

USER AGREEMENT

1. GENERAL PROVISIONS

1.1. In this Agreement, unless otherwise expressly provided in the text of the Agreement, the following capitalized words and phrases used in the interaction between the parties in the completion of obligations shall have the meanings given below:

Order Acceptance - the Customer's duly executed response in the Contractor's Personal Account on the Website to fully and unconditionally accept the Order; upon execution of the Order Acceptance, the Contract for Veterinary Services between the Customer and the Contractor shall be deemed to have been concluded under the conditions specified in the Order and/or in the Contract posted on the Website at: homevet.site/contract, and shall come into effect;

Acceptance of User Agreement - full and unconditional acceptance of this User Agreement posted on the Website at: homevet.site/useragreement, carried out by completing the Registration Form and completing the registration procedure on the Website as a Customer;

Authentication Data (of the Customer/Contractor) - login (access name, which is the mobile phone number specified by the Customer/Contractor during registration and which shall support SMS technology) and password (access code which is sent to the Customer/Contractor by SMS to the mobile phone number specified by them as the login each time they access the Personal Account), which together are recognized as the analog of the Customer/Contractor's handwritten signature. The Customer/Contractor shall independently secure his/her Authentication Data and the possibility of receiving SMS messages sent to him/her;

Billing System - a special hardware and software system which records the conclusion and execution of the Contracts by the Customers and Contractors through the Website, the conditions of the Contracts concluded, the amount of remuneration, the right to which has arisen for the Contractor, as well as the provision, composition and quantity of services rendered by HomeVet to the Contractors;

Veterinary Services Contract (hereinafter referred to as the "Contract") means the agreement for the performance of the Works concluded between the Customer and the Contractor on the terms specified in the Order and in the Veterinary Services Contract posted on the Website at: homevet.site/contract, by the Customer sending an offer (the Customer placing an Order as provided for in this Agreement) and the Contractor accepting it (the Contractor entering into the Order Acceptance as provided for in this Agreement);

Order - the Customer's offer (proposal) for the conclusion of the Veterinary Services Contract, duly completed in the Customer's Personal Account on the Website, indicating the Customer's intention to enter into the Contract with the Contractor, who will accept the offer. The Order shall be placed on the terms and conditions specified in the Contract for Veterinary Services, available on the Website at: homevet.site/contract, and shall contain all material terms of the Contract, such as the name, scope, start and end date of the Works and their cost. The Order shall become available to the Contractors (published in the Website system) from the moment the Customer completes the procedure of placing it in the Personal Account of the relevant Customer, the Order binds the Customer who sent the relevant Order from the moment it is placed in the Customer's Personal Account;

Contractors (Contractor) are legally capable natural persons aged 18 or over who provide the services and carry out the work specified in the List of Services provided, which is available on the Website and on the Internet at homevet.site, to whom the Customer's Orders (offers for Veterinary Services Contract) are addressed and who, if the Contract is concluded, are contractors of the Customer who directly perform the Work under the Contract for the Customer;

Flat or Premises - the premises specified by the Customer when placing the Order in which the Contractor is to carry out the Works;

Customer - a legally capable natural person of 18 years of age or older who has completed the registration procedure as a Customer on the Website and has accepted the User Agreement posted on the Website at: homevet.site/useragreement, thereby entering into an Agreement with HomeVet and gaining specialized access to the Website;

Content - any information meaningful content on the Website, including, but not limited to, photographs, audio, video, text and other media;

Contractor's Individual Account - the Contractor's account in Personal Account, reflecting the data of the Billing System on the payment history and the movement of payments under the Contracts, the sums of money due to the Contractor;

Customer's Individual Account - the Customer's account in Personal Account which reflects the Billing System's data on the history of payment movement and the movement of payments under the Contracts, the funds preauthorized due to the placement of Orders on the Customer's payment cards;

Contractor's Personal Account is the personalized and non-publicly accessible part of the Website, which may be accessed by entering the Authentication Data (login - access name and password - access code). In the Personal Account the data of the Contractor's Individual Account, information about the concluded/executed Contracts, penalties imposed on the Contractor, fulfilled and not fulfilled obligations under the Contracts, bonuses provided to the Contractor, promotions in which the Contractor has participated, is participating or is entitled to participate, are reflected;

