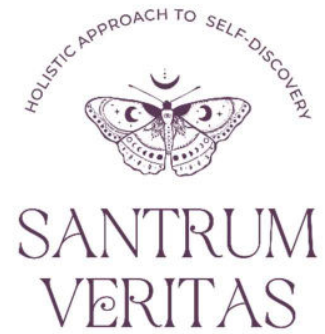




GENERAL TERMS AND CONDITIONS WITH CUSTOMER INFORMATION

Table of Contents

1. Scope and Definitions
2. Conclusion of Contract
3. Right of Withdrawal (Right of Revocation)
4. Prices and Payment Terms
5. Delivery and Shipping Terms
6. Retention of Title
7. Warranty
8. Liability
9. Special Conditions for the Processing of Goods According to Customer Specifications
10. Redemption of Promotional Vouchers
11. Redemption of Gift Vouchers
12. Applicable Law
13. Place of Jurisdiction
14. Code of Conduct and Quality Standards
15. Alternative Dispute Resolution

1. Scope and Definitions

1.a Scope

These General Terms and Conditions (hereinafter referred to as the “GTC”) apply to all contracts for the sale of goods, the provision of services and the issue and transmission of vouchers concluded by Santrum Veritas e.U., Steingasse 6a, 4020 Linz, Austria, phone: +43 677 6183 7404, e-mail: info@santrumveritas.com (hereinafter referred to as “Santrum Veritas”), with its customers. The applicable version is the version of the GTC made available to the customer before the customer submits his or her contractual declaration.

The mere use of the website does not lead to the conclusion of a contract or to the applicability of these GTC.

For contracts concerning products that the customer concludes directly via the dōTERRA website with dōTERRA Global Limited or with an undertaking affiliated with dōTERRA, the contracting party is dōTERRA, not Santrum Veritas. Such contracts are not subject to these GTC.

Deviating terms and conditions of the customer shall apply only if Santrum Veritas has expressly agreed to their application.

1.b Registration and Definitions

Where registration is required for the use of individual offers, this is permitted only for natural persons of full age with full legal capacity as well as for legal persons and partnerships with legal capacity. The data requested during registration must be provided completely and correctly and must be updated without undue delay in the event of any changes. Incomplete registrations from which no contractual claims have yet arisen may be deleted after expiry of a reasonable period.

A consumer within the meaning of these GTC is any person for whom the specific legal transaction does not form part of the operation of his or her business.

An entrepreneur within the meaning of these GTC is any person for whom the specific legal transaction forms part of the operation of his or her business.

1.c Amendments to the GTC

Santrum Veritas is entitled to amend these GTC with effect for future contracts.

For contracts already concluded, the version of the GTC that was validly incorporated at the time of conclusion of the contract shall apply.

Any amendments to existing continuing contractual relationships require a separate agreement with the customer, unless a contractual amendment clause that is legally permissible, objectively justified and reasonable for the customer has been expressly agreed.

2. Conclusion of Contract

2.a Offer and Order

The goods and services presented on the website of Santrum Veritas do not constitute a binding offer by Santrum Veritas, but merely serve as a non-binding invitation to the customer to submit a binding offer.

The customer may submit a binding offer via the ordering system provided on the website of Santrum Veritas by placing the selected goods and/or services in the virtual shopping cart, completing the electronic ordering process and submitting the order by clicking the button “place an order with payment obligation” or another equivalent and unambiguous wording.

2.b Confirmation of Receipt and Acceptance

Once the order has been placed, the customer will receive a confirmation of receipt by email. This confirmation of receipt merely acknowledges that the order has been placed and does not yet constitute acceptance of the offer, unless such acceptance is expressly declared therein.

Santrum Veritas may accept the customer's offer within five days from receipt of the order. Acceptance takes place by means of an explicit order confirmation on a durable medium, for example by email, or through a payment request. The decisive point in each case is the date on which the customer receives the declaration of acceptance.

If Santrum Veritas does not accept the customer's offer within this period, the offer shall be deemed to have been rejected.

