

## GENERAL TERMS AND CONDITIONS

### 1. INTRODUCTION

These Terms and Conditions govern all consultancy, brokerage, and direct assistance/support services provided by Algoz FZ-LLC (trading as "Algoz" and "Algoz Group"), registered at RAKEZ under Trade License No. 5033995 and TRN 4071452. Licensed activities include Lifestyle Development Consultancy, Businessmen Services, Services Broker, Destination Management and Retail Sale of Travel and Entertainment Services. By making payment, the client acknowledges and accepts these terms. A copy is attached to every invoice.

### 2. NATURE OF SERVICES

Algoz FZ- LLC provides consultancy destination management, businessmen services, brokerage and direct assistance/support to clients. This includes: Consultancy and Brokerage: 1) Strategic advisory, threat assessments, quotation preparation, and coordination with licensed third- party partners for operational execution (e.g., security, transportation, travel). We do NOT directly execute brokered services. 2) Direct Assistance and Support: Under Businessmen Services and Destination Management, we offer hands- on administrative facilitation, itinerary planning, all arrangements, travel bookings, reception coordination and on- site client support within RAKEZ- permitted scopes.

**2.1 Service Hours and Scheduling:** Services are provided within pre-agreed time windows as specified in the invoice or confirmed via official enquiry (email or WhatsApp). Standard service windows may be 8, 10, 12, or 24 hours, or other durations as required and agreed. Unless otherwise specified, a standard service day is considered to run from 08:00 to 20:00. Algoz offers flexibility for the Client to propose an alternative start time, subject to the agreement of both the assigned professional(s) and Algoz management. The final scheduling of service hours is contingent not only on the Client's needs but also on operational factors including, but not limited to, hotel booking logistics, professional transportation, and overall mission planning. Therefore, any specific or non-standard service window must be mutually agreed upon in writing by both parties prior to confirmation.

**2.2 Applicable Time Zones:** For all administrative communications, enquiries, and support coordination, Algoz FZ-LLC operates based on the standard time of the United Arab Emirates (Gulf Standard Time, GST). All deadlines, response times, and scheduled calls referenced in these Conditions or related correspondence are to be interpreted according to UAE time unless explicitly stated otherwise. During the execution of services, all operational schedules, including start times, end times, and on-site coordination, will adhere to the local time of the city or country where the service is being provided. It is the Client's responsibility to be aware of and account for any time differences between the UAE and the service location.

**2.3 Algoz Signature Service (Non-Limited Engagement):** For engagements designated as "Algoz Signature Service," Algoz is granted broader autonomy to exercise its professional judgment and discretion in the execution of services. To provide the utmost level of service to the VIP(s), Algoz reserves the right to make operational changes, hire services, and take necessary actions autonomously. The Client shall provide comprehensive personal and preference profiling information in advance to minimise unnecessary communication during service delivery. Furthermore, to facilitate swift execution, the Client must establish agreed and efficient payment methods with our designated agent(s), such as providing dedicated credit card details or authorising access to a specified bank account. The appointed Algoz

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operative will act as the responsible and autonomous lead for all logistical decisions, including making and cancelling bookings, communicating with third parties, and hiring suppliers. In all matters, especially concerning logistics and the personal security of the VIP, decisions will be guided by the following priority order: 1) Safety as the prime and non-negotiable priority; 2) The VIP's personal preferences and direct decisions; 3) The operative's own professional judgment to ensure service excellence.

### 3. DEPOSIT AND PAYMENT POLICY

3.1 Deposit Requirement: A deposit is required for all new clients (negotiable for returning clients), as specified in the quotation/invoice.

3.2 Determination of Deposit: Deposits vary by mission urgency and scope; full prepayment may be required.

3.3 Non- Refundable Deposits:

- Services commencing within 30 days: All payments are fully non-refundable immediately upon payment.

- Services commencing more than 30 days from the service start date: Payments are refundable only within seven (7) calendar days from the payment date. After this 7-day period, all payments become strictly non-refundable, regardless of the scheduled start date.

- Consultancy fees (including but not limited to quotation preparation, threat assessments, and partner coordination costs) are non-refundable under all circumstances.

- Primus Services (Algoz No Limit Engagement, Algoz Gift Experience, and Algoz Top Secret) are subject to a non-refundable €2,000 consultancy fee, with all additional execution costs charged separately and non-refundable once incurred.

