

General terms and conditions for the website

<https://voucheron.store>

Terms and Conditions valid from 1st March 2024.

What to expect here?

On the following pages, you will find everything about how we operate, how our Coupons work, and under what conditions we provide Coupons. For your convenience, we have prepared a brief summary of what might be useful to you at the beginning.

How to communicate with us?

We are always open to communicating with you. You can contact us via phone, email, the form on our website, in-person meetings, or by mail. The current list of contacts is published on our website. In case any of our contacts change, we will inform you.

What is the contract you are entering into?

These terms and conditions govern any purchase of a Coupon as specified below on our Website and thus are part of any Purchase Agreement concluded through the Website. Please read these terms carefully as they define all your rights and obligations related to the purchase of a Coupon on the Website, including, among other things, the conditions of Coupon delivery and the possibility of withdrawal from the Purchase Agreement.

Interpretation of terms

All terms used in this text, in dealings with you, or in legal dealings conducted during the term of the contract, have the following meaning, or the meaning specified in other contractual documentation.

"The Website" refers to the web pages at the address <https://voucheron.store>

"We" or "Provider" refers to the company Vouchero Ltd. and under the Agreement, we will provide you with services related to a virtual asset, conducting activities based on the relevant trade license, especially according to Annex No. 4 of Act No. 455/1991 Coll., the Trade Licensing Act, specifically according to the field of activity No. 81 – Provision of services related to a virtual asset.

"You" or "User" refers to a natural person whose legal capacity has not been limited in any way, or you are a legal entity. At the same time, you have decided to enter into an Agreement with us.

"Agreement" - refers to the agreement under which you will purchase a Coupon from us.

"Distance Contract" - refers to such a contract or an addendum to the contract that has been concluded remotely within the meaning of § 1841 of the Civil Code. This particularly concerns the Agreement, its amendments, or other separate agreements concluded through the Website. When concluding the Agreement, it is necessary to take any steps to ensure that Our obligations arising from the law on certain measures against the legalization of proceeds from criminal activities and the financing of terrorism are not violated. We have agreed that when concluding distance contracts, we will provide you with the information specified in § 1811 paragraph 2 and § 1820 paragraph 1 of the Civil Code through the electronic version of our contractual documentation.

"Terms" are these general terms and conditions that regulate the relationship between you and us when using our services.

"Contractual Documentation" - in particular, the Terms, AML documentation, GDPR, and other documents referred to in the Agreement.

"A cryptocurrency" means an electronically stored unit, regardless of whether or not it has an issuer, which is not a monetary instrument under the Payment System Act but is accepted as a means of exchange for goods or services by another person other than its issuer; Cryptocurrency is not considered a currency unit, electronic money, or an investment instrument. For the purposes of these Terms, cryptocurrency includes bitcoin, ethereum, and USDT.

"A Coupon" means a digital voucher that can be purchased for FIAT currency and exchanged with a third party with whom we cooperate, but who is different from Us, for a designated cryptocurrency offered on the Website; The Coupon is not a means of payment, electronic money, or any other instrument under applicable payment services laws.

"FIAT currency" means currency issued by a state.

"Civil Code" or "CC" means Act No. 89/2012 Coll., the Civil Code, as amended.

"AMLZ" means Act No. 253/2008 Coll., on certain measures against the legalization of proceeds from criminal activities and the financing of terrorism, as amended.

"GDPR" means Regulation (EU) 679/2016 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data

and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), effective from 25 May 2018.

"Tax Code" is Act No. 586/1992 Coll., on Income Taxes, as amended;

"The Office" means the Financial Analytical Office located at 20 Wenlock Road London N1 7GU, England.

"Services" means all services that we provide to you through Our websites, particularly the sale of Coupons.

Changes to Contractual Documentation

1. Because laws change frequently and we want to provide you with ever better services and improve and adjust the existing ones, you agree that we may propose changes to the Contractual Documentation. We will notify you by email of any planned changes and also in your Profile no later than 15 days before the effective date of the change in the Contractual Documentation unless otherwise stated.
2. The new Contractual Documentation shall become effective from the effective date of the changes. You have the right to reject the proposed change to the Contractual Documentation.
3. If you do not do so no later than on the last working day before its effectiveness, you agree that it is accepted by you.