2.c PayPal Payment Methods

If a payment method offered by PayPal is selected, payment shall be processed via PayPal (Europe) S.à r.l. et Cie, S.C.A., Luxembourg, subject to the PayPal User Agreement applicable to Austria or, in the case of payment without a PayPal account, the terms and conditions applicable thereto, in each case as amended from time to time.

By way of derogation from Section 2.b, Santrum Veritas accepts the customer's offer as soon as the customer completes the payment transaction, provided that a payment method offered by PayPal has been selected.

2.d Storage of the Contract Text

Santrum Veritas stores the contract text and transmits to the customer the contractual provisions, including these GTC and the legally required information, on a durable medium within a reasonable period of time following the conclusion of the contract on a durable medium, but no later than before delivery of the goods or before commencement of the service, unless these documents have already been made available to the customer on a durable medium beforehand.

If the customer has created a user account, the order data shall additionally be accessible in the password-protected customer area.

2.e Identifying and Correcting Input Errors

Before submitting the order, the customer may continuously review their entries and correct them using the technical means provided in the ordering process.

2.f Consumer Rights in Relation to Services and Cancellations

In the case of distance contracts and contracts for the provision of services concluded away from business premises, consumers are subject to the statutory provisions of the Austrian Distance and Off-Premises Contracts Act (Fern- und Auswärtsgeschäfte-Gesetz — FAGG).

Consumers generally have the right to withdraw from the contract within fourteen days from conclusion of the contract without giving any reason, provided that no statutory exception applies.

If the consumer expressly requests that Santrum Veritas begin providing the service before the expiry of the withdrawal period and confirms their knowledge that they will lose their right of withdrawal upon full performance of the contract, the consumer shall lose their right of withdrawal only once the service has been fully provided.

If, in such a case, the consumer withdraws from the contract after the service has begun but before it has been fully provided, the consumer shall pay a proportionate amount corresponding to the scope of services already provided up to the time of withdrawal.

Irrespective of the statutory right of withdrawal, agreed appointments may be cancelled or postponed after expiry of the statutory withdrawal period. In such case, Santrum Veritas shall be entitled to request a reasonable compensation or an objectively justified flat-rate cancellation fee, provided that such fee appropriately takes into account the arrangements ordinarily to be expected as well as any expenses saved. The customer shall remain entitled to prove that no expense or damage, or a significantly lower expense or damage, has occurred.

Unless a specific outcome has been expressly agreed, Santrum Veritas is obliged to perform the agreed service with due care, but does not owe any specific personal, financial or other success. The customer's mandatory statutory rights remain unaffected.

Where no statutory right of withdrawal exists for individual services, this will be expressly stated in the respective service description before the customer submits their contractual declaration.

2.g Contract Languages

The contract may be concluded in German, English and Russian, provided that the respective language version is actually and fully available in the ordering process.

2.h Communication

Order processing and communication generally take place by email. When placing an order, the customer must provide a valid email address and ensure that emails from Santrum Veritas can be received.

3. Right of Withdrawal (Right of Revocation)

3.a Right of Withdrawal for Goods

Consumers have a right of withdrawal in relation to distance contracts and contracts concluded away from business premises concerning goods pursuant to § 11 of the Austrian Distance and Off-Premises Contracts Act (FAGG), provided that no statutory exception pursuant to § 18 FAGG applies. The withdrawal period is fourteen days from the day on which the customer, or a third party designated by the customer who is not the carrier, has taken possession of the goods. Where several goods are delivered separately as part of a single order, the withdrawal period begins upon receipt of the last item; in the case of delivery in several partial consignments, upon receipt of the last partial consignment; and in the case of regular delivery of goods over a defined period of time, upon receipt of the first item.

In order to exercise the right of withdrawal, the customer must inform Santrum Veritas by means of a clear declaration of their decision to withdraw from this contract. For this purpose, the customer may use the sample withdrawal form provided in the annex to these GTC; however, the use of the form is not mandatory. To meet the withdrawal deadline, it is sufficient for the customer to send the declaration before the withdrawal period expires.

If the customer wishes to withdraw from this contract, Santrum Veritas shall reimburse all payments received, including delivery costs, without undue delay and no later than within fourteen days from receipt of the declaration of withdrawal. Excluded from this are any additional costs resulting from the customer having chosen a type of delivery other than the least expensive standard delivery offered by Santrum Veritas. For such reimbursement, Santrum Veritas shall use the same payment method as that used for the original transaction, unless otherwise expressly agreed.

