

License agreement FASTPANEL

1. TERMS AND DEFINITIONS

1.1 In this Agreement, the following terms shall have the meanings assigned to them below, unless expressly stated otherwise:

- a) Agreement refers to this document, including all its appendices, amendments, additions, and any related Mandatory Documents published on the Licensor's website at <http://fastpanel.direct>.
- b) Licensor refers to PAGM OU, the organization granting a license to use its intellectual property rights to the User.
- c) License means the rights granted to the User to use the Products under the terms and conditions outlined in this Agreement and related Mandatory Documents.
- d) Licensing Plans include the following options:
 - Standard License: Provides free access to the basic functions of the control panel.
 - Extended License: Includes additional features such as advanced settings, integrations, priority support (response time up to 24 hours), and access to Paid Tickets.
 - License Packs: Bundles of multiple extended licenses for managing control panels on multiple servers, with discounts based on the size of the package (S, M, L).
- e) License Terms define the rights, limitations, and conditions for the use of the Products as outlined in this Agreement and related Mandatory Documents.
- f) License Pack refers to a bundled offer containing multiple licenses for managing the control panel on different servers.
- g) Paid Ticket grants the User the right to receive professional support services. Users of Extended Licenses are entitled to one free Paid Ticket according to current commercial plans. Details regarding the usage of Paid Tickets are available at <https://kb.fastpanel.direct/addons/admin>.
- h) License Fee is the payment required for using the Extended License or License Packs. This fee provides access to the advanced features and services outlined in the Licensing Plans.
- i) Order refers to the submission of a request by the User to the Licensor, including the selection of license terms and payment for the requested Products, as facilitated on the Licensor's website or through the Products.
- j) User refers to any individual or entity entering into this Agreement with the Licensor for their benefit or the benefit of others, in compliance with applicable laws.

k) Website refers to the automated information system operated by the Licensor, accessible at <http://fastpanel.direct>, including its subdomains.

l) Products include the software and/or databases owned by the Licensor, designed as a platform for managing server and website functionality (hosting control panel).

m) Server refers to the User's physical or virtual server equipment where the Products are installed or operated.

n) Personal Account:

- Account Information: A private section of the Website where the User can store personal data, manage orders, view statistics, and receive notifications.

- Payment Information: A section detailing funds credited and debited for licenses and services.

o) Prepaid Services encompass any services provided on a prepaid basis, including but not limited to licenses, SSL certificates, and affiliate program services.

p) SSL Certificates refer to secure certificates purchased through the Licensor's payment system to enhance website security.

q) Service Level Agreement (SLA) refers to the detailed description of service commitments provided by the Licensor, including response times, availability, and technical support levels, which may vary depending on the selected Licensing Plan. The SLA is governed by Sections 4 and 5 of this agreement.

r) Priority Support refers to technical assistance provided to Extended License users with a maximum response time of up to 24 hours during business hours.

s) Paid Tickets are support credits purchased according to commercial plans included with Extended Licenses, redeemable for specific issues requiring advanced troubleshooting or customization.

2. AGREEMENTS

2.1. This Agreement is deemed concluded when the User performs any of the following actions: -

Reproduces (installs) the Products on a Server.

- Launches the Products on a Server.

- Uses the Products for their intended purpose.

2.2. For Paid Licenses, this Agreement is concluded at the time the License Fee is successfully paid, in accordance with the selected Licensing Plan.

2.3. By undertaking any of the actions in clause 2.1 or paying for a Paid License, the User agrees unconditionally to the terms of this Agreement and any associated Mandatory Documents. This establishes a legal relationship between the User and the Licensor regarding the use of the Products.

2.4. As a condition of this Agreement, the User must adhere to all provisions in the following Mandatory Documents:

- Privacy Policy: Defines how personal data, including User information, is handled. Available at <http://fastpanel.direct/privacy-policy>.

- Licensing Plans: Details the scope of rights, fees, and restrictions for different license types, available at <https://cp.fastpanel.direct/>.

2.5. The Licensor reserves the right to update or amend this Agreement or the Mandatory Documents at its sole discretion. Users will be notified of such changes via one or more of the following methods:

- Posting updates on the Licensor's website.
- Sending email notifications to the User's registered email address.
- Publishing notifications in the User's Personal Account.

2.6. The Licensor will provide at least thirty (30) days' notice for any material changes to this Agreement or the Mandatory Documents. Notifications will be sent via email, posted on the Licensor's website, and displayed in the User's Personal Account.