Conclusion of Agreement

1. By using our services, you enter into a contractual relationship with us, which is governed by these Terms. Based on the Agreement, we will establish a Profile for you, and upon providing the relevant Contractual Documentation (meeting the conditions under AMLZ), you will be entitled to use our Services.
2. The conditions for the Registration of a potential User are:
 - a. A natural person of at least 18 years of age and legal capacity, or a legal entity,
 - b. No prior history of service restrictions or profile blocking.
3. The conditions stated here apply to you throughout the duration of the contractual relationship you have with us, and any breach of them is considered a material breach of the Agreement, and we are entitled to block such a Profile and simultaneously terminate the Agreement.
4. You will register on our website, and you are obliged to provide accurate, truthful, and complete information about yourself. In the event of any changes to your Profile information, you

are obligated to update your provided information to reflect the true state of affairs without undue delay, but no later than within 3 working days.

5. The User acknowledges that we are entitled to change the scope of mandatory User data or other User data at any time in the future, particularly in the case of requirements stipulated by binding legal regulations. If the User fails to provide us with the requested data within the specified deadline, it is considered a material breach of the Agreement, and we are entitled to block the Profile and also have the right to terminate the Agreement.

6. The User agrees to the use of distance communication means when concluding the Agreement. The costs incurred by the User when using distance communication means in connection with the conclusion of the Agreement (costs of internet connection, costs of telephone calls) shall be borne by the User, and these costs do not differ from the standard rate.

7. The User, who is a consumer according to the Civil Code, further expressly agrees to these Terms and declares that the Provider has provided him with the information required by § 1820 of the Civil Code before concluding the Agreement, in particular, that:

- a. The costs of remote communication means do not differ from the standard rate that the User pays depending on the tariff of telecommunication services they use. The Provider does not charge any additional fees associated with remote communication.
- b. The User may withdraw from the Agreement within a period of 14 days from the date of concluding the Agreement, without stating a reason. The withdrawal from the Agreement shall be sent by the User to the above-mentioned address of the Provider. The withdrawal becomes effective upon delivery of the withdrawal from the Agreement to the Provider.
- c. The User cannot withdraw from the Agreement or the Order if the conditions set out in § 1837 of the Civil Code are met, i.e., if the Service has been performed based on the Order with his prior express consent before the expiry of the withdrawal period and if the Provider has informed the User under these conditions that in such case, he does not have the right to withdraw from the contract. The User does not have the right to withdraw from the Agreement if they have already redeemed the Coupon with a third party.
- d. In case of unresolved complaints, the User is entitled to contact the supervisory authority or state supervision authority, i.e., in relation to the provided Services, especially the Czech Trade Inspection.

1. By purchasing the Coupon, the User gives their consent to these Terms and confirms their agreement with the contractual documentation available on Our website.

2. By expressing consent to these Terms, the User declares that they are not in liquidation, nor is insolvency proceedings conducted against them pursuant to Act No. 182/2006 Coll., on Bankruptcy and Methods of Its Solution (Bankruptcy Act), as amended, and for the duration of

the validity of the contract, they will promptly inform about any changes in these areas. The User is responsible for all consequences arising from unreported changes.

3. As a precautionary measure, we consider ourselves a person obligated under § 2 of the Anti-Money Laundering Act (AML Act), and therefore reserve the right to identify the User under § 7 of the AML Act, in the manner and in cases specified in § 8 of the AML Act, i.e., when it comes to a transaction exceeding the amount of 1,000 EUR or, regardless of this limit, always when it concerns a suspicious transaction. User identification will be carried out by providing the required information in the registration form and by attaching proof of identity (document confirming the existence of a legal entity), or other documents required under the AML Act.

4. The User acknowledges that the current legal regulation of cryptocurrencies and trading with them may change in the future, and therefore undertakes to fully respect these changes, as well as any changes to these Terms associated with them. The User declares that they are aware of their tax and other legal obligations related to holding cryptocurrencies.

5. The Purchase Agreement is concluded by placing an order and is validly concluded at the moment when the User places the order. By concluding the Agreement, these Terms become an integral part of the Agreement and are binding on the Parties to the Contract in their entirety.

6. The Agreement can also be concluded through our Partners, within the framework of their websites, applications, or transactions.

7. If your identity has been successfully verified, you will be redirected to the website of the payment service provider, who will execute the payment method chosen by you.

8. If the nominal value of the Coupon has been successfully paid, you become the owner of the Coupon, and therefore have the right to redeem the Coupon with a third party via the "authorization code" that you enter at the location specified on our website and on the Coupon. You will then be informed of the number of units of the Cryptoasset if you decide to redeem the Coupon.

9. Redemption can only be made in relation to the entire nominal value of the Coupon; partial redemption of the nominal value is not allowed.