Customer's Personal Account is the personalized and non-publicly accessible part of the Website, which may be accessed by entering the Authentication Data (login - access name and password - access code). In the Customer's Personal Account, data of the Customer's Individual Account, information about the Orders placed, the Contracts fulfilled, claims made by the Customer to the Contractors and the results of their consideration, the Contractors' obligations to eliminate defects in the completed Work, bonuses, special offers to use which the Customer has, shares in which the Customer has participated, is participating or has the right to participate in;

A mobile app is an iOS or Android-based hardware and software system;

Processing of personal data - any action (operation) or set of actions (operations) performed without the use of automation means, including collection, recording, systematization, accumulation, storage, clarification (updating, change), extraction, use, provision (to third parties that are partners/executors/affiliates or affiliates of HomeVet, in order to perform the Agreement and Contracts with the personal data subject and/or conclusion of the Agreement and Contracts with the personal data subject), depersonalization, block, delete, destroy personal data;

Personal Data - any information relating to a natural person (data subject) identified or identifiable on the basis of such information, including his/her surname, first name, patronymic, year, month, day and place of birth, address, telephone, e-mail, family, social, property status, education, profession, income, other information;

Order Confirmation - a notification of acceptance of the Order placed by the Customer by placing it in the Customer's Personal Account, indicating the Contractor's identification data, as well as the relevant SMS message sent to the mobile phone number indicated by the Customer as the login;

Works - works/services named in the List of Services provided and performed by the Contractors in accordance with the Customer's Orders;

Website is an Internet resource, including Mobile Application, which is a set of information and intellectual property objects contained in the information system (including computer software, database, graphic design, etc.), which may be accessed from various user devices connected to the Internet by means of special software. The Website is an Internet resource designed for obtaining information about the various

works and services provided by the Contractors and for placing orders for the conclusion of Contracts with the Contractors and Acceptance of orders;

Agreement - this User Agreement posted on the HomeVet website and available online at: homevet.site/useragreement, with all appendices, addenda and amendments thereto;

Registration Form - a webpage on the Website, a set of user interface elements (fields, selectors, drop-down lists, etc.) allowing a person to enter and send to HomeVet the data required to complete the registration procedure on the Website as a Customer; completing the Registration Form constitutes acceptance of the User Agreement posted on the Website at: homevet.site/useragreement and conclusion of the Agreement with HomeVet;

1.2. The titles of the headings (articles) of the Agreement are intended solely for the convenience of using the text of the Agreement and have no legal significance.

2. SUBJECT MATTER OF THE AGREEMENT

2.1. Pursuant to this Agreement, HomeVet grants to the registered Customer a free of charge right to use the Website in any manner and form within its declared functionality and under the conditions set forth in this Agreement, including viewing materials posted on the Website, placing, changing and canceling Orders, participating in promotions posted on the Website.

2.2. By registering as a Customer and using the Website/its individual functions, the Customer is deemed to have accepted the terms of the Agreement in full, without any reservations or exceptions. In case the Customer does not agree with any of the documents published on the Website, the Customer shall not be entitled to use the Website.

2.3. By entering into the Agreement, the Customer agrees that HomeVet may assign its rights and obligations under the Agreement to any third parties. The Customer shall not assign its rights under the Agreement to third parties without the prior written consent of HomeVet.

3. REGISTRATION, PERSONAL ACCOUNT

3.1. In order to use the Website or certain of its functions, the Customer shall register, which will result in the creation of a unique account for the Customer and provide access to the Customer's Personal Account.

3.2. In order to register, the Customer undertakes to complete the information about themselves on the questions proposed in the Registration Form accurately and completely and to keep this information up to date. In case the Customer has provided incorrect information or HomeVet has reason to believe that the information provided is incomplete or inaccurate, HomeVet has the right, at its own discretion, to block access to the Personal Account or to refuse to allow the Customer to use the Website.

3.3. HomeVet has the right to request the Customer to confirm the data provided at registration and to request supporting documents in this regard. In case the Customer's data provided does not match the data provided upon registration or if the data provided upon registration does not allow the Customer to be identified, HomeVet has the right to deny the Customer access to the account and/or the Personal Account and to use the Website.

3.4. The Customer confirms and warrants that all actions provided for the Customer by this Agreement, posted on the Website at: homevet.site/useragreement, are carried out by the person whose details are sent to HomeVet when going through the registration procedure.