In the case of purchase contracts, reimbursement may be withheld until Santrum Veritas has received the returned goods or until the customer has provided evidence that the goods have been returned, whichever occurs earlier.

Return of Goods:

The customer must return or hand over the goods to Santrum Veritas without undue delay and no later than within fourteen days from submitting the declaration of withdrawal. The deadline shall be deemed to have been met if the goods are dispatched within this period.

Costs of Return Shipment:

The customer shall bear the direct costs of returning the goods, provided that Santrum Veritas has informed the customer of this prior to the conclusion of the contract and Santrum Veritas does not voluntarily assume these costs.

A right of withdrawal does not exist — insofar as the statutory requirements are met — in particular for goods made to the customer's specifications or clearly tailored to personal needs, as well as for sealed goods that are not suitable for return for reasons of health protection or hygiene if their seal has been removed after delivery.

3.b Right of Withdrawal for Services

Consumers generally have a right of withdrawal in relation to distance contracts and contracts concluded away from business premises concerning services pursuant to § 11 of the Austrian Distance and Off-Premises Contracts Act (FAGG), provided that no statutory exception pursuant to § 18 FAGG applies. The withdrawal period is fourteen days from the day of conclusion of the contract.

If the customer expressly requests that Santrum Veritas begin performing the service before the expiry of the withdrawal period and the customer subsequently validly withdraws from the contract, the customer shall pay an amount which is proportionate to the services already provided up to the time of withdrawal in comparison with the total contractually agreed price.

The right of withdrawal in relation to services expires only if Santrum Veritas has fully performed the service, has begun performance of the contract with the customer's prior express consent, and the customer has confirmed, prior to the commencement of the service, that they acknowledge they will lose their right of withdrawal upon full performance of the contract.

Separate contractual cancellation terms for appointment cancellations outside the statutory right of withdrawal shall remain unaffected.

4. Prices and Payment Terms

4.a Price Information

Unless otherwise stated in the respective offer of Santrum Veritas, the prices displayed to consumers on the website are total prices in euros (EUR), including statutory value added tax and all other duties and surcharges. If Santrum Veritas does not show value added tax due to a statutory tax exemption, this shall be expressly stated on the relevant invoice.

Any additional delivery, shipping or other ancillary costs will be shown separately and clearly before the order is submitted. If the price of a service cannot reasonably be calculated in advance, the method of price calculation or a sufficiently accurate cost estimate will be provided.

4.b Additional Costs for Cross-Border Deliveries

In the case of deliveries to countries outside the European Union, additional costs may arise in individual cases which are not caused by Santrum Veritas and cannot be influenced by Santrum Veritas, and which must be paid by the customer directly to the competent authorities or to a payment service provider. These include, in particular, import duties, customs duties, import value added tax, as well as fees charged by the credit institution or payment service provider for money transfers or currency conversion.

Where such costs can reasonably be calculated before conclusion of the contract, they will be shown separately.

4.c Payment Methods

The payment methods available in each individual case will be clearly displayed to the customer no later than during the ordering process before the customer submits their order. Payment processing may be carried out via external payment service providers, in particular Stripe. Santrum Veritas does not charge any fees for the use of a specific payment method.

4.d Payment by Bank Transfer

Unless cash payment is customary in dealings with consumers according to the nature of the contractual relationship, or another payment method has been agreed on an individual basis, Santrum Veritas will provide details of a standard bank account for payments by bank transfer.

4.e Further Information

Further information on shipping, delivery times and payment will be made available to the customer on the respective offer pages as well as during the ordering process in a clear, comprehensible and directly accessible manner in good time before the customer submits the order with an obligation to pay. Where provided for by law, such information shall become part of the contract.

5. Delivery and Shipping Terms

5.a Type of Delivery and Service Provision

Physical goods shall be delivered to the delivery address provided by the customer, unless otherwise stated in the respective offer. Unless a different period has been agreed, delivery shall take place without undue delay, but no later than within thirty days from conclusion of the contract.