10. The Provider in no way accepts liability for the unavailability of third-party services where the Coupon will be redeemed, and expressly disclaims any liability for the insolvency of this third party or for its unlawful actions.

11. Note that the validity of the Coupon is limited to 180 (one hundred eighty) days from the moment of Coupon delivery; for the purposes of these Terms, delivery is considered the User's first ability to use the Coupon. After the expiration of the Coupon validity period, the User loses the possibility to redeem the Coupon.

12. The Provider reserves the right to temporarily or permanently restrict the Coupon purchased by the User if: (a) the User uses the Coupon in violation of legal regulations or in violation of the provisions of the Terms and the Agreement; (b) the Coupon was acquired in violation of legal regulations; (c) the Coupon validity period has expired.

13. The Coupon cannot be used to purchase another Coupon. The Coupon cannot be exchanged for FIAT currency. The Coupon cannot be used to purchase goods and services. The User cannot restrict or block the Coupon until the Provider grants permission to do so.

14. The price of the Coupon can be paid by the following means, in particular: (i) in advance by bank transfer, GoPay payment system, online payment, or online payment Coupon sent to the User by email or to their User account, but no earlier than the moment when its price is credited to our account; (ii) in cash through the Supercash payment system, PlaySafeCard, or payments via the mobile operator; in such a case, the Coupon will be sent to the User by email or to their User account, but no earlier than the moment when its price is credited to the Seller's account.

15. Available Coupons are usually delivered to the User within 24 hours after payment of the Purchase price, unless personal Coupon pickup has been agreed upon. Information about Coupon availability is provided on the website of the Internet store.

16. By accepting these Terms, the User acknowledges that the costs of remote communication means do not differ from the basic rate paid by the User depending on the tariff of the telecommunication services they use. The Provider does not charge any additional fees associated with remote communication.

17. The User may withdraw from the Agreement within a period of 14 days from the date of conclusion of the Agreement, without stating a reason. The withdrawal from the Agreement shall be sent by the User to the above-mentioned address of the Provider. The withdrawal is effective upon delivery of the withdrawal from the Agreement to the Provider.

18. The User cannot withdraw from the Agreement or Order if the conditions specified in § 1837 of the Civil Code are met, i.e., if the Service has been performed based on the Order with the User's prior express consent before the expiration of the withdrawal period, and if the Provider has informed the User in these Terms that in such a case, they do not have the right to withdraw from the contract. The User does not have the right to withdraw from the Agreement if they have already redeemed the Coupon with a third party.

19. In case of unresolved complaints, the User is entitled to contact the supervisory authority or state supervision, i.e., in relation to the Services provided, in particular, the Czech Trade Inspection.

20. By purchasing the Coupon, the User agrees to these Terms for the entire duration of the contractual relationship they have with us, and any violation thereof shall be considered a

material breach of the Agreement, and We are entitled to block such Profile and simultaneously terminate the Agreement.

21. You will register on our website, and you are obliged to provide correct, truthful, and complete information about yourself. In case of any changes in your information provided in the Profile, you are obliged to update your provided information to correspond to the actual situation without undue delay, but no later than within 3 working days.

22. The User acknowledges that, in connection with the provision of the Services, we are authorized to change the scope of mandatory User data or other User data at any time in the future, especially in case of requirements stipulated by mandatory legal regulations. If the User fails to provide us with the requested data within the deadline set for them, it shall be considered a material breach of the Agreement, and we are entitled to block the Profile and also have the right to terminate the Agreement.

23. The User agrees to the use of remote communication means when concluding the Agreement. The User bears the costs incurred by them in connection with the use of remote communication means concerning the conclusion of the Agreement (costs of internet connection, telephone call costs), which the User pays themselves, and these costs do not differ from the basic rate.

Withdrawal from the Contract

1. If the Contract was concluded via means of distance communication, you can withdraw from the Contract within 14 (fourteen) days of receiving the Voucher without providing a reason. However, the right to withdraw from the Contract applies exclusively to the purchase of the Voucher and only if the Voucher has not been redeemed by a third party.

2. You can withdraw from the Contract by using the withdrawal form or by sending an email to the following address: [insert email address], and we are obliged to refund you the entire nominal value of the Voucher. The right to withdraw from the Contract under this article does not apply to consumers outside the European Union.

3. The paid price of the Voucher, in respect of which withdrawal has occurred, will be refunded to you without undue delay, no later than 14 days from the day of withdrawal from the contract. These refunds include all monetary amounts, including delivery costs, that you paid under the contract.