

Specific conditions

Business mail address, Service office & other mail services

Article 1

Definitions

1.1 A Business mail address can be registered at the Chamber of Commerce as a postal address or branch office at the location offered by Flexado. The Client may communicate this postal address to third parties. It is emphatically not permitted to register a business mail address as the head office of the Client.

1.2 A Service office can be registered at the Chamber of Commerce as place of establishment at the proposed location, if there is a situation of lasting exercise of the activities of the enterprise or legal person by the Client from that location. The terms and conditions for a registered address are stipulated in the guidelines of the Chamber of Commerce. The Client will receive a Service summary for this.

1.3 Mail service is a service of Flexado whereby Flexado processes the postal items of the Client correspondingly.

Article 2

Applicability general conditions and specific conditions

2.1 Besides these specific conditions Business mail address, Service office & other mail services, also the general conditions of Flexado apply, which are an integral part of the agreement(s) between Client and Flexado.

Article 3

Mail

3.1 To the Client will be attributed a mail address and/or a registered address at a location offered by Flexado.

3.2 The Business partner of Flexado will receive the mail items addressed to the Client and will periodically forward them to Flexado. The mail items will be processed periodically in conformity with the arrangement.

3.3 The mailing costs, increased by administration charges of 25% as well as increased by € 0.80 per A4 envelope, will be invoiced each month on the 15th to the Client. For larger envelopes, a surcharge is applied.

3.4 The payment term is 14 days after invoice date.

3.5 The Client authorizes Flexado to accept mail items and parcels, whereby this always takes place at the expense and risk of the Client and whereby any possible additional costs will be charged to the Client.

3.6 Flexado will not accept objects heavier than 1.5 kg, bigger than 45 cm in length, width, or height, or more voluminous than 0.03 M3, or containing dangerous, live, or perishable goods. Flexado reserves itself the right, at its own discretion, to send back uncollected items or to refuse acceptance of objects if these in any reasonable sense exceed what is normal for postal parcels. Mail items or parcels against cash payment on delivery are not accepted.

3.7 In the event that, for whatever reason, mail items are lost, this is emphatically at the risk and expense of the Client and not at those of Flexado or Business partner.

3.8 Writs from court officers, injunctions, and registered mail will in principle not be accepted. Considering the nature of such documents, it cannot be excluded that the intended items are left behind by the court officer, meaning that the items will still be considered as received by the Client. Flexado and Business partner are not liable on account of (presumed) damage as a result.

3.9 Use of the mail address for retailing purposes, including the frequent inflow of shopping public, is not permitted.

3.10 On request of the Client, mail items can be forwarded by express mail or courier. The costs of this will be charged to the Client.

Article 4

Compliance

4.1 Before starting up a virtual office, the Customer must provide all documents that are in line with the applicable local compliance legislation. For example, a legalized proof of identity (passport, ID or driver's license), a valid extract from the trade register of the Chamber of Commerce and proof of private address. The extract from the Chamber of Commerce may not be older than months.

4.2 The Client is obligated to communicate the UBO (ultimate beneficial owner) to Flexado.

Article 5

Location

5.1 At the location, the "house regulation" of the Business partner of Flexado applies. Per location, house regulations may vary. The house regulations can be requested per location. The house regulation of the relevant location is integrally applicable to the legal relationship between Flexado and the Client. The Client is obligated to strictly observe the house regulation at all times.

Article 6

Termination

6.1 If the agreement between Flexado and the Client ends, Client is obliged to communicate his/her mail address and/or registered address as soon as possible, though in any case no later than within three days after termination of the agreement, to the trade register of the Chamber of Commerce and to make sure that the mail address and/or registration address is no longer registered to one of the locations of Flexado.

6.2 If the Client does not, or does not timely comply with what is stipulated in the preceding, Flexado will inform the trade register of the Chamber of Commerce regarding the change of the mail address and/or registered address of the Client. For the matter, costs will be charged to Client in the amount of € 65, excl. VAT. These charges will be set off against the security deposit or, if the security deposit is not sufficient, they will be invoiced separately.

6.3 From the moment that the agreement between Flexado and Client has ended, mail parcels and letters received by Business partner subsequently will be returned to the sender. Flexado does not accept any liability in the matter. The cost of returning mail parcels after termination of the agreement will be billed to Client and will be set off against the security deposit.

Article 7

Right of relocation

7.1 If the Business mail address or Service office for whatever reason is no longer available, Flexado has the right to relocate the Client to a comparable location.

7.2 The customer will locally cooperate with this relocation and on request will sign all necessary forms.

7.3 Flexado has the right to cancel the contract with due observance of a term of 1 month if the Business Center where the customer is located have ended its operations.

7.4 Any costs resulting from a move, come at the expense and risk of the customer. Flexado is not responsible for these costs.

Article 8

Archiving

8.1 If the Client has opted for the archiving of his/her mail items, the following applies:

- to the requisitioning of archived mail items, additional costs apply which will be communicated in advance.

- the costs of requisitioning depend on the delivery time requested.

- if the client has not complied with his payment obligation toward Flexado, the latter has the right to destroy the archived mail items after a minimum of six months. Mail items received after termination of the agreement will be returned to the sender.

Flexado accepts no liability whatsoever.

Article 9

Scanning and forwarding by e-mail.

9.1 If the Client chooses to have his/her mail items scanned and forwarded through e-mail by Flexado and/or Business partner, the Client authorizes Flexado and Business partner to open his/her mail items.

9.2 The Client is responsible for the correct provision of an accurate e-mail address.

9.3 Flexado uses Myflexado to send the documents.