2.7. The Licensor may modify or supplement the Mandatory Documents as necessary and notify the User following the procedure outlined in clause 2.5.

3. LICENSE

3.1. The Licensor grants the User a non-exclusive, non-transferable right to use the Products, subject to the terms and conditions of this Agreement and the applicable Licensing Plan. The scope of the License, including its duration, permitted uses, and applicable fees, shall be determined by the selected Licensing Plan, the associated Mandatory Documents, and payment confirmation for the chosen Licensing Plan.

3.2. Users may use the Products in the following ways, unless specified otherwise in the Mandatory Documents:

- Install the Products on a Server for reproduction purposes.
- Operate the Products for their intended functionalities as outlined in the documentation.

3.3. Licensing Plans offered by the Licensor include Standard Licenses, Extended Licenses, and License Packs. The Standard License provides access to core functionalities of the control panel but excludes advanced

features and technical support. The Extended License includes advanced configuration tools, integrations, and priority support with up to 24-hour response time during business hours. License Packs offer bundles of Extended Licenses for managing multiple servers.

4. LICENSE LIMITATIONS

4.1. Unless explicitly permitted by the Mandatory Documents or technical documentation, the User is prohibited from performing the following actions:

- **Unauthorized Reproduction or Modification:** Reproducing, modifying, or using the Products in violation of this Agreement.
- **Reverse Engineering:** Disclosing methods, emulating, decompiling, disassembling, decoding, or performing similar actions on the Products.
- **Derivative Works:** Creating software or services based on the Products or their underlying databases without prior written consent from the Licensor.
- **Removal of Proprietary Notices:** Altering or removing trademarks, copyrights, or other proprietary notices included with the Products.
- **Sublicensing or Assignment:** Granting usage rights to third parties via sublicensing or assignment without prior written approval from the Licensor.

4.2. Any rights or methods of using the Products not explicitly granted in this Agreement or the Mandatory Documents are considered reserved by the Licensor and prohibited to the User.

4.3. Any copies of the Products made in violation of this Agreement, including their components, must be destroyed immediately. Possession of such copies is deemed unlawful and constitutes a breach of this Agreement.

4.4. The User is solely responsible for ensuring compliance with all terms outlined in this section. Non-compliance may result in termination of the License and potential legal action.

4.5. Licensing Plans:

- **Standard License:** Provides basic access to core features of the control panel, including server management tools and basic security functionalities. Technical support is not included.
- **Extended License:** Includes all Standard License features plus:
 - Advanced server configuration tools.
 - Priority technical support with a response time of up to 24 hours during business days. - Access

to integrations, custom settings, and enhanced security features. - One Paid Ticket per license per

month for specialized technical support. 4.6. License Pack Usage:

- License Packs (S, M, L) include a predefined number of Extended Licenses, applicable to managing multiple servers.

- Users may allocate individual licenses within the Pack to servers they control but cannot share them outside their organization.

4.7. Paid Tickets:

- Paid Tickets provide access to one-on-one technical support for specific issues beyond standard troubleshooting.

- Tickets are issued monthly to users of Extended Licenses and expire if unused within the month of allocation.

- Tickets may be redeemed through the Licensor's billing system, and response times for ticket based support are typically up to 24 hours.

4.8. Transferability:

- Licenses purchased individually or as part of a License Pack cannot be transferred or sublicensed to other entities or organizations unless explicitly approved in writing by the Licensor.

4.9. Prohibited Uses

The User shall not use the Products for any unlawful or unauthorized purposes, including but not limited to:

- Engaging in activities that violate applicable laws or regulations.

- Sending spam, distributing malware, or conducting phishing attacks.

- Using the Products in a manner that causes harm to the Licensor, other users, or third parties. - Attempting

to bypass security features or exploit vulnerabilities in the Products.

Violations of this section will result in immediate termination of the License without prior notice, and the Licensor reserves the right to pursue legal action for damages caused by the User's prohibited activities.

The User shall not resell, sublicense, or use the Products in any manner that competes with the Licensor's business or violates intellectual property laws. Additionally, the User must not use the Products to access, distribute, or promote prohibited content or activities, including but not limited to hate speech, harassment, or criminal behavior.

4.10. The Licensor reserves the right to audit the User's compliance with the terms of this Agreement and the Licensing Plans. Such audits will be conducted with reasonable prior notice and during standard business hours. The User agrees to cooperate fully with the Licensor during such audits and provide any required documentation or access.

