

General Terms and Conditions (GTC) of MeJuvante GmbH for the Online Store

Version 1.1, September 2026 (Consumers) — English, International edition (customers outside the EU and India)

Section 1 Scope, Provider, Definitions

- (1) These General Terms and Conditions (hereinafter “GTC”) apply to all contracts concluded by consumers (hereinafter “Customer”) via the online store of

MeJuvante GmbH

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35440 Linden, Germany
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Email: working@mejuvante.com
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(hereinafter “Provider”) with the Provider.

Customers in India: contracts with customers located in India are concluded with our group company **MeJuvante Private Limited**, Bengaluru (CIN U74999KA2022PTC159102), and are governed by the separate **Store GTC — India**; these International GTC do not apply to them.

- (2) A consumer within the meaning of these GTC is any natural person acting for purposes that are predominantly outside their trade, business or profession. For contracts with business customers, the Provider’s separate terms for work and services apply.
 - (3) The version of these GTC valid at the time the contract is concluded applies. Any deviating, conflicting or supplementary terms of the Customer become part of the contract only if the Provider has expressly consented.
 - (4) The store offers **digital content and digital products** (e.g. downloadable files, e-books, templates, software) as well as **digital subscriptions and software-based services (SaaS)**. Physical goods are not sold via the store.
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Section 2 Formation of Contract

- (1) The presentation of products in the online store is an invitation to place an order, not a binding offer.
- (2) By clicking the button “Order with obligation to pay” in the final step of the order process, the Customer submits a binding offer to purchase the products in the shopping cart.
- (3) The Provider confirms receipt of the order without undue delay by email. This confirmation of receipt does not constitute acceptance. The contract is formed once the

Provider accepts the order by express confirmation, processes payment, or provides access to the digital product, whichever occurs first.

- (4) Before submitting the binding order, the Customer can correct entries using the usual input functions. All entries are shown again in an order overview before binding submission and can be corrected there.
- (5) Order processing and communication generally take place by email. The Customer must ensure the email address provided is correct and that receipt is not technically prevented (e.g. by spam filters).
- (6) The Provider stores the contract text and sends it to the Customer after conclusion of the contract, together with these GTC and the cancellation policy, on a durable medium (e.g. by email). The contract language is English.

Section 3 Prices and Payment Terms

- (1) All stated prices are in EUR (or USD where displayed). Depending on the Customer's country, additional taxes, customs duties or import charges may apply and are the Customer's responsibility unless shown as included at checkout. As only digital products are sold, no shipping costs apply; any payment service provider fees are shown before completion of the order.
- (2) The prices stated in the store at the time of the order apply.
- (3) Payments are processed by Stripe through a hosted checkout; the payment methods displayed during the order process are available. Payment card data are entered directly with Stripe and never reach the Provider's servers. The Provider may exclude individual payment methods in individual cases.
- (4) Unless otherwise agreed, payment is due upon conclusion of the contract. In the event of late payment, the Provider is entitled to default interest at the statutory rate under German law.
- (5) The Customer may only offset against claims that are legally established or undisputed, and may exercise a right of retention only insofar as it is based on the same contractual relationship.

Section 4 Provision of Digital Content and Products

- (1) Digital content is provided after conclusion of the contract and — for advance-payment methods — after receipt of payment, generally by enabling a download or granting access to a user account/customer area.
- (2) The Customer is responsible for meeting the technical system requirements stated in the product description (hardware and software, compatibility, internet connection).
- (3) Where access data is provided, the Customer must keep it confidential and protect it against access by third parties.

Section 5 Term, Renewal and Cancellation of Subscriptions

- (1) For subscriptions and ongoing digital services (SaaS), the term, billing period and renewal are governed by the product description in the order process.
 - (2) A subscription with a fixed term renews automatically only if the product description so provides. The Customer may cancel a renewing subscription at any time with at least one month's notice to the end of the then-current billing period, unless a shorter notice is stated.
 - (3) The right to terminate for good cause remains unaffected for both parties.
 - (4) The Provider makes cancellation easily accessible, including an online cancellation option in the customer area or store.
 - (5) Cancellations must be made in text form (e.g. email) or via the cancellation option provided in the store.
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Section 6 Updates to Digital Products

- (1) The Provider will supply the updates necessary to keep the digital product in conformity with the contract during the relevant period and will inform the Customer accordingly. For a single supply, the relevant period is determined by the Customer's reasonable expectation; for continuous supply, by the duration of the supply period.
 - (2) If the Customer fails to install a supplied update within a reasonable period, the Provider is not liable for a defect resulting solely from the missing update, provided the Provider informed the Customer of the update's availability and the consequences of not installing it, and the failure to install was not due to defective installation instructions.
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Section 7 Conformity and Defects