Unless otherwise stated in the respective offer, digital content and other digital services will be made available by sending them to the email address specified by the customer or by providing a download or access link.

Services shall be provided on the agreed date or within the period specified in the respective offer.

Any delivery or shipping restrictions shall be communicated to the customer no later than at the beginning of the ordering process.

5.b Failed Delivery

If delivery of a physical good or of a voucher sent by post fails for reasons culpably caused by the customer, in particular due to an incorrect delivery address or an unjustified refusal to accept delivery, the customer shall bear the actual, necessary and reasonable additional costs incurred by Santrum Veritas as a result of a renewed delivery attempt. This shall not apply if the customer was legally entitled to refuse acceptance or if Santrum Veritas is responsible for the failed delivery.

5.c Collection by the Customer

Collection by the customer is not offered.

5.d Delivery of Vouchers

(1) Depending on the product description and the shipping method selected by the customer, vouchers shall be transmitted to the customer either electronically to the email address provided by the customer or by post to the delivery address provided by the customer.

(2) If the customer chooses the postal delivery option, they must pay the resulting shipping costs. The amount of these shipping costs shall be shown separately to the customer before the customer submits the order. Upon conclusion of the order, the shipping costs shall become due and payable together with the purchase price.

6. Retention of Title

6.a Retention of Title in Relation to Consumers

Santrum Veritas retains ownership of the delivered movable goods until the respective purchase price has been paid in full.

6.b Retention of Title in Relation to Entrepreneurs

Santrum Veritas retains ownership of the delivered movable goods until the respective purchase price, as well as the agreed costs and expenses associated therewith, have been paid in full.

6.c Resale by Entrepreneurs

If the customer acts as an entrepreneur, the resale of goods subject to retention of title is permitted in the ordinary course of business. The entrepreneur hereby assigns to Santrum Veritas, with immediate effect, the claim arising from the resale of the goods subject to retention of title, in the amount of the invoice issued for the respective resold goods subject to retention of title. Santrum Veritas is entitled to notify the third-party debtor of this assignment. Until revoked, the entrepreneur shall remain authorised to collect the assigned claim, provided that they duly comply with their payment obligations towards Santrum Veritas.

7. Warranty

For contracts with consumers, the mandatory statutory warranty provisions of Austrian law shall apply. In particular, the Austrian Consumer Warranty Act (Verbrauchergewährleistungsgesetz — VGG), the Austrian Consumer Protection Act (Konsumentenschutzgesetz — KSchG) and the Austrian General Civil Code (Allgemeines Bürgerliches Gesetzbuch — ABGB) shall apply to the purchase of goods and the provision of digital services. In relation to entrepreneurs, the statutory warranty provisions of the ABGB shall apply, unless otherwise provided below.

7.a Warranty in Relation to Entrepreneurs

If the customer acts as an entrepreneur, the statutory warranty provisions shall apply with the proviso that the warranty period for new movable goods shall be one year from handover. Warranty rights as well as claims for price reduction or termination of the contract become time-barred three months after the expiry of this period. If the transaction constitutes a business-related transaction for both parties, the obligations to

inspect and give notice of defects pursuant to § 377 of the Austrian Commercial Code (Unternehmensgesetzbuch — UGB) shall additionally apply.

In the case of used movable goods, statutory warranty in relation to entrepreneurs shall be excluded. This shall not apply to defects fraudulently concealed, to expressly warranted characteristics, or to claims for damages in accordance with the statutory provisions. If an item or a part thereof is repaired or replaced within the scope of statutory warranty, the warranty period for the repaired or replaced part shall begin anew upon return or replacement.

7.b Unaffected Claims

The above provisions applicable to entrepreneurs shall not affect claims based on defects fraudulently concealed, claims based on expressly warranted characteristics, or claims for damages in accordance with the statutory provisions. Where special statutory warranty periods apply to immovable property or to work performed on immovable property, such periods shall apply.

7.c Warranty in Relation to Consumers

If the customer acts as a consumer, the mandatory statutory warranty rights shall apply. In the event of defective goods, consumers may generally first request repair or replacement; subject to the statutory requirements, price reduction or termination of the contract may subsequently be considered. These rights shall not be restricted before the consumer becomes aware of the defect.

