Information.** This includes any Information regarding the order you have placed on the Website, such as the order content, number and status.
- 3) **Consumer feedback.** This includes Information that you voluntarily share with us about your experience in using our Website and/or Products.
- 4) **Technical Information about your computer/mobile device and Website usage Information.** These Information are collected through the use of Cookies (see below our Cookies Policy)

We do not knowingly solicit or collect personal Data from children below the age of 18. In case we discover that such Data have been accidentally collected we will remove them as soon as reasonably possible from our systems.

III. PURPOSES OF COLLECTION AND USE OF PERSONAL DATA

We collect, use and process your Information and personal Data for the purposes described below. Please note that not all of the uses below will be relevant to every User.

- 1) **Order fulfillment.** We may use your Information to process your orders and ship and dispatch the ordered Products, to inform you about the status of your orders, to correct your address or to verify your identity. This could involve the use of certain personal contact information and order Information.
- 2) **Customer service.** We may use your Information to provide you customer service, including responses to your inquiries. This typically requires the use of certain personal contact Information and Information regarding the reason for your inquiry (e.g. order number and status, technical issue, product question/complaint general questions, etc.).

- 3) **Marketing and promotional purposes / Newsletters.** We may use your Information you voluntarily provided to us to lawfully provide you with marketing communications or promotions. We may use the email you submitted upon subscription to our Newsletter in order to send you periodically our news or the email you provided to us when ordering a Product, in order to send you offers or information about our Products we feel may interest you. Some of our promotions may be run on third party social networks, such as Facebook. For more information about our contests and other promotions, please see the terms and conditions posted with each promotion.
- 4) **Other specific purposes.** We may use your Information for other specific business purposes, such as to conduct internal marketing studies and to measure the effectiveness of advertising campaigns or to maintain the day-to-day operation and security of the Website.
- 5) **Legal purposes.** In case that Queen's Protocol or our assets are being acquired by or merged with other legal entity or person, including through bankruptcy, we may share your Information with any legal successor of our company. We may also disclose your Information to third parties when such disclosure is required by the applicable legislation or in the framework of judicial procedure, or in order to enforce the terms of any contract, including the Terms of Use and Sale of our Website.

IV. SHARING OF YOUR INFORMATION

Your Information will be processed by Queen's Protocol authorized staff on a need-to-know basis, depending on the purposes of collection of your Information.

Apart from processing of your Information made by us, we may share your Information exclusively with the types of recipients described below and only for the purposes described above. Such recipients are service providers who help us run our business and process your Information and they act as data controllers. They are allowed to access and use your Information for the specific tasks they've been requested to do, according to our written assignment and instructions. We require that such recipients, who may be based outside the country from which you have accessed the Website, comply with all relevant and applicable data protection laws, legal prescriptions, especially regarding the security and confidentiality requirements in relation to your Information, including this Privacy Notice, usually by way of a written agreement.

The recipients of your Information may be the following:

- 1) **Shipping company.** We may share with our partner (DHL International) your personal Information (Full name, shipping address and email address) and order Information (order number and content) for the fulfilment of your order and the execution of our contract of sale.
- 2) **IT services providers.** We may share with our partners for the Website operation and development as well as the service operator for the storage of Information personal and contact Information as well as order Information (Papaki.gr Ltd).

- 3) **Intermediaries of payment.** We may share with our payment partner (Alpha Bank S.A. or Pay Pal) your order number and other elements thereof (e.g. the amount to be paid), in order to complete the payment processing. Apart from this Information, we remind you that we will never be aware, collect (and store) your payment Information (such as card details or Pay Pal account information and other relevant data).

We do not rent or sell your Information to third party companies for their own marketing use.

V. STORAGE, SECURITY, RETENTION AND TRANSFER OF YOUR INFORMATION

Storage. Our main service provider for Data hosting and storing of your Information uses Datacenter located in Germany.