3.5. The Customer may not register more than one account.

3.6. The login is the Customer's mobile phone number given by him when registering on the website; the login may be changed by the Customer himself in the settings of the Personal Account. The password for the Customer's access to the account is sent to the Customer by SMS to the mobile phone number specified by the Customer as the login with each time the Customer accesses the Personal Account.

3.7. The Customer shall be solely responsible for the security and integrity of its Authentication Data. The Customer is solely responsible for all activities (and the consequences thereof) within or using the Website under the Customer's account. All activities within or using the Website under the Customer's account are deemed to be carried out by the Customer itself.

3.8. The Customer shall immediately notify HomeVet of any unauthorized (not authorized by the Customer) access to the Customer's Personal Account and/or any breach (suspicion of breach) of the confidentiality of their password.

3.9. The Customer shall not reproduce, duplicate, copy, sell, resell or exploit for any commercial purpose the Website, its Content, or access to it, except where the Customer has obtained such permission from HomeVet or where expressly provided for in this Agreement.

3.10. HomeVet has the right to block the Customer's Personal Account/User account as well as to prohibit access using any particular function of the Personal Account/User account and to remove any Content without giving a reason, including in the event of the Customer breaching the terms of this Agreement or the terms of other documents, as well as in the event of non-use of the corresponding service, in particular:

- The Customer shall post Content that is abusive and/or violates the rights of third parties;
- The Customer has not used the Website for 6 (six) or more calendar months;
- The Customer has insulted the human dignity of the other Customer or Contractor, used any form of physical or mental violence against the other Customer or Contractor, insulted the identity of the other Customer, caused harm to the life and/or health of the other Customer or Contractor;
- The Customer distributes information damaging to HomeVet's business reputation, inappropriate advertising, spam, information that violates the law and/or the rights of HomeVet and/or third parties.

3.11. By registering on the Website, the Customer consents to receiving promotional mailings and calls from HomeVet. The newsletter settings (frequency of receipt, possibility of unsubscribing, etc.) may be found under "My profile" in the "My data" section. Newsletters come in the form of an e-mail to the address, a call and/or a short message (SMS) to the phone number indicated by the Customer when registering. Promotional materials may be provided in the form of paper and souvenir products, enclosed in customer orders and delivered to the specified postal address in the form of letters and parcels. In addition to newsletters containing information directly related to HomeVet's activities, the Customer agrees to receive newsletters of an advertising and informational nature from its partners.

In case the Customer no longer wishes to receive advertisements and newsletters from HomeVet or its partners he is entitled to unsubscribe from said advertisements and newsletters in whole or in part at any time by sending an e-mail to the following address unsubscribe@homevet.site

Within three days of the above actions, the selected mailings to the Customer's email address will be suspended in their entirety.

By entering into this Agreement, the Customer confirms that he is put by HomeVet on notice that when registering for mailing lists and promotions of partners, which is done when registering on the Website as a Customer, HomeVet partners collect and use the following information about customers: name, e-mail address and other similar information.

4. RIGHTS AND OBLIGATIONS OF HOMEVET

4.1. HomeVet undertakes not to allow registration on the Website as an Contractor and not to allow any persons to accept the Customer's Order as an Contractor before checking the reliability of the person applying for the conclusion of the Contract with the Customers via the Website.

4.2. HomeVet may refuse to process an Order without giving a reason. In this case, if the Customer has paid for the Works when placing the Order, HomeVet undertakes either to send the Customer an Order confirmation or to refuse to place the Order and refund the money paid by the Customer.

4.3. The Website or its services may not be available at one time or another, in part or in full, for maintenance or other technical reasons. HomeVet may modify any software on the Website, carry out necessary maintenance or other work, suspend the Website at any time at its sole discretion with or without prior notice to the Customer.

4.4. HomeVet accepts no responsibility for any errors, omissions, interruptions, deletions, defects, delays in processing or transmission, failure of communication lines, theft, destruction or unauthorized access to the Customer's information on the Website or elsewhere. HomeVet is not responsible for any technical failures or other problems with any telephone networks or services, computer systems, servers or providers, computer or telephone equipment, software, failure of email services or scripts for technical reasons.

