

## Terms and Conditions for Internet Services

### 1. Agreement:

This Agreement (the "Agreement") sets out how ANNADAVE SL, hereinafter known as **PC Doctors at Electronbox** will assist you the customer to access IPTV services. For the purposes of this Agreement, "you" and "your" shall refer to the individual who wishes to use the Services, by

1. your submission of an order;
2. your acceptance of the Terms of Service electronically during registration;
3. your acceptance of Internet services.

The agreement forms a part of the quotation to you for IPTV services and refers to our standard terms and conditions for the provision of goods and services. **PC Doctors at Electronbox** are acting as your agent to facilitate your access to internet services.

### 2. Authorized User, Use, and Responsibility:

- 2.1 Term:** This Agreement goes into effect on the date of signature of this Agreement and shall continue until cancelled or terminated by either party as permitted by this Agreement.
  - 2.2** You must be 18 years of age or older and have the legal authority to enter into this Agreement. You affirm that the information you supplied is correct and complete.
  - 2.3** You understand that all information provided by you will be relied upon by the supplier for the provision of Services thus shall be true and accurate. You agree that **the supplier** may disable or terminate the Services in the event that you provide false or incorrect information. You shall promptly notify **PC Doctors at Electronbox** whenever your personal information or billing information changes (including for example, your name, address, telephone number, and credit card number and expiration date).
  - 2.4** You agree to use the Services for personal use only and in compliance with the current laws on public broadcasting, Authorized Use Policy and any applicable laws and regulations. If you want to subscribe to **The Supplier** for Service and Equipment for a commercial establishment, you must first contact **PC Doctors at Electronbox** and obtain written approval from **The Supplier**. We have no control over the decision of the supplier in this regard.
  - 2.5** You accept that PC Doctors at Electronbox is acting as your agent and is providing assistance to you for access to IPTV Services.
  - 2.6 Payment of Charges:** You agree to authorize **PC Doctors at Electronbox** to charge your credit card / to Direct Debit / to accept payment from you for the agreed services. There is a SEPA mandate which needs to be signed for direct debit authorisation.
  - 2.7 Shipping and Handling Fees:** The charges for home delivery, installation, configuration, and registration are non-refundable if you change your mind or non-performance is beyond our control.
  - 2.8 Equipment:** To receive the Services on your Television set from **The Supplier**, you may purchase or otherwise possess the equipment, which constitutes mainly but not limited to an IPTV server device or Android Device (the "Equipment"). Various cables are also necessary. You need to have an HDMI enabled TV. We recommend a cable connection between router and TV, although a wireless connection is also possible.
- 3 Return Policies:** You may return the equipment purchased from **PC Doctors at Electronbox** within 7 days after you receive your equipment. PC Doctors at Electronbox will refund you the equipment amount paid only after we receive the equipment back from you in its entirety including all packaging and documentation and we have checked that it still works. Customers are responsible for all shipping fees both ways. Shipping fees are non-refundable. All Subscription fees paid are non-refundable.
- 4 Customer Information:** **PC Doctors at Electronbox** maintains your personal identification information for the purpose of account management, billing, customer support, and service management. You agree to abide by our terms and conditions for Data Protection.
- 5 Customer Service:** If you have any technical faults and administration questions or want to request any changes in your account, you may contact **PC Doctors at Electronbox** Customer Service either by calling 902007202 or sending an e-mail to [info@electronbox.net](mailto:info@electronbox.net). All services are offered during normal business hours. Should you wish to have a remote support service, please contact reception for more details. The subscription does not include technical or remote support.
- 6 Programming:** **PC Doctors at Electronbox** is not responsible for the TV content and does not guarantee nor claims any rights to the content. **The Supplier** is providing the streams of all the channels as they are available online via the Internet.
- 7 Changing the Term of Service:** Sometimes, **The Supplier** will change the Terms of Service. Sometimes **The Supplier** will change the content. **PC Doctors at Electronbox** has no control over this.
- 8 Limitation of Liability:** **The Supplier** aims to provide a continuous, high-quality customer service, but **PC Doctors at Electronbox** does not warrant that the services provided by **The Supplier** will perform at a particular speed or will be uninterrupted, or error-free. The Services can vary depending on location, line quality, local wiring, Internet traffic, and other factors beyond the control of **The Supplier** and the agent **PC Doctors at Electronbox** who are acting on your behalf.
- 9 PC Doctors at Electronbox** will use best endeavours to deal with Supplier-related issues on behalf of the customer.

Signed on behalf of PC Doctors at Electronbox

Customer signature

Print name & Date