3.4 Accepted Payment Methods:

- Bank Transfers
- Credit/Debit Cards
- Cash (prior agreement only)
- Cryptocurrencies: BTC, ETH, USDT and USDC (with Deus X Pay. [www.deusxpay.com](http://www.deusxpay.com), a platform duly approved in the UAE by VARA). The minimum amount for crypto payments is AED 20,000. All crypto payments are subject to compliance checks, exchange rate fluctuations and applicable platform fees, and are considered final once confirmed on the blockchain.

3.5 Payment Schedule: Full payment required before service coordination or direct assistance commences.

3.6 Consultancy and Administrative Fees: The Client acknowledges and agrees that Algoz may charge consultancy fees for preparatory and administrative work undertaken prior to the final confirmation and payment for a core service. This includes, but is not limited to, activities such as contacting and negotiating with multiple suppliers, conducting

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detailed availability checks, and the professional preparation of customised quotations and invoices. Such fees will be communicated transparently and require the Client's authorisation before work commences.

**3.5 Contingency and Unexpected Costs:** In order to ensure the seamless and proper execution of a requested service or task, Algoz reserves the right to charge for reasonable, unexpected costs that arise as a contingency. The Client agrees to be billed for such necessary expenditures. A primary example includes a scenario where a supplier (not directly hired or managed by Algoz) fails to deliver, and Algoz must urgently source and engage a replacement service to maintain the integrity and quality of the VIP service without interruption. All such contingent costs will be justified, documented, and require prior or immediate post-facto authorisation from the Client, depending on the urgency of the situation.

**3.6 Advanced Budget and Dedicated Payment Methods:** For certain services, Algoz may require the Client to provide a dedicated credit card to the assigned operative or agent to facilitate immediate payments. Alternatively, or additionally, the Client may be required to provide an advanced budget. This budget shall be deposited into a designated Algoz account or provided in cash to the operative, strictly for use under the pre-agreed scope of the services or task. The advanced budget is to be used solely for mission-related expenditures and the direct needs of the VIP. Any unused portion of this advanced budget is refundable to the Client upon the conclusion of the task or service window, minus any applicable transaction, transfer, or bank fees incurred.

**3.7 Urgency Fees:** Any service requested within 7 days' notice before the requested execution date incurs an extra fee of 1,100 to 1,900 AED. For services requested within 48 hours' notice, an extra fee of 1,900 to 10,700 AED applies, depending on the complexity or urgency of the request. This urgency fee policy also applies to new or additional tasks requested within the specified notice periods during an ongoing service engagement. Furthermore, any extra necessary costs incurred to fulfil an urgent request—such as last-minute accommodations, transportation for professionals, or premium third-party service charges—will be billed to the Client in addition to the base urgency fee.

**3.8 Service Hours and Extra Time Charges:** Professional services are offered in standard time windows (e.g., 8, 10, 12, or 24 hours, or other agreed window in the quote). Unless otherwise agreed in writing, the standard daily service window is considered to be from 08:00 to 20:00 local time at the service location. Algoz may accommodate requests to start earlier or later than this standard window, subject to the availability and agreement of both the assigned professional and Algoz management. Any service time extending beyond the agreed-upon end time will be considered extra time and billed accordingly at the rates specified and approved in the client's quotation. For billing purposes: a grace period of 10 minutes is permitted; after 10 minutes past the agreed end time, 50% of the hourly rate will be charged for the first quarter hour. After 25 minutes (one quarter of an hour) past the agreed end time, 100% of the hourly rate will be charged for each additional hour or part thereof.

#### **4. CANCELLATION, REFUNDS & FORCE MAJEURE**

**4.1 Eligibility for Refunds:** Refunds only if no preparations started (e.g., partner bookings, allocations, administrative setups).

**4.2 Urgent Services:** Tasks within less than 30 days: non-refundable.

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4.3 Cancellations by Algoz Group: If Algoz or partner cannot fulfil, partial/full refund issued (less incurred costs).

4.4 Force Majeure: Partial refund; incurred costs non-refundable.

4.5 Third- Party Costs and Authorisation: Third- party costs require written client authorisation; subject to provider policies.

4.6 Rescheduling: more than 30 days in advance, subject to availability.

## 5. CLIENT RESPONSIBILITIES

Provide accurate information promptly. Notify changes immediately. Comply with all local laws, KYC procedures, partner requirements and authority approvals. Authorise third-party costs in writing.