4.5. The ability to use the Website is granted by HomeVet to the Customer for use in the exercise of its own rights and obligations under this Agreement as it is available at the time of provision. No warranties, express or implied, are given (including but not limited to warranties regarding the use of the Website for specific purposes by the Customer not expressly provided for in this Agreement).

4.6. The Customer shall not be granted any intellectual rights other than those expressly provided for in this Agreement, with respect both to the Website as a whole and to the individual computer programmes, designs, literary, graphic and audiovisual works forming part of the Website.

4.7. During the term of this Agreement, HomeVet will make every effort to remedy any technical failures and errors, if any, within a reasonable time. However, HomeVet shall not guarantee the complete absence of technical errors and malfunctions due to faulty hardware or incorrect operation of the software or software environment.

4.8. Except for the warranties expressly set out in this Agreement, HomeVet makes no other warranties, express or implied.

4.9. HomeVet is entitled to use the Customer's data for marketing purposes.

4.10. HomeVet has the right to send information and advertising messages to the Customer, both via e-mail address and mobile phone number, the details of which are contained on the Website. The Customer hereby consents to receive such information.

4.11. HomeVet has the right to advise the Customer on the process of executing/confirming/paying for the Order, including the right to contact the Customer by phone numbers specified by the Customer.

4.12. HomeVet has the right to choose and, at its own discretion, establish the means of identification of the Customer on all its resources, including Website, servers and others.

4.13. HomeVet is obliged to inform the Customer about the Order Acceptance and the fact that payment has been received for the Order. The fact that the Customer has been informed shall be deemed to be the posting of the relevant information in the Customer's Personal Account and/or the sending of an SMS message to the Customer's mobile phone number indicated by the Customer at the time of registration. In case the Customer specifies an e-mail address when registering on the Website, in addition to the above, HomeVet may send the Customer an electronic message to the e-mail address specified by the Customer when registering on the Website, which contains supporting information.

4.14. HomeVet has the right to engage third parties in the performance of this Agreement, remaining responsible to the Customer for their actions (or inactions).

4.15. HomeVet may refuse any User to use the Website and its services at any time in case of violation of this Agreement.

5. RIGHTS AND OBLIGATIONS OF THE CUSTOMER

5.1. The Customer undertakes to familiarize itself with the current version of the Agreement each time it visits the Website until it uses the Website.

5.2. The Customer undertakes to comply with this Agreement, the terms of use of the Website and the terms of the Contracts concluded with the Contractors.

5.3. The Customer undertakes to provide true and complete information when using the Website.

5.4. The Customer is obliged to check the details of the Order independently before placing it. The Customer shall be solely responsible for the accuracy and validity of the data used by the Customer when placing the Order.

5.5. The Customer shall be obliged, before placing the Order, to familiarize itself with the Agreement it intends to enter into by placing the Order, the Order placement procedure stipulated in this Agreement, the conditions of the special offers and promotions that the Customer wishes to take advantage of.

If any terms and conditions of the Order placement or the performance of the Work, including the payment procedure, are not completely clear to the Customer, the Customer undertakes to clarify these terms and, if they may not be clarified, to refuse to place the Order.

5.6. The Customer may choose the method of payment for the Works, at its sole discretion, from the methods offered on the Website, and the Customer undertakes to familiarize himself with the rules of use of the selected method of payment.

5.7. The Customer may withdraw from the Contract or change the time of commencement of the Work after the execution of the Order prior to the commencement of the Work on the terms and conditions that were provided to the Customer for review at the time of placing the Order. By placing an Order, the Customer confirms that he is familiar and agrees with the rules for the Works cancellation and postponement and bears full responsibility for the consequences of failure to familiarize himself with the rules of refusal or postponement of the Works.

To refuse to execute the concluded Contract, the Customer shall send a notice of the Work cancellation to HomeVet and the relevant Contractor via the Customer's personal account. In this case, HomeVet cancels the Order and, if the Customer makes an advance payment, ensures the return of the corresponding amount of funds to the Customer. HomeVet may deduct the Works cancellation fee from the Customer's advance payment, the amount of which depends on the time from the Works cancellation to the agreed starting time of the Works as specified in the Customer's Order. If the prepayment was not made, the Customer is also obliged to pay the amount of the fine. The amount of the fine for refusal of the Works shall be communicated to the Customer at the time of placing the Order and may not be changed by HomeVet.