Security & Confidentiality measures. Our service provider for Data hosting and storing stores your Information in cryptographed form in fully secure operating environments that are protected from the public, follows generally accepted industry standards to protect personal Information and uses strict procedures and security features to prevent unauthorized access. Moreover, the following security measures apply when providing Information via our Website: 1) Firewall and anti-ddos protection ; 2) Web Application Firewall (WAF - modsecurity); 3) Security Hardening in Linux Server.

We remind you that we will never be aware, collect (and store) your payment Information (such as card details or Pay Pal account information and other relevant data). All payments are executed through Alpha Bank website or PayPal website accordingly. Payment information shall be transferred by you using encrypted connection directly to Alpha Bank or PayPal through their safe transaction systems. For the confidentiality and security standards used by those partners, taken under their own responsibility, please refer to their Privacy Notices.

Period of retention of your Information. We generally store your information for as long as needed in order to provide the relevant services, and comply with legal requirements. This means that we may retain your personal information for a reasonable period after you stop using our services or stop using our Website.

Transfer of your Information. The storage as well as the processing of your Information as described above, such as uses made of your Information or disclosure or sharing of your Information with the recipients described above, may require that your Information is transferred to, and/or stored at destination outside Greece, as well as processed by staff operating in said territory. By accepting the terms of this Policy, you agree to such transfer, storing and/or processing.

VI. EXERCISE OF YOUR RIGHTS

The Law gives you several rights regarding the processing of your Information and we engage in facilitating their exercise, in compliance with the relevant legal prescriptions and with the reserve of the fulfilment of the respective legal conditions of exercise (art. 11 ff. Law 2472/1997).

- 1) **Right to be informed.** You have the right to be informed at any time regarding the identity of the Data Controller of your Information, as well as the sources of your Information, the purposes of processing and the recipients of your Information.
- 2) **Access to Information.** The Law (art. 12) gives you the right to access Information held about you and all relevant information including the origin of this Data and any communication or sharing done or planned. To this end, you may request any such information from us and we are obliged to reply to you in written within 15 days from the receipt of your request. This allows you to request a digital or conventional copy of the Information held about you.
- 3) **Right to object:**
 - a. **Modification or rectification of Information.** The Law (art. 13) gives you the right to have your personal Information deleted, completed, corrected or revised by.
 - b. **Right to restrict** the processing and/or sharing of your Information
- 4) **Right to withdraw** your consent for processing of your Information.

You may exercise all the above rights, by sending us an e-mail at support@queensprotocol.com or by sending a letter at 33 Petroupoleos Ave, Ilion, Athens, 13121, Greece, +302102610492, +306936531701, fax: +302102610493.

- 5) **Objection to receiving commercial communications and/or newsletters (opt-out).** The law (art. 13 Law 2472/1997 and art. 11 para. 3 law No 3741/2006) gives you the right to freely object and opt-out at any time from receiving electronic communications for marketing purposes, even if you initially gave your consent for such communication (e.g. by voluntarily subscribing to our newsletter), by clicking on the unsubscribe button provided in each such communication. Please note that even if you opt-out from processing of your Information, you may still receive administrative communications from us, which are necessary for the execution of contracts of sale, such as order or other transaction confirmations.

B. Cookies Policy

With the present Cookie Policy we provide information and details regarding the placement and use of Cookies on the Website and the collecting and processing practices of your Information made by us.

I. WHAT ARE COOKIES?

Cookies are small text files that are placed on your computer or your mobile device by websites that you visit. Cookies are sent and stored to your hard disk while you use or visit a website. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the website. For further information, you can visit www.allaboutcookies.org. See below for details on what Information is collected by cookies and how we use that information. For more information about the kinds of data that we generally collect, please read our Privacy Policy.

II. WHAT TYPES OF COOKIES MAY BE USED ON THE WEBSITE?

We may use the following types of cookies on the Website:

Session cookies

Session cookies are temporary cookie files which are erased when you close your browser. When you restart your browser and go back to the site that created that cookie, the website will treat you as a new visitor.