## 6. LIMITATION OF LIABILITY

Algoz FZ- LLC shall not be liable for indirect/consequential damages. Maximum liability: total fees paid for the specific service. No liability for partner actions, local authority refusals, or outcomes beyond our consultancy/brokerage/direct support scope.

## 7. DISPUTE RESOLUTION

Amicable negotiation first. Unresolved disputes: binding arbitration under RAKEZ Authority rules, Ras Al Khaimah.

## 8. GOVERNING LAW

Laws of the United Arab Emirates and RAKEZ Regulations.

## 9. AMENDMENTS

Algoz FZ- LLC may amend these terms. Updates communicated via email/invoice and effective immediately.

## 10. COMPANY INFORMATION

Algoz FZ- LLC Trade License: 5033995 | TRN: 4071452 Compass Building - Al Hulaia, VUNE0977, Ras Al Khaimah, UAE Manager: Filipi Rodrigues Oliveira Silva Email: [service@algozgroup.com](mailto:service@algozgroup.com) | Tel: +971 50 869 4209 All activities comply with UAE laws, RAKEZ rules, and require competent authority approvals where applicable.

## 11. PRIVACY POLICY AND DISCLOSURE AGREEMENT

At Algoz FZ- LLC (trading as Algoz Group), we are dedicated to protecting the privacy and confidentiality of our clients' personal information. Our commitment ensures compliance with Federal Decree- Law No. 45/2021 on the

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Protection of Personal Data (PDPL) and RAKEZ regulations while delivering exceptional consultancy, brokerage, and direct assistance/support services.

We process personal data solely for service coordination and guarantee its confidentiality and security.

Brokerage and Third- Party Coordination Algoz FZ- LLC operates as a licensed Services Broker (RAKEZ Activity: Services Broker). We do not directly provide security, transportation, concierge, or other operational services. All such services are facilitated through vetted, licensed third- party partners in compliance with local laws. Client data is shared solely with these partners on a need- to- know basis, with all parties bound by strict confidentiality obligations.

**Data Confidentiality** Algoz FZ- LLC upholds rigorous confidentiality principles to protect all client data and personal information. We comply strictly with applicable privacy laws and regulations, ensuring information is never used for commercial or marketing purposes.

**Minimal Sharing** Client information is shared with third- party companies or professionals only when strictly necessary to execute our services. We share the minimum information required, with a strong emphasis on protecting sensitive data.

**Data Sharing Consent for Service Execution:** The Client and VIP expressly agree and consent to Algoz FZ-LLC collecting, processing, and sharing their personal data with necessary third-party partners for the sole purpose of facilitating all aspects of service delivery. This includes, but is not limited to, essential onboarding procedures, service coordination, securing access to tickets and venues, arranging transportation and flights, managing hotel and accommodation bookings, and any other logistical requirements fundamental to the execution of the requested services. All data sharing will be conducted in strict compliance with our Privacy Policy and applicable data protection laws.

**Safety and Legal Compliance** In rare circumstances where client safety or legal obligations require it, information may be disclosed to relevant authorities. Such disclosures are handled with utmost discretion and full compliance with privacy legislation, always prioritising the client's well- being.

**Agent Privacy** to safeguard operational integrity and client confidentiality, we enforce strict protocols to protect the identities of our agents and personnel involved in missions.

**Mission- Specific Information** We do not disclose live locations, venue names, or mission- specific details to any external party not directly involved in the service. This protects client security and ensures operational confidentiality.

**Data Retention** Unnecessary client data is promptly deleted following mission completion. Essential information may be securely retained for future engagements, in accordance with data retention regulations and client instructions.

**Communication Protocols** All communication with clients is handled by our main concierge or designated Principal Protection Officers (PPOs). When missions are delegated, clients are introduced to the assigned team through official, controlled channels to ensure security and transparency.

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**Encryption and Security Measures** We implement robust encryption methods and advanced security technologies to protect data in transit and at rest. These safeguards are designed to prevent unauthorised access and uphold data integrity.

**Non-Disclosure Agreements (NDAs)** All Algoz FZ- LLC personnel and third- party collaborators are bound by strict NDAs, ensuring continued confidentiality throughout and after the execution of services.

**Regular Privacy Audits** We perform regular audits and assessments to evaluate privacy procedures, identify vulnerabilities, and strengthen data protection practices.