5. RESPONSIBILITY

5.1. User Responsibilities

The User agrees to:

a) Legal Use of Software:

- Ensure possession of a valid license (free or paid) for using FASTPANEL. - Comply with the terms of this Agreement and any related Mandatory Documents.
- b) Granting Secure

Access:

- Provide secure server access for installation or configuration of the Products. - Supply accurate and complete information regarding server requirements and functionality.
- c) Infrastructure Preparation:

- Prepare the server infrastructure to meet FASTPANEL's installation requirements (e.g., operating system, system specifications).

- Maintain server security, including backups, data protection, and controlled access.
- d) Timely

Payment:

- Pay all applicable fees for Licenses, installation, configuration, and maintenance as outlined in this Agreement.

e) Compliance and Use:

- Ensure the server and Products are used in accordance with applicable laws and internal policies.

5.2. Licensor Responsibilities

5.2.1. The Licensor agrees to fulfill the following responsibilities:

5.2.1.1. The Licensor will provide technical support services as outlined in the selected Licensing Plan. This includes assistance with updates, troubleshooting, and other support needs covered by the User's subscription.

5.2.1.2. The Licensor will deliver comprehensive documentation if specified in the Licensing Plan. This may include instructions on how to use the Products effectively and recommendations for best practices to ensure secure and efficient operation.

5.2.1.3. The Licensor will maintain the confidentiality of any User data or technical information accessed during service delivery or technical support interactions. Such data will be used exclusively to resolve the User's issues and will not be shared with third parties unless required by law. Server access will be used only for the purposes agreed upon between the User and the Licensor and only within the scope of User's request.

For example:

- The User submits a request within a ticket.
- Support asks for access to the server.
- The User provides access to the server.

5.2.2. The scope of technical support provided by the Licensor is determined by the User's selected Licensing Plan.

5.2.2.1. Standard License Users have access to online documentation and FAQs but do not receive direct technical support.

5.2.2.2. Extended License Users are entitled to priority technical support during work hours (Monday to Friday, 9 AM to 5 PM UTC), with a response time of up to 24 hours for inquiries. Technical support for Extended License Users includes assistance with server configuration, troubleshooting issues related to the Products, and guidance on advanced features and integrations. Users with Extended Licenses may also redeem Paid Tickets for specialized support requests requiring advanced troubleshooting or customization, as outlined in Section 4.7.

5.2.2.3. Technical support services include assistance in accordance with the terms described within paid tickets <https://kb.fastpanel.direct/addons/admin/>

5.3. Liability

- The User shall bear full responsibility for violations of this Agreement or applicable laws, including consequences arising from misuse of the Products.
- The Licensor is not liable for damages resulting from unauthorized modifications, improper use, or violations of the terms by the User.

6. DELIVERY

6.1. The delivery of Products and Licenses is determined by the type of Products and the applicable Licensing conditions as outlined in this Agreement, the Mandatory Documents, and the relevant Order.

6.2. Products and Licenses will be delivered by the Licensor via:

- Internet access, enabling the User to download and install the Products.
- Activation

of functionality as per the terms of the purchased Licensing Plan. 6.3. If the User

experiences issues such as:

- Inability to access the Products.
- Non-functionality of the purchased License.
- Significant defects preventing the use of the Products.

The User must notify the Licensor within two (2) business days of payment to request resolution or re-delivery of the affected Products. Failure to notify within this timeframe will result in the License and Product being deemed delivered and accepted in compliance with this Agreement.

7. LICENSE FEE, PAYMENTS, AND REPORTS

7.1. License Fee

7.1.1. The License Fee for the Products is determined by the parameters selected by the User and is outlined in the Licensor's Licensing Plans available at <https://cp.fastpanel.direct/>.

7.1.2. If the Licensing Plan permits free usage under specific restrictions, no License Fee will be charged, provided the User complies with those restrictions.

7.1.3. In cases where an invoice is issued, it will clearly specify the applicable License Fee, which becomes an integral part of this Agreement.

7.2. Payments

7.2.1. The cost of extended licenses and license packages (S, M, L) is displayed in the User's Personal Account on <https://cp.fastpanel.direct/>.

- Package S: Includes 250 extended licenses.
- Package M: Includes 500 extended licenses.
- Package L: Includes 750 extended licenses.

7.2.2. Payment for the License Fee must be made in full and in advance at the time of Order submission, unless otherwise specified in the invoice.