Consumers are not obliged to inspect the goods upon receipt or to notify defects without undue delay. The request to report obvious transport damage to the carrier as soon as possible and to inform Santrum Veritas thereof serves solely to facilitate processing and does not affect the statutory warranty rights.

8. Liability

8.a Unlimited Liability

Santrum Veritas shall be liable without limitation for damages resulting from loss of life, personal injury or damage to health; in cases of wilful misconduct or gross negligence; where an express guarantee has been given; and in accordance with mandatory statutory provisions, in particular the Product Liability Act.

8.b Liability in Relation to Consumers

In relation to consumers, Santrum Veritas shall otherwise be liable in accordance with the statutory provisions.

8.c Liability in Relation to Entrepreneurs

Santrum Veritas shall not be liable to businesses for damage caused by slight negligence, with the exception of personal injury. Mandatory statutory liability remains unaffected.

8.d Legal Representatives and Vicarious Agents

The above liability provisions also apply to the conduct of the legal representatives, employees and other vicarious agents of Santrum Veritas.

8.e Website, General Information and Electronic Communication

The general content provided on the website is intended solely as non-binding preliminary information and is no substitute for individual advice. Statutory requirements, in particular pre-contractual information obligations, as well as the scope of services agreed in individual contracts, remain unaffected by this.

For disruptions of the internet or electronic communication networks that are beyond our control, we shall only be liable in accordance with the liability provisions set out in Sections 8.a to 8.d. Obligations and claims under data protection law shall remain unaffected.

9. Special Conditions for the Processing of Goods According to Customer Specifications

9.a Provision of Content

If, under the contract, Santrum Veritas is obliged, in addition to the delivery of goods or the provision of services, to process, customise, design or otherwise adapt goods or services according to the customer's specifications, the customer shall be obliged to provide Santrum Veritas with all content, information and materials required for this purpose in a timely, complete manner and in the formats specified or agreed by Santrum Veritas.

This may include, in particular, texts, images, graphics, logos, files, templates, personal information or other content.

The customer shall ensure that the content provided by them is accurate, complete and suitable for the intended purpose. Delays resulting from the late, incomplete, incorrect or unsuitable provision of content shall not be attributable to Santrum Veritas, unless Santrum Veritas is responsible for the delay.

9.b Rights to Provided Content

The customer warrants that they hold all rights required to enable Santrum Veritas to use, edit, reproduce, store, adapt and integrate the content provided by the customer into the agreed product or agreed service for the purpose of performing the contract.

For this purpose, the customer grants Santrum Veritas a simple, non-exclusive right of use in the content provided by the customer, limited in time and territory to the performance of the respective contract. This right of use includes all acts necessary for the proper performance of the contract.

Any further use of the customer's content by Santrum Veritas shall take place only if expressly agreed or legally permitted.

9.c Responsibility for Content

The customer is responsible for ensuring that the content provided by them does not infringe any third-party rights and does not violate statutory provisions, official requirements or public policy and good morals.

This applies in particular to copyrights, trademark rights, rights to names, personality rights, data protection rights and any other third-party proprietary rights.

Where personal data of third parties is transmitted, the customer shall ensure that there is a sufficient legal basis for doing so and that the affected persons have been duly informed where required.

9.d Indemnification against Third-Party Claims

If third-party claims are made against Santrum Veritas because content provided by the customer infringes the rights of third-party or violates legal provisions, the customer must indemnify Santrum Veritas against such claims, provided that the infringement is based on unlawful, incorrect or insufficiently authorised content culpably provided by the customer.

The indemnification also includes the reasonable and necessary costs of an appropriate legal defence, including court costs and lawyers' fees at the legally prescribed rates, in so far as these arise from the legitimate assertion of a claim.

This shall not apply if the customer is not responsible for the infringement.

In the event of claims being asserted by third parties, the customer shall be obliged to provide Santrum Veritas, without undue delay and to a reasonable extent, with all information and documents necessary for the examination of the claims and for a proper defence.