**Client Consent** Client consent is always obtained before sharing personal information with third parties, unless required by law or for immediate safety reasons. This maintains transparency and respect for individual preferences.

**Training and Awareness** Our personnel undergo continuous training in data protection, cybersecurity awareness, and best practices to prevent social engineering attacks and unauthorised disclosures.

**Jurisdiction** This Privacy Policy and Disclosure Agreement shall be governed by and construed in accordance with the laws of the United Arab Emirates. Any disputes arising in connection with this policy shall be subject to the exclusive jurisdiction of the courts of the UAE.

**Data Subject Rights (UK & EU Clients)** Clients located in the United Kingdom or the European Union may have specific rights under applicable data protection laws (e.g., UK GDPR or EU GDPR), including the right to access, correct, delete, or restrict their personal data. Requests to exercise these rights may be sent to: [service@algozgroup.com](mailto:service@algozgroup.com).

**Data Breach Notification** In the unlikely event of a data breach affecting your personal information, Algoz FZ- LLC will notify affected clients as promptly as possible and in accordance with applicable data protection regulations.

**Children's Data** Algoz FZ- LLC does not knowingly collect or process information relating to individuals under the age of 18 without verified consent from a parent or legal guardian.

#### **About Algoz Group Website and Social Media**

**Links to Other Websites** Our website may contain links to external websites not operated by us. Algoz FZ- LLC is not responsible for the privacy practices of third parties. We encourage clients to review the privacy policies of all websites visited via external links. All images and content used on [www.algozgroup.com](http://www.algozgroup.com) are either royalty- free, sourced from our web builder's authorised libraries, or created by our internal team.

**Information Security** Client information is stored on secure servers and protected by industry- standard administrative, technical, and physical safeguards. While we take all reasonable precautions, no data transmission over the internet or wireless networks can be fully guaranteed as secure.

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**Client and Principal Responsibility** Clients and principals are expected to collaborate with our team in adhering to privacy and operational protocols. This mutual cooperation helps ensure the highest level of safety and confidentiality throughout the engagement.

**Legal Disclosure** We may disclose personal data if legally obligated, including in response to court orders, subpoenas, or when acting in good faith to protect the rights, property, or safety of clients or the public, or to investigate suspected fraud.

**Artificial Intelligence** All content published on our website, brochures, emails, and communication platforms is authored by human professionals. The use of AI is limited strictly to grammatical and orthographic proofreading.

**AI tools** may be used to enhance the quality and efficiency of mission preparation and execution. However, every action, decision, and operational task is executed by experienced and qualified professionals in the relevant field.

**Contact Information** For any questions regarding this Privacy Policy and Disclosure Agreement or to exercise your data rights, please contact our Data Protection Officer (DPO) and CEO Manager:

Filipi Rodrigues Oliveira Silva (aka Filipi Algozzino): [donfilipi@algozgroup.com](mailto:donfilipi@algozgroup.com)

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All activities comply with UAE laws, RAKEZ rules and require competent authority approvals where applicable.

#### 11.1 Privacy and Data Protection

The Services and your relationship with Algoz are subject to Algoz's privacy policy, incorporated into these Conditions by reference. <https://www.algozgroup.com/algoz-privacy-policy> This applies at all times to any data collected from you, in compliance with Federal Decree-Law No. 45/2021 on the Protection of Personal Data (UAE PDPL).

<https://u.ae/en/about-the-uae/digital-uae/data/data-protection-laws>

#### 11.2 Assignment

(a) Algoz may at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights under these Conditions and may subcontract or delegate in any manner any or all of its obligations under these Conditions to any third party or agent.

(b) The Client shall not, without the prior written consent of Algoz, assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under these Conditions.

#### 11.3 Waiver

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(a) A waiver of any right under these Conditions is only effective if it is in writing and shall not be deemed to be a waiver of any subsequent breach or default. No failure or delay by a party in exercising any right or remedy under these Conditions or by law shall constitute a waiver of that or any other right or remedy, nor preclude or restrict its further exercise. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.

(b) Unless specifically provided otherwise, rights arising under these Conditions are cumulative and do not exclude rights provided by law.

#### 11.4 Severability

(a) If a court or any other competent authority finds that any provision of these Conditions (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed deleted, and the validity and enforceability of the other provisions of these Conditions shall not be affected.