7.2.3. Payments can be made via:

- Bank transfer to the Licensor's account.
- Payment service providers listed on the Licensor's website.

7.2.4. Payments are considered completed when:

- For bank transfers: Funds are credited to the Licensor's account.
- For payment services: The payment provider confirms the transaction to the Licensor. - For

balance use: The full amount is deducted from the User's Personal Account balance.

7.2.5. All funds received are recorded in the User's Personal Account as a current balance for tracking usage and payments.

7.3. Non-Refundable Fees

7.3.1. Except where required by law, all License Fees are non-refundable, including cases of early termination.

7.3.2. Refunds, if applicable, will be processed using the original payment method. 7.4.

Payment in Cryptocurrencies

7.4.1. Cryptocurrency payments are final and non-refundable, except where required by EU or local laws. Users are advised to verify their transactions before completing payments.

7.5. SSL Certificates

7.5.1. SSL certificates purchased through the Licensor's payment system are non-refundable, even if canceled before expiration. Refunds, if required, will use the original payment method.

8. DISCLAIMER OF WARRANTY AND LIABILITY

8.1. As the functional capabilities of the Products are continuously updated and supplemented, the form and nature of the Products and related services may change without prior notice to the User. The Licensor reserves the right to suspend or terminate the provision or support of the Products, in whole or in part, or to alter or withdraw the License at its sole discretion.

8.2. Except as expressly stated in this Agreement, the Licensor does not provide any additional warranties, express or implied, regarding the Products or any associated materials or services.

8.3. The Products are provided "as is." To the fullest extent permitted by applicable law, the Licensor expressly disclaims all warranties, whether express, implied, or statutory, including but not limited to warranties of merchantability, fitness for a particular purpose, and non-infringement.

8.4. The Licensor does not guarantee that the Products will meet the User's requirements, function without interruption or error, operate in conjunction with third-party products, or that all issues or defects will be resolved.

8.5. Under no circumstances shall the Licensor be liable for special, incidental, indirect, statutory, exemplary, punitive, or consequential damages, including but not limited to lost profits, revenue, business opportunities, or goodwill, arising from or related to this Agreement or the use of the Products. This limitation applies even if the Licensor has been advised of the possibility of such damages.

8.6. In cases of prolonged service disruptions or significant defects caused by the Licensor, the User is entitled to compensation proportional to the License Fee paid for the affected period.

8.7. The User assumes full responsibility for any breach of this Agreement or applicable laws, including any damages incurred by the Licensor or third parties as a result.

8.8. Consumer protection laws may not apply to the User's relationship with the Licensor when the Products are provided free of charge.

8.9. Remedies for Non-Performance:

If the Products fail to meet the agreed terms for an extended period due to issues within the Licensor's control, the User is entitled to one or more remedies. These remedies may include a proportionate refund of the License Fee for the affected period, an extension of the License duration equivalent to the downtime, or access to equivalent services as an interim solution. For example, if the Products are non-functional for thirty (30) days, the User may receive a refund equivalent to one month of the License Fee or a one-month extension of the License. The Licensor will work with the User to determine the most appropriate remedy based on the circumstances.

8.10. The Licensor is not responsible for issues, damages, or disruptions caused by third-party services, software, or integrations used with the Products. Users are solely responsible for ensuring compatibility and compliance when utilizing third-party tools, as well as for manual interventions in the operation of the Products.

8.11. The Licensor shall not be liable for damages or losses caused by data breaches resulting from third-party

integrations, user actions, or vulnerabilities in third-party software used in conjunction with the Products. The User is solely responsible for ensuring secure integration and compliance when utilizing external services.

9. REFUND POLICY

9.1. The User may request a refund by submitting a written request to support@fastpanel.direct, including proof of purchase and a detailed description of the issue. Refund requests will be reviewed by the Licensor, and a response will be provided within ten (10) business days.

9.2. Refund requests must comply with the following timelines and conditions:

a) Refund requests must be submitted within two (2) business days from the date payment is received in the Licensor's account, as outlined in Section 6.2.

b) Users located within the European Union have a 14-day withdrawal period for digital services under EU consumer protection laws. However, this withdrawal right is waived once the User accesses, downloads, or activates the digital content, as permitted under EU directives. In cases where the 14-day withdrawal right conflicts with the 2-business-day refund policy, the EU withdrawal right shall prevail unless the digital content has been accessed.