9.e Refusal of Orders

Santrum Veritas is entitled to refuse or suspend the processing, customisation, design or other adaptation of content if there are reasonable indications that the content provided by the customer violates statutory provisions, regulatory requirements, the rights of third parties or public policy and good morals; cannot technically be processed in the agreed manner, or if processing is unreasonable for Santrum Veritas for other objectively justified reasons.

This applies in particular to content that is racist, xenophobic, discriminatory, offensive, degrading, harmful to minors, glorifies violence, is extremist, pornographic, unlawful or otherwise impermissible.

Santrum Veritas is not obliged to carry out a comprehensive legal review of the content provided by the customer. Statutory claims remain unaffected.

10. Redemption of Promotional Vouchers

10.a Scope of Promotional Vouchers

Promotional vouchers are vouchers or discount codes issued by Santrum as part of promotional campaigns, either free of charge or as a price reduction, and which cannot be purchased for a fee.

Promotional vouchers may be redeemed exclusively on the website of Santrum Veritas at <https://santrumveritas.com/> and only within the specified promotional period, unless otherwise stated in the voucher or in the respective promotional terms and conditions.

After expiry of the specified promotional period, redemption is no longer possible.

10.b Exclusion of Certain Goods or Services

Individual goods, services, digital content, vouchers or other offers may be excluded from the respective voucher promotion if this results from the promotional voucher, the promotional terms and conditions or the information provided during the ordering process.

10.c Redemption before Completion of the Ordering Process

Promotional vouchers must be redeemed prior to the completion of the ordering process.

Subsequent crediting, offsetting or redemption of a promotional voucher against orders that have already been completed is not permitted.

10.d Number of Voucher per Order

Only one promotional voucher may be redeemed per order, unless otherwise stated in the voucher or in the respective promotional terms and conditions.

A combination of several promotional vouchers is only possible if this is expressly permitted.

10.e Minimum Order Value and Remaining Balance

If a minimum order value is provided for the promotional voucher, this minimum order value must be reached.

The value of the goods or services in the order must at least correspond to the value of the promotional voucher, unless otherwise stated in the voucher or in the respective promotional terms and conditions.

Any remaining balance from a promotional voucher granted free of charge will not be paid out and shall expire, unless otherwise provided in the voucher or in the respective promotional terms and conditions. Payments actually made by the customer remains unaffected.

10.f Payment of a Difference

If the value of the promotional voucher is not sufficient to fully cover the total amount of the order, the remaining amount may be paid using one of the payment methods offered by Santrum Veritas.

10.g Cash Payment and Interest

The credit balance of a promotional voucher shall neither be paid out in cash nor bear interest.

This also applies if the promotional voucher is only partially redeemed or if a balance remains.

10.h Withdrawal, Revocation and Return

If the customer returns or withdraws from goods or services that were paid for in whole or in part with a promotional voucher within the scope of a statutory right of withdrawal or revocation, the price reduction granted by a promotional voucher issued free of charge shall not be refunded in money.

Where possible, and subject to the terms and conditions of the relevant promotion, Santrum Veritas may re-credit the promotional voucher or make it available again. Payments actually made by the customer shall be refunded in accordance with the statutory provisions.

Any statutory right of withdrawal or revocation shall remain unaffected.

For services, the statutory right of withdrawal under the Austrian Distance and Off-Premises Contracts Act shall apply, provided that the contract was concluded as a distance contract or away from business premises. However, this right of withdrawal expires if Santrum Veritas has fully performed the service and the customer has previously expressly agreed that Santrum Veritas may begin performing the contract before expiry of the withdrawal period and has confirmed that they will lose their right of withdrawal upon full performance of the contract.

10.i Transferability

Promotional vouchers are generally transferable, unless the respective voucher or the respective promotional terms and conditions provide for an objectively justified deviating provision.

Santrum Veritas shall be entitled to render performance with debt-discharging effect to the respective holder of the promotional voucher.

This shall not apply if Santrum Veritas is aware, or fails to recognise due to gross negligence, that the respective holder is not entitled to redeem the promotional voucher, lacks legal capacity or acts without the required authority of representation.

10.j Misuse and Right of Review

Santrum Veritas reserves the right to refuse the redemption of a promotional voucher if there are reasonable indications of misuse, unauthorised use, technical manipulation or any other breach of the respective voucher or promotional terms and conditions. Statutory claims of the customer shall remain unaffected.

