

TERMS OF USE OF THE SERVICE

I. RECEIVING THE SERVICE

The **SUPPLIER** delivers the service that the **CLIENT** has ordered and paid for within a deadline of 24 hours. In the event that the **CLIENT's** actual monthly traffic exceeds the limit set by the respective subscription plan, the service will be terminated until the next billing period.

The **SUPPLIER** notifies the **CLIENT** when 80% of the monthly limit has been reached on the e-mail address that the **CLIENT** has entered in their **CLIENT** profile.

II. PAYMENT FOR THE SERVICE

The price of the service includes all applicable fees and taxes and is in Bulgarian Lev (BGN). The announced prices are valid at the time of their publication, and the **SUPPLIER** reserves the right to change them without notice at any time.

The initiation of the service begins after the payment of the specified amount.

The **CLIENT** is obliged to pay the full amount of the fee before the **SUPPLIER** begins the delivery of the service.

The **SUPPLIER** temporarily stops the service if the **CLIENT** does not pay for its renewal within 7 (seven) days after the renewal date.

III. PAYMENT THROUGH CREDIT/DEBIT CARD

The **CLIENT** can make a payment via Credit/Debit Card/PayPal through the Client Area > Invoices > My Invoices. To do this, select the invoice that needs to be paid and from the dropdown menu under "Payment Method," choose Credit/Debit Card/PayPal and click the Pay button. The system automatically redirects to an external secure portal of BORICA/PayPal, where you can pay with your card. The payment is reported after successful authorization of the transaction.

IV. TERMINATION OF THE SERVICE

The **CLIENT** may terminate the service at any time, with or without reason, through the Client Area.

The **SUPPLIER** temporarily stops the service if the **CLIENT** does not pay for its renewal within 7 days after the renewal date. If payment is not received within 14 days after the service is stopped, it will be terminated and the data will be deleted from the **SUPPLIER'S** servers and backups.

Reactivation of a deleted service/account can be done after paying the respective fee for renewing the specific service within a minimum of three working days.

V. SERVICE CANCELLATION, DEACTIVATION, OR ACCOUNT DELETION

The **CLIENT** may cancel their Services and deactivate and delete their account at any time by using the "Account Deactivation" button from the menu in the Client Area on the **SUPPLIER'S** website. The account is deactivated immediately after confirmation by the **CLIENT**, and all data subject to deletion, including the contents of the service disk, archives, backups, and personal information, are deleted. The **CLIENT** owes penalties for the period from termination until the date on which the pre-declared service period expires,

and accordingly, the refund of prepaid fees for future periods may not be performed, except in the cases provided for in the General Terms and Conditions.

The **SUPPLIER** reserves the right to suspend any **CLIENT's** access to their account and services if the **CLIENT's** service is used to violate the General Terms and Conditions or for another reason at the discretion of the **SUPPLIER**.

The **SUPPLIER** notifies the **CLIENT** of the service deactivation and reserves the right to terminate the service without notice in case of prolonged and/or frequent violation of the General Terms and Conditions by the **CLIENT**. In the event of proven illegal or unacceptable activity, the **SUPPLIER** begins an investigation, and all of the **CLIENT's** services are deactivated until its completion. Prior notification of the **CLIENT** is not mandatory, and at the discretion of the **SUPPLIER**, the latter has the right to report to the relevant law enforcement authorities. During the suspension of the service, the **SUPPLIER** does not owe compensation or refund of fees paid by the **CLIENT**.

The **SUPPLIER** reserves the right to terminate the **CLIENT's** service without stating a specific reason, providing a 30-day notice and refunding all prepaid fees for future periods for the time the service was not used.

VI. REFUND OF FEES

In the event that the **CLIENT** wishes to cancel a service without stating a reason, the **SUPPLIER** will refund all fees only if the cancellation request is made within 15 (fifteen) days from the date of the initial activation of the service.

The refund of fees is carried out within 30 (thirty) calendar days in the same way of payment that was used by the **CLIENT** when paying for the service.

The **CLIENT** has the right to be refunded the fees for any period of interruption or significant deterioration in the quality of the service, provided that they claim this within 7 (seven) days.

In all other cases, the decision for partial or full refund of fees is entirely at our discretion and assessment. In the event that the **CLIENT** initiates a dispute, chargeback, or any other kind of payment contestation with the payment system used to make payments to us, it is possible that all Services will be terminated without issuing a refund of fees. We kindly ask you to first make an inquiry to us to avoid this.