To postpone the start of the Works, the Customer shall send to HomeVet and the relevant Contractor via Personal account a notice of postponement of the start time of the Works. In this case, HomeVet postpones the start of the Works and the Customer shall pay a fine, the amount of which depends on the time from the moment of sending the notice of postponement to the agreed start time of the Works as specified in the Customer's Order. The penalty for postponement of the Works will be added to the amount payable by the Customer for the performance of the Works. The amount of the fine for refusal of the Works shall be communicated to the Customer at the time of placing the Order and may not be changed by HomeVet.

If a notice of withdrawal from the Works is sent by the Customer after the commencement of the actual performance of the Works, no refund shall be given for the relevant work, except as set out below. If the Customer refuses to perform the Work due to the Contractor's improper performance of its obligations under the Contract, the issue of a refund shall be resolved in accordance with the claim procedure provided for in this Contract.

5.8. The Customer undertakes to pay the Contractor, with whom it has entered into a Contract in the manner provided for in this Agreement, the full cost of the Works.

5.9. The Customer shall provide the Contractor with the conditions necessary for the performance of the Works provided for in the Contract.

6. ORDER PLACEMENT PROCEDURE:

6.1. The Customer wishing to enter into an Contract with the Contractor shall study the Contract posted on the Website at homevet.site/contract, the Order placement procedure, the terms of the special offers and promotions that the Customer wishes to take advantage of, as provided for in this Contract.

6.2. To place the Order, the Customer shall perform the following:

6.2.1. select the types of Work required on the Website;

6.2.2. enter the necessary information provided on the homevet.site Website (the information provided shall be correct and provided to the extent necessary);

6.2.3. confirm that the information entered is correct and Customer's wish to place an Order by clicking on the "Call for a doctor" button on the relevant page of the Website;

6.2.4. after redirecting the Customer to the payment page, enter the details of a valid payment card in order to add a payment card, the system blocks the randomly selected amount required to verify the card data, after successful authorization confirmation (confirmation of the payment card validity and activity) the blocking of the amount is cancelled.

6.3. Payment for the Works performed by the Contractors shall be made by the Customer using a payment card, with HomeVet providing information and technological interaction to ensure that payments are accepted by means of payment cards. After the successful Order completion, the Customer is redirected to the payment page to enter the payment card details. The list of card details entered by the Customer when making payments over the Internet is set in accordance with the rules of the payment systems. When making payments for the Works by payment cards, Customer shall comply with the established rules and requirements of the international payment systems and the banks that have issued Customer's payment cards governing payments by means of payment cards. Non-cash payments using payment cards are carried out by the Acquirer, HomeVet does not process or store card details (card number, expiry date, security code, and other data on the card). HomeVet is solely responsible for determining the correct value of the Work to be paid for and communicating this information to the Acquirer.

No more than one (1) day before the commencement of the Work, the amount of money corresponding to the value of the Work ordered by Customer (the amount of the Order) shall be pre-authorized on the bank card indicated by Customer when placing the Order.

If the Works have been performed successfully and if there are no justified complaints from the Customer submitted in the manner and within the deadlines set out in Clause 9.4 herein, HomeVet shall send a corresponding confirmation to the Acquirer and the amount due to the Acquirer shall be debited from the Customer's payment card authorised when placing the relevant Order.

HomeVet is not responsible for the functionality and security of the transmitted information when providing and carrying out payments by means of the Customer's payment cards, including the actions of the Acquirer and international payment systems, banks and other participants of settlements. All relations in terms of settlements with payment cards shall be governed by the terms and conditions of international payment systems binding upon the Customer and by the Customer's contracts with the bank that issued the Customer's payment card.

HomeVet secures information on payment transactions for Works, cancellation transactions for Orders and returns on cancellation of Works made using card details through the Website for a period of five (5) years from the date of the transaction.

6.4. Once the Customer's payment card has been authorized, the Order placement procedure is considered completed and the relevant Order is made available to the Contractors for acceptance.

6.5. Upon Order Acceptance, HomeVet sends the Customer an Order Confirmation by placing information on the Order Acceptance in the Customer's Personal Account and/or by sending an SMS message to the mobile phone number given by the Customer as a login. The Order Confirmation sent to the Customer shall contain a list of the Works ordered by the Customer, the Contractor's details, the terms and conditions of performance of the Works and notification of the authorization of the payment card used by the Customer to pay for the Works.