9.3. Refunds will not be granted under the following circumstances:

- The service has already been used, and the functionality is consistent with its description.
- The terms of use have been violated, including but not limited to transferring the License to unauthorized third parties.
- Payments made in cryptocurrencies, which are final and non-refundable for security and abuse prevention purposes.
- Refund requests submitted outside the defined return period, except in cases where the delay was caused by circumstances beyond the User's control.

For example:

- A refund may be granted if the User accidentally purchases a higher-tier License Pack and notifies the Licensor within the return period.
- Refunds will not be granted if the User activates the digital content or uses Paid Tickets, as these are considered delivered services.

9.4. If a refund is granted, it will be processed using the original payment method and details provided during the transaction. Refunds may be denied if the User fails to provide sufficient documentation or does not meet the eligibility criteria outlined above.

10. FORCE MAJEURE

10.1. Neither Party shall be held liable for any failure or delay in performing its obligations under this Agreement if such failure or delay is caused by force majeure events beyond its reasonable control. Force majeure events include, but are not limited to, natural disasters such as floods, fires, or earthquakes; acts of war, terrorism, or governmental actions; strikes not caused by the affected Party; and other extraordinary circumstances of a similar nature.

10.2. The affected Party must notify the other Party in writing within ten (10) days of the occurrence of the force majeure event. The notification must describe the nature of the event, its impact on the affected Party's obligations, and the estimated duration. During the period of force majeure, the affected Party's obligations will be suspended, and deadlines will be extended proportionally to the duration of the event. Such extensions shall take effect automatically upon notification, provided it includes a reasonable estimate of the event's impact and duration. The unaffected Party may request further clarification or propose alternative performance solutions if the event causes significant disruption.

10.3. If the force majeure event persists for more than sixty (60) days, or is reasonably expected to do so, the Parties shall enter into negotiations to amend this Agreement or agree on alternative methods for fulfilling their obligations. Failure to agree on a resolution within thirty (30) days of initiating negotiations may result in termination of the Agreement. Termination under such circumstances does not absolve either Party of obligations that arose prior to the force majeure event. A Party that fails to notify the other Party within the specified timeframe forfeits its right to invoke force majeure as an excuse for non-performance.

Upon termination due to unresolved force majeure events, each Party shall bear its own costs and liabilities associated with unfulfilled obligations unless otherwise agreed in writing.

11. GOVERNING LAW AND DISPUTES RESOLUTION

11.1. This Agreement and all matters arising from or relating to it shall be governed by the laws of the Republic of Estonia.

11.2. In the event of any disputes related to this Agreement or the use of the Products, the Parties shall first attempt to resolve the matter through a preliminary complaint procedure with due diligence and good faith.

11.3. If the dispute cannot be resolved through negotiations, it shall be referred to the competent court in the jurisdiction where the Licensor is domiciled. The dispute shall be resolved in accordance with the procedural rules of that court.

11.4. Each Party shall bear its own legal fees and costs associated with resolving disputes under this Agreement unless otherwise directed by the court or arbitration authority. The Licensor shall not be liable for any costs incurred by the User unless explicitly ruled otherwise in the dispute resolution process.

11.5. This Agreement is executed and governed in English. In the event of any inconsistencies between translations of this Agreement, the English version shall prevail.

12. FINAL PROVISIONS

12.1. The exchange of documents between the Parties via fax or email is permitted. Such documents will be considered valid upon confirmation of receipt.

12.2. Any actions performed on the Products or electronic submissions on the Website using the User's login credentials shall be deemed authorized by the User.

12.3. The User is responsible for maintaining the confidentiality of their login credentials and registered email. Sharing this information with third parties is prohibited.

12.4. In the event of unauthorized access, loss, or compromise of login credentials, the User must promptly notify the Licensor via the registered email address.

12.5. If the registered email address is compromised or inaccessible, the User must replace it with a new email and notify the Licensor of the update.

12.6. Notices under this Agreement may be sent using the following methods:

- Email to the addresses specified in the User's registration details or the Licensor's contact details.
- Electronic notifications within the User's Personal Account.
- Fax or courier service with confirmation of delivery.

12.7. By accepting this Agreement, the User consents to the processing of personal data in accordance with the Privacy Policy.

12.8. The Licensor reserves the right to request additional verification documents, such as photocopies of identification or credit cards, to ensure fraud prevention and identity verification.