(b) If any invalid, unenforceable or illegal provision of these Conditions would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

#### 11.5 No partnership

Nothing in these Conditions is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between the parties, nor constitute any party the agent of another party for any purpose. No party shall have authority to act as agent for, or to bind, the other party in any way.

#### 11.6 Third parties

A person who is not a party to these Conditions shall not have any rights under or in connection with it.

#### 11.7 Entire agreement

These Conditions constitute the entire agreement between the parties and supersede all previous agreements and arrangements (if any) whether written, oral or implied between the Client and Algoz. For the avoidance of doubt, nothing in this clause shall operate to exclude or limit the liability of any party in respect of fraud. The Client acknowledges that, in entering this Agreement, he/she has not relied on any representations by Algoz other than those expressly set out in these Conditions.

#### 11.8 Governing law and jurisdiction

These Conditions, and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, the laws of the United Arab Emirates (federal laws as applicable in Ras Al Khaimah), and the parties irrevocably submit to

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the exclusive jurisdiction of the competent courts of Ras Al Khaimah / UAE (or DIFC/ADGM courts if elected for commercial disputes).

Note (expert input): In UAE mainland/RAKEZ contracts, foreign law choices are often not enforced if a UAE nexus exists; UAE courts may apply UAE law regardless. Consider arbitration (e.g., DIAC) for better predictability. <https://www.tamimi.com/law-update-articles/choice-of-law-and-jurisdiction-provisions-in-the-uae>

## 12. CLIENT AND VIP RESPONSIBILITIES

At Algoz FZ- LLC (trading as Algoz Group), our commitment to safety, discretion, and operational excellence relies on the full cooperation of our clients and VIPs. By engaging our consultancy, brokerage, and direct assistance/support services, all clients and VIPs acknowledge and agree to the following responsibilities under UAE laws and RAKEZ regulations:

**Confidentiality and Non- Disclosure** Clients and VIPs are strictly prohibited from disclosing any sensitive information related to Algoz FZ- LLC's personnel, operatives, operational procedures, logistics, mission details, or third- party

partners. This includes information concerning assigned agents, Personal Protection Officers (PPOs), team leaders, or representatives of our partner organisations. Disclosure—whether intentional or negligent—may compromise mission success, endanger lives, or violate confidentiality obligations.

Clients and VIPs agree to comply with any specific non- disclosure instructions issued by Algoz FZ- LLC operatives or representatives. Refusal may lead to immediate operational changes or termination of services to protect safety and confidentiality.

**Conduct and Behaviour** Clients and VIPs agree to conduct themselves in a respectful, cooperative, and safety-conscious manner throughout all engagements. Specifically, they agree not to:

- Escalate volatile situations or engage in confrontational behaviour;
- Become intoxicated or operate under the influence of drugs or controlled substances (except medically prescribed) during any period in which services are rendered;
- Act in ways that endanger their own safety, the safety of assigned operatives, or others present.

**Compliance with Guidance** Clients and VIPs must follow all safety recommendations, logistical instructions, and operational protocols provided by Algoz FZ- LLC operatives, PPOs, and team leaders. These measures ensure seamless execution and mitigate risks in compliance with local laws.

**Operational Adaptation and Mission Abortion** Algoz FZ- LLC reserves the right to immediately alter or abort any mission or service if the client or VIP deliberately compromises protocols, disobeys instructions, or endangers themselves or operatives.

Such alterations may include:

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- Early extraction from a location;- Cancellation of unsafe activities;- Transfer of the VIP to a secure location;- Temporary suspension of the service;- Modification of the itinerary or travel route;- Withdrawal of operatives from the mission.

**Accountability and Assumption of Risk** By engaging our services, clients and VIPs acknowledge responsibility for their own conduct, legal compliance, and safety. Failure to cooperate may expose them to increased risk, for which Algoz FZ- LLC cannot be held liable.

#### **Know Your Customer (KYC) Procedures**

As part of our commitment to legal compliance, security, and fraud prevention, Algoz FZ-LLC is required to verify the identity of our clients. Prior to the confirmation of any booking or the commencement of any service, the Client must complete our KYC process. This will involve submitting clear, valid copies of government-issued photo identification (e.g., passport, national ID card, or driver's license) and proof of address (e.g., a recent utility bill or bank statement) as requested. All information provided will be handled in strict confidence in accordance with our Privacy Policy. We reserve the right to delay or refuse service if satisfactory KYC documentation is not provided in a timely manner.