6.6. In the event that third parties make a payment on behalf of the Customer, all rights and obligations in respect of that payment accrue to the Customer, and such actions of third parties shall be deemed to have been performed by said third parties in the interest of the Customer and shall not give rise to any rights and obligations between said third parties and the Contractors.

6.7. The execution of the Works shall be carried out to the extent and within the time limits stipulated in the Order. Moreover, the Contractor may unilaterally amend the completion date of the Works, depending on the actual scope and complexity of the Works.

6.8. The time of payment for the Works shall be the moment when the funds due to the Contractor are received in the Acquirer's correspondent account.

7. LIABILITY

7.1. HomeVet only guarantees the truthfulness, accuracy, completeness or quality of the information that it has directly posted on the Website. HomeVet accepts no responsibility for the authenticity, accuracy, completeness and quality of the information posted on the Website by third parties, including Customers, Contractors.

7.2. Any material obtained through the use of the Website may be used at the Customer's own risk and the Customer shall be liable for any damage that may result from the use of the material.

7.3. HomeVet may not be held liable for the incorrect behaviour of persons using the Website.

7.4. HomeVet does not guarantee the fulfillment by the Contractors of the obligations provided for by the Contracts, as well as the quality of the Works performed by the Contractors on the basis of the Contracts concluded by them with the Customers.

HomeVet shall not guarantee that:

7.4.1. The Website will comply with the Customer's requirements;

7.4.2. the results that may be obtained using the Website will be accurate and reliable;

7.4.3. the quality of any product, Works, services, information obtained using the Website will meet the Customer's expectations;

7.4.4. The Website will run continuously, quickly, reliably and error-free and will meet the Customer's expectations;

7.4.5. all errors on the Website will be corrected.

7.5. HomeVet accepts no responsibility for any damage to the Customer's or any other person's computers, mobile devices, any other hardware or software caused by or in connection with downloading materials from the Website or from links posted on the Website.

7.6. The services under this Agreement are provided on an "AS THEY ARE" basis, the Customer agrees and accepts that HomeVet makes no warranty, representation or statement, express, implied or statutory, including without limitation any implied warranty of merchantability, or suitability for any particular purpose, particular result or anything else in relation to the services provided under this Agreement. HomeVet and the Customer have agreed that all services provided to the Customer under this Agreement

will be in accordance with the terms of this Agreement only. Excluded are any standards, conditions and features of the Customer's requirements not set out in this Agreement, unless agreed in writing by HomeVet and the Customer that they form part of this Agreement. However, HomeVet is entitled to refer to other documents to prove the compliance of the services with this Agreement.

7.7. Notwithstanding any indemnity guarantees and liabilities contained in this Agreement or other documents posted on the Website, HomeVet shall not be liable for any lost profits, indirect, consequential, punitive, exemplary, special or perceived damages of any type or nature (including, but not limited to, loss of profits, loss of exploitation, loss of contracts, loss of leasehold rights, as well as production losses and additional costs) arising out of or relating in any way to this Agreement, the Works and/or the Contracts.

7.8. The Website or elements thereof may from time to time be partially or completely unavailable due to maintenance or other technical work undertaken to ensure the proper functioning of the Website. In this case, HomeVet is under no obligation to notify the Customers and/or be responsible for their failure to receive the information.

7.9. The Customer shall assume full responsibility and risk in connection with the placing Orders, and the conclusion and performance of Contracts with Contractors. The Customer is solely responsible for any problem arising during the registration, processing, confirmation and payment of the Order. In such an event, HomeVet shall not be liable for any damages (monetary or otherwise) arising from a problem caused or resulting from the Customer's error or negligence in using the Website, including the failure to complete or confirm any transaction.

7.10. The Website may contain links to other websites on the Internet (third party websites). These third parties and their content are not checked by HomeVet for any requirements (reliability, completeness, legality, etc.). HomeVet shall not be held responsible for any information, material placed on third party websites to which the Customer accesses using the services, including any opinions or statements expressed on third party websites, advertisements etc., as well as for the availability of such websites or content and the consequences of their use by the Customer.