12.9. The Licensor may publicly reference the User or the entity they represent as a customer of the Licensor.

12.10. If any provision of this Agreement is deemed invalid or unenforceable, it will not affect the validity of the remaining provisions.

12.11. The Parties may formalize this Agreement in a paper-based written document if needed, incorporating the current content of this Agreement and its Mandatory Documents.

12.12. The User agrees not to publicly disparage, defame, or otherwise harm the reputation of the Licensor. Any disputes or concerns must be addressed directly with the Licensor through the procedures outlined in this

Agreement.

13. THE LICENSOR'S DETAILS

PAGM OU

Registration Number: 14118171, Republic of Estonia

VAT ID: EE101980252

Address: Rakvere tn 6a-3, Jõhvi linn, Jõhvi vald, Ida-Viru maakond, 41532 Email:

support@fastpanel.direct

14. DATA PROTECTION

14.1. The Licensor processes personal data in accordance with the General Data Protection Regulation (GDPR) and other applicable data protection laws.

14.2. Data Processing Purposes: Personal data collected during the use of the Products, such as contact information, payment details, and usage metrics, is processed for the following purposes:

- To fulfill contractual obligations, including license activation and service delivery.
- To provide technical support and ensure proper functioning of the Products.

- To comply with legal and regulatory requirements.

- To improve the Products and provide tailored user experiences.

14.3. User Rights under GDPR: The User has the following rights regarding their personal data: - Access:

The right to request a copy of the personal data held by the Licensor. - Rectification: The right to correct inaccuracies or update personal data.

- Erasure: The right to request deletion of personal data, subject to legal or contractual obligations.

- Data Portability: The right to receive personal data in a machine-readable format and transmit it to another data controller.

- Objection: The right to object to certain data processing activities, including marketing communications.

14.4. Withdrawal of Consent: The User may withdraw consent for data processing at any time by contacting the Licensor at support@fastpanel.direct. Withdrawal of consent may limit the Licensor's ability to provide certain services.

14.5. Complaints and Concerns: The User may file complaints related to data processing with the Licensor or the relevant data protection authority in their jurisdiction.

14.6. For more details, refer to the Privacy Policy available at https://fastpanel.direct/assets/docs/privacy_policy_en.pdf

14.7. Personal data collected during the term of this Agreement will be retained only as long as necessary to fulfill contractual, legal, or regulatory obligations. Upon termination of this Agreement, personal data will be deleted unless required for compliance purposes. Users may request the deletion of their personal data by contacting support@fastpanel.direct. Requests will be processed within thirty (30) days unless legal obligations require extended retention.

15. TERMINATION

15.1. This Agreement may be terminated by either Party under the conditions outlined below. The Licensor may terminate the Agreement immediately if the User breaches any provision of this Agreement, including but not limited to unauthorized use of the Products, failure to pay applicable fees, or violation of licensing restrictions. The User may terminate the Agreement by providing written notice to the Licensor if the Products fail to meet the agreed terms for an extended period and the Licensor does not provide an adequate remedy.

15.2. Upon termination of the Agreement, the User must cease all use of the Products, remove any installations from their systems, and destroy all related materials. Any outstanding payments owed by the User to the Licensor will remain payable, and the Licensor reserves the right to pursue these amounts through appropriate legal channels.

15.3. The Licensor will not retain personal data beyond what is required to comply with applicable legal, financial, or regulatory obligations. Users who withdraw consent or terminate their Agreement may request the deletion of their personal data, which will be processed in accordance with the Privacy Policy. The termination of this Agreement does not affect rights or obligations that have accrued prior to the termination date.

15.4. Termination notices must be provided in writing and sent to the designated contact details specified in this Agreement. The Party issuing the termination notice must request acknowledgment of receipt from the other Party, whether through email, courier service, or other verifiable means.

If no acknowledgment is received within seven (7) business days, the issuing Party must send a follow-up

notice through an alternative method. Termination shall take effect upon acknowledgment or, failing that, fifteen (15) business days after the second notice is sent, regardless of acknowledgment.

16. AMENDMENTS AND ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the Parties concerning its subject matter and supersedes all prior agreements, representations, or understandings, whether written or oral. The Licensor reserves the right to amend this Agreement or its Mandatory Documents at its sole discretion. Any amendments will be communicated to the User at least thirty (30) days before they take effect via email, website updates, or notifications in the User's Personal Account. Continued use of the Products after the effective date of the amendment constitutes acceptance of the updated terms.

Dated «22» January 2025