11. Redemption of Gift Vouchers

11.a Scope of Gift Vouchers

Gift vouchers purchased for consideration via the Santrum Veritas website at <https://santrumveritas.com/> may be redeemed on the Santrum Veritas website for the goods and services offered there, unless otherwise expressly stated in the respective gift voucher or the respective voucher terms.

Gift vouchers may be redeemed in the languages available on the website, in particular German, English and Russian.

11.b Validity Period and Remaining Balance

Gift vouchers and any remaining balance from gift vouchers may be redeemed within the validity period stated on the voucher.

Santrum Veritas generally issues gift vouchers purchased for consideration with a validity period of one year from the date of issue, unless a longer validity period is stated on the respective gift voucher.

If no validity period is stated on the gift voucher, the statutory limitation period shall apply.

Remaining credit shall remain available until the expiry of the respective validity period of the gift voucher and may be redeemed for later orders.

11.c Redemption before Completion of the Ordering Process

Gift vouchers must be redeemed prior to the completion of the ordering process.

Subsequent crediting or offsetting against orders already completed is only possible if Santrum Veritas expressly agrees thereto.

11.d Redemption of Several Gift Vouchers

Several gift vouchers may be redeemed within one order, provided that this is technically possible in the ordering system.

If the redemption of several gift vouchers is not technically possible in the ordering system, the customer may contact Santrum Veritas before completing the order so that a reasonable solution for redeeming the credit can be made possible.

11.e Payment of a Difference

If the value of the gift voucher is not sufficient to fully settle the total amount of the order, the remaining amount may be paid using one of the payment methods offered by Santrum Veritas.

11.f Cash Payment and Interest

The credit balance of a gift voucher shall neither be paid out in cash nor bear interest.

This shall not apply insofar as Santrum Veritas is legally obliged to make a repayment, in particular if redemption of the gift voucher is definitively no longer possible for reasons attributable to Santrum Veritas.

11.g Withdrawal, Revocation and Return

If the customer returns goods or services, or withdraws from or revokes a contract concerning goods or services that were paid for in whole or in part with a gift voucher within the scope of a statutory right of withdrawal or revocation, the amount paid with the gift voucher shall generally be credited back to the gift voucher or made available in the form of a replacement voucher.

The value of the voucher will not be paid out in cash, unless there is a legal obligation to do so.

If the customer has made a payment using another payment method in addition to the gift voucher, this additional amount shall be refunded in accordance with the statutory provisions using the same payment method that the customer used for the original transaction, unless expressly agreed otherwise.

Statutory rights of withdrawal or revocation shall remain unaffected.

For services, the statutory right of withdrawal under the Austrian Distance and Off-Premises Contracts Act shall apply, provided that the contract was concluded as a distance contract or away from business premises. However, this right of withdrawal expires if Santrum Veritas has fully performed the service and the customer has previously expressly agreed that Santrum Veritas may begin performing the contract before expiry of the withdrawal period and has confirmed that they will lose their right of withdrawal upon full performance of the contract.

11.h Transferability

Gift vouchers are transferable, unless expressly stated otherwise in the respective gift voucher or in the respective voucher terms and conditions.

Santrum Veritas shall fulfil the voucher claims with debt-discharging effect by rendering performance to the respective holder of the gift voucher.

This shall not apply if Santrum Veritas is aware, or fails to recognise due to gross negligence, that the respective holder is not entitled to redeem the gift voucher, lacks legal capacity or acts without the required authority of representation.

11.i Loss and Misuse

Santrum Veritas assumes no liability for the loss, theft or unauthorised use of a gift voucher, unless Santrum Veritas is responsible for such loss, theft or unauthorised use.

In the event of a reasonable suspicion of misuse, manipulation or unauthorised use of a gift voucher, Santrum Veritas shall be entitled to temporarily refuse redemption until the entitlement to redeem the voucher has been clarified in a reasonable manner.

Statutory claims of the lawful voucher holder shall remain unaffected.