7.11. Reference (in any form) to any website, product, service or any information of a commercial or non-commercial nature on the Website shall not constitute an endorsement or recommendation of these products (services, activities) by HomeVet unless expressly stated on the Website.

8. CONSENT TO PERSONAL DATA PROCESSING

8.1. By registering as a Customer on the Website, the Customer gives their informed and conscious consent to the Processing of their Personal Data by HomeVet (the operator) and/or its employees, as well as other persons to whom HomeVet has instructed to process Personal Data based on contracts concluded with these persons, without the use of automated means. The full text of the Customer's consent to the processing of their Personal Data (Personal Data Processing and Protection Policy) provided when registering on the Website is available on the Website at: homevet.site/policy.

9. THE CLAIM PROCEDURE, SETTLEMENT OF DISPUTES AND APPLICABLE LAW

9.1. In the event of any disputes, claims and/or demands arising out of or in connection with this Agreement, the parties shall take all possible and reasonable measures to settle them by negotiation, the observance of the claim (pre-trial) procedure for dispute resolution shall be binding on the parties. In case the dispute, claim and/or complaint is not resolved by negotiation within thirty (30) calendar days from the date the complaint is sent, either party shall have the right to apply to court.

9.3. Claims referred to in Clause 9.2 of this Agreement shall be sent by the parties by e-mail (claims to HomeVet shall be sent to claim@homevet.site, claims to the Customer shall be sent to the e-mail addresses specified by the Customer), and may also be sent by registered post with return receipt requested. The notification shall contain the essence of the claim, the evidence supporting the claim and the details of the person submitting the claim.

9.4. The Customer may submit complaints regarding the quality of the performance of the Works by the Contractors via the Website. Such claims shall be made within a period not exceeding twenty four (24) hours after the completion of the work specified in the relevant Customer`s order and shall contain a list of defects in the work and/or irregularities committed by the Contractor with whom the relevant Agreement was concluded, a description of the damage caused to the Customer and photographs showing the defects/infllicted damage.

The fact that the claim has not been received in the manner and within the time period specified above means that the Contractor has completed the Works in a timely manner, in full and with proper quality.

A Customer, who missed the deadline for complaints referred to this clause, is deprived of the right to complain about the fact /quality/ timing of the Contractor's performance of the Works.

9.5. Claims, received from Customers, shall be processed by the Contractors with the assistance of HomeVet within a period not exceeding three (3) working days. To establish the actual circumstances and causes of the defects stated in the claims, HomeVet may send its duly authorised representative to the Customer for investigation. The amount of the Contractors' liability and the procedure for compensation for damage caused by them shall be determined by the Contracts concluded between them and the Customers.

10. ENTRY INTO FORCE AND AMENDMENT OF THE AGREEMENT TERMS

10.1. Proper acceptance of the User Agreement is deemed to be the completion of all mandatory data in the Registration Form and the validation of this data by clicking the "Next" button.

10.2. This Agreement between HomeVet and the Customer shall be deemed to have been concluded by duly completing the Registration Form on the Website and clicking the "Next" button.

10.3. The Agreement may be terminated at any time on the initiative of either party. For this purpose HomeVet shall post a notice of termination of the Agreement on the Website and/or send the Customer an appropriate notice to the email address provided by the Customer in the Registration Form, from the date of such posting/sending of such notice the Agreement shall be deemed terminated. The Customer may terminate this Agreement by sending a notice of termination to HomeVet by email to terminate@homevet.site

10.4. The termination of this Agreement shall not affect the obligations of the Customer and the Contractor under the Contracts they have concluded.

10.5. The Customer agrees that this Agreement may be unilaterally amended by HomeVet by posting the updated text of the Agreement on the Internet at homevet.site/useragreement. The Customer confirms its agreement to the changes in the terms of the Agreement by using the Website. In case the User does not agree with the amended version of the Agreement, the User shall discontinue using the Website.

10.6. The Customer who does not agree with the terms of the Agreement and/or the amendment of the terms of the Agreement shall immediately terminate the Agreement in the manner prescribed in clause 10.4 of this Agreement.

11. OPERATION MODE

11.1 Orders may be placed via the Website around the clock (with the exception of interruptions to the Website due to maintenance work).

11.2. The performance of the Works by the Contractors shall take place within the time specified in a particular Order and/or the Contract.