- (1) The Provider warrants that the digital product conforms to the agreed specifications upon provision and — for continuous provision — throughout the supply period.
 - (2) If the digital product is defective, the Customer is entitled to the remedies provided by the applicable law, including bringing the product into conformity and, where applicable, a price reduction or refund.
 - (3) Statutory rights of the Customer that cannot be excluded under the mandatory law of the Customer's country of residence remain unaffected.
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Section 8 Rights of Use

- (1) Upon full payment, the Customer receives the simple, non-exclusive, non-transferable right to use the purchased digital content for the contractually intended, private purpose, unless the product description provides otherwise.

- (2) Any reproduction, transfer, distribution, making available to the public or commercial use beyond the agreed scope requires the Provider's prior written consent, unless expressly permitted by applicable law.
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Section 9 Liability

- (1) The Provider is liable without limitation for damages arising from injury to life, body or health, and for damages based on intent or gross negligence of the Provider, its legal representatives or vicarious agents, as well as under mandatory product liability law and to the extent of a guarantee assumed.
 - (2) In the event of slightly negligent breach of a material contractual obligation (an obligation essential to proper performance and on which the Customer may reasonably rely), liability is limited to the foreseeable damage typical for such contracts.
 - (3) In all other respects, the Provider's liability is excluded, irrespective of the legal nature of the claim asserted. Mandatory statutory liability that cannot be excluded remains unaffected.
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Section 10 Data Protection

The Provider is a controller established in Germany and processes personal data in accordance with the EU General Data Protection Regulation (GDPR) and applicable data protection law, irrespective of the Customer's location. Details on the nature, scope and purpose of processing and on the Customer's rights are set out in the separate **Privacy Policy**, available at <https://store.mejuvante.ai/datenschutz>.

Section 11 Voluntary Cancellation Right (Goodwill)

- (1) Independently of any mandatory statutory rights, the Provider grants the Customer a voluntary right to cancel a contract within **fourteen (14) days** of conclusion of the contract, without giving reasons, by a clear statement (e.g. email) to the contact details in Section 1.
- (2) **Digital content (downloads):** This voluntary cancellation right expires once the Provider has begun making the digital content available, provided the Customer expressly consented to the immediate start and acknowledged the resulting loss of the cancellation right at checkout.
- (3) **Digital services / subscriptions:** If the Customer requested that the service begin within the cancellation period, a reasonable amount corresponding to the services already provided may be retained upon cancellation; the right expires upon full performance.
- (4) Where a cancellation is valid, the Provider refunds payments received without undue delay using the original means of payment.

Text modules for the checkout (separate, non-pre-ticked checkboxes) are provided at the end of this document.

Section 12 Final Provisions

- (1) These GTC and the contractual relationship are governed by the law of the Federal Republic of Germany, excluding the UN Convention on Contracts for the International Sale of Goods (CISG). Mandatory consumer protection provisions of the country in which the Customer has their habitual residence remain unaffected where they are stricter.
- (2) Place of jurisdiction, to the extent permitted by law, is Frankfurt am Main, Germany. Mandatory places of jurisdiction for consumers remain unaffected.
- (3) Amendments and additions to these GTC require at least text form.
- (4) Should individual provisions be or become wholly or partially invalid, the validity of the remaining provisions remains unaffected.
- (5) It is the Customer's responsibility to comply with applicable import, export and sanctions laws in connection with the use of the digital products.

Model Cancellation Form

(If you wish to cancel the contract, please complete this form and return it.)

To

MeJuvante GmbH

Robert-Bosch-Str. 4b, 35440 Linden, Germany

Email: working@mejuvante.com

I/we () hereby cancel the contract concluded by me/us () for the provision of the following digital content / service (*):

- Ordered on () / received on (): _____
- Name of customer(s): _____
- Address of customer(s): _____
- Date: _____
- Signature of customer(s) (only for notification on paper): _____

() Delete as appropriate.*

Text modules for the order process (separate checkboxes — do not integrate into the GTC)

For digital content (downloads):

> "I expressly consent to MeJuvante GmbH beginning provision of the digital content before the end of the 14-day cancellation period. I understand that I lose my cancellation right once provision begins."

For digital services / subscriptions:

> "I expressly request that MeJuvante GmbH begin providing the service before the end of the

MeJuvante GmbH

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cancellation period. I understand that I lose my cancellation right upon full performance and that, if I cancel before full performance, a proportionate amount for services already provided may be retained.”