12. Applicable Law

12.a Choice of Law

All legal relationships between Santrum Veritas and the customer shall be governed by the laws of the Republic of Austria, excluding the United Nations Convention on Contracts for the International Sale of Goods.

12.b Protection of Mandatory Consumer Provisions

If the customer is a consumer within the meaning of the Austrian Consumer Protection Act and has their habitual residence in another country, the choice of law under Section 12.a shall apply only to the extent that it does not deprive the customer of the protection afforded by those mandatory statutory provisions that would be applicable under the

law of the country of the customer's habitual residence in the absence of such choice of law.

12.c Mandatory Statutory Provisions

Mandatory statutory provisions, in particular mandatory consumer protection provisions, shall remain unaffected.

13. Place of Jurisdiction

13.a Place of Jurisdiction for Entrepreneurs

If the customer acts as an entrepreneur within the meaning of the Austrian Commercial Code (Unternehmensgesetzbuch — UGB) or as a legal entity under public law, the court with subject-matter jurisdiction over the registered office of Santrum Veritas shall have local jurisdiction for all disputes arising out of or in connection with the contractual relationship between the customer and Santrum Veritas.

Santrum Veritas, however, is entitled to bring legal proceedings at any court with general jurisdiction designated by the customer.

13.b Customers based Outside Austria

If the customer has its registered office or habitual residence outside the sovereign territory of the Republic of Austria and the contract is attributable to the customer's professional or commercial activity, the court with subject-matter jurisdiction over the registered office of Santrum Veritas shall likewise have local jurisdiction for all disputes arising out of or in connection with the contractual relationship.

In this case as well, Santrum Veritas is entitled to bring legal proceedings at a court of general jurisdiction designated by the customer.

13.c Consumers

If the customer is a consumer within the meaning of Austrian Consumer Protection Act (Konsumentenschutzgesetz — KSchG), the statutory places of jurisdiction shall apply.

These GTC shall not give rise to any agreement on the place of jurisdiction to the detriment of a consumer.

14. Code of Conduct and Quality Standards

Santrum Veritas is not subject to any specific extrajudicial code of conduct, unless expressly stated otherwise on Santrum Veritas' website.

Santrum Veritas does, however, endeavour to adhere to its own quality standards in the provision of goods, services, digital content and other offerings.

Should Santrum Veritas in the future accede to a specific code of conduct or publish binding quality criteria, the corresponding information shall be made readily available on Santrum Veritas' website.

15. Alternative Dispute Resolution

15.a Participation in Voluntary Consumer Dispute Resolution

Santrum Veritas is neither obliged nor willing to participate in a voluntary dispute resolution procedure before a consumer conciliation body, unless there is a statutory obligation to participate.

15.b Statutory Information Obligations

Statutory information obligations concerning alternative dispute resolution remain unaffected.

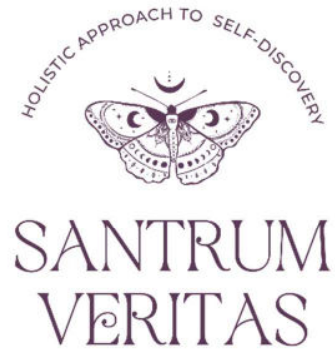
If a dispute arising from a contract for consideration between Santrum Veritas and a consumer cannot be resolved by mutual agreement, Santrum Veritas will inform the consumer, in accordance with the statutory provisions, as to whether Santrum Veritas will participate in proceedings before a competent consumer conciliation body.

15.c Online Dispute Resolution of the European Commission

The online dispute resolution platform operated by the European Commission was discontinued with effect from 20 July 2025.

Santrum Veritas therefore no longer provides a reference to this platform.

As of August 2026



WITHDRAWAL FORM

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

To

Santrum Veritas e.U.
Proprietor: Margarita Eder
Steingasse 6a
4020 Linz
Austria
E-mail: info@santrumveritas.com

I/We (*) hereby withdraw from the contract concluded by me/us (*) for the purchase of the following goods (*) / *the provision of the following service (*)*:

ordered on (*) _____ / received on (*) _____

Name of the consumer(s): _____

Address of the consumer(s): _____

Place, Date (*)

Signature of the consumer(s)
(only in case of notification on paper)

(*) Delete as appropriate.