Persistent cookies

Persistent cookies stay on your browser until you delete them manually or until your browser deletes them based on the duration period set within the cookie. These cookies will recognize you as a return visitor.

Necessary cookies

Necessary cookies are strictly necessary for the operation of the Website. They enable you to navigate around the site and use our features.

Cookies that send information to us

These are the cookies that we set on the Website and they can only be read by that site. This is known as a “First Party” cookie.

III. TYPES OF INFORMATION COLLECTED THROUGH THE USE OF COOKIES

By accepting the use of Cookies on our Website, we may collect and use the following Information:

- 1) Technical Information about your computer/mobile device.** This includes any Information we collect when interacting with us about the computer system or other technological device that you may be using to access one of our Websites or applications such as the Internet protocol (IP) address used to connect your computer or device to the Internet, operating system type, and web browser type and version. If you access the Website or an application via a mobile device such as a smartphone, the collected information may also include your phone’s unique device ID, geo-location, and other similar mobile device data.
- 2) Website usage Information.** As you navigate through and interact with our Website, we may use automatic data collection technologies to collect certain Information about your actions. This includes Information such as which links you click on, which pages or content you view and for how long, and other similar Information and statistics about your interactions such as page response times, download errors, length of visits to certain pages. This Information may also be collected through the use of third party tracking services (such as Google Analytics) that collect data in aggregate (such as

number of visits to a particular page, or the amount of time spent on a web site).

IV. WHY DO WE USE COOKIES?

We use cookies to distinguish you from other users of our Websites for the purpose of improving their use and functionality. This helps us to improve them and provide you with a good browsing experience. We may collect information through automated technologies (such as cookies and web beacons) that collect and remember certain account login information, technical computer information, and/or previous website usage information.

We use cookies to improve the use and functionality of the Website and to gain a better understanding of how visitors use the Website and the tools and services offered on it. Cookies help us tailor the Website to your personal needs, to improve its user-friendliness, gain customer satisfaction feedback and to communicate to you elsewhere on the internet.

We do not rent or sell your Information to third party companies for their own marketing use.

V. LIST OF COOKIES USED ON THE WEBSITE

analytics.js : google analytics, Persistent Session, Third party / helps us improve the performance of our websites / they do not identify you as an individual / all data is collected and aggregated anonymously.

has_jscShowCookieIcon & _jscShowCookieIcon: Drupal-System cookies necessary for the normal functioning of the website.

Drupal.tableDrag.showWeight & Drupal.toolbar.collapsed: Only for logged users

For example when a user signs in to the website, the website creates a browser cookie and saves it to the user's computer. This cookie stores session information, which allows the website to identify the user as they interact with the website.

Device & device_type: Drupal- Device identification (Only on ICTS)
These type of cookies allow automatic switch to a mobile theme, if detected a mobile device.

SESS* cookies: Drupal - Session cookies (Only for logged users)

Session cookies enable the website you are visiting to keep track of your movement from page to page so you don't get asked for the same information you've already given to the site.

VI. MANAGE YOUR COOKIES/PREFERENCES

By entering the Website, you will be informed about the use of cookies on the Website, through a pop-up window and you will have the possibility to accept or refuse such use, by clicking on the respective button or to learn more about the use of Cookies or our Website, by clicking on the relevant hyperlink [More info button].

You may accept or reject the use of Cookies (except for Necessary Cookies) by clicking on the respective buttons and save your preferences. Please note that if you

disable or refuse some or all cookies, please note that some parts of the Website may then be inaccessible or not function properly.

You can always manage the use of cookies or permanently delete them by altering your browser privacy settings. Please refer to the respective instructions depending on the browser you use:

Remember that if you use different computers in different locations or different devices, you will need to ensure that each browser is adjusted to suit your cookie preferences.

VII. CONTACT QUEEN'S PROTOCOL

Should you have any question or comment regarding this Notice, please do not hesitate to contact us:

-by email at support@queensprotocol.com

-by phone at +302102610492, +306936531701

-by post at 33 Petroupoleos Ave, Ilion, Athens, 13121, Greece