#### **13. COMMISSIONS AND PERFORMANCE**

You acknowledge that Algoz reserves the right to accept commissions upon the supply of products or performance of services by any Supplier.

Algoz shall use its reasonable endeavours to meet any performance dates specified, but any such dates shall be estimates only and time shall not be of the essence for performance of any Services.

Algoz shall have the right to make any changes to the Services which are necessary to comply with any applicable law or safety requirement, or which do not materially affect the nature or quality of the Services and Algoz shall notify the Client in any such event.

Services will be provided in English (and in other languages depending on the location of the Algoz professional during normal business hours).

Telephone calls to Algoz may be monitored or recorded for training and quality control purposes.

Algoz shall provide the Services using reasonable care and skill and, as far as reasonably possible, in accordance with your Requests and reasonable instructions from time to time.

#### **14. RESTAURANTS, CLUBS, EVENTS AND TICKETS**

Restaurants and clubs:

- (a) When you use the restaurant booking service you hereby authorise us to debit your Payment Card for any deposit paid by us on your behalf to the restaurant which is forfeited as a result of your cancellation of the booking.

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(b) When you use the restaurant booking service you agree that where you cancel a restaurant booking within 24 hours of the time the restaurant reservation is made you shall not be entitled to any refund of any monies paid to secure the booking including the return of any booking deposit.

(c) Algoz reserves the right to deny restaurant requests from Clients if Clients repeatedly fail to honour their bookings or continuously violate cancellation policies.

(d) Admission of Clients to premises is at all times at the sole discretion of the venue. Algoz shall have no liability where a Client is refused admission to any premises.

#### Events / Tickets:

(a) Algoz may be able to obtain "best tickets" for you in relation to sold out events through one of its ticket agent partners. Please note that by instructing Algoz to obtain such tickets on your behalf you are agreeing to purchase tickets above face value and the total cost may include a service charge to Algoz in respect of our provision of services to obtain the seats for you. Algoz is not the seller of the tickets and is not responsible for fulfilment of your order.

(b) All such tickets and ticket agent partners (who shall be the seller in respect of the transaction) shall have their own terms and conditions (which we suggest you should read). Such terms and conditions are likely to include terms which state that sales of tickets are final and no refunds shall be issued after the purchase has been made. Algoz shall not be able to provide you with any refund or obtain any such refund on your behalf.

(c) In the event of a show being cancelled directly by the artist/promoter, it may be possible to obtain a refund of the face value of the relevant tickets.

(d) Algoz or its ticket agent partner will despatch your tickets through delivery agents at standard rates. Please note that Algoz shall not be liable for any failure by delivery agents to deliver your tickets.

### 15. SUPPLIERS AND ORDERS

15.1 The Client acknowledges that the sales contract for the supply of goods and/or services made as a result of a Request is between the Client and the relevant Supplier and that Algoz is not a party to such contract. Cancellation of contracts with Suppliers should be addressed with the Supplier directly and will be subject to the relevant Supplier's policies.

15.2 If a Request for a specific product or service is not available, Algoz may offer you substitute products or services of a similar description and standard. You may at your sole discretion refuse acceptance of such substitute products and/or services and request a full refund in the event that payment has already been made to the Supplier for the unavailable product or service.

15.3 All descriptions of any products, services or Benefits on the Website have been approved by the relevant Supplier. Algoz shall not be liable for inaccurate or misleading descriptions.

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15.4 Payment for all products and services shall be due immediately upon acceptance of the order by the relevant Supplier.

15.5 The Client further acknowledges that for goods purchased on his or her behalf by Algoz directly from a Supplier, returns and exchanges will be subject to the terms and conditions of that Supplier and returns or exchange of goods purchased may not always be permitted. In circumstances where Algoz is asked to source a specific item for a Client, Algoz shall inform the Client of the refund and exchange policy of that Supplier in advance. Algoz shall not be liable to the Client where a Supplier does not accept the return or exchange of an item.

15.6 It shall be the Client's sole responsibility to retain all proof of return of goods to a Supplier. We recommend returning the goods by registered delivery, or by any other similar means of ascertaining the date of the return dispatch and tracking the return.

15.7 We will inform you when we become aware that a refund of an order has been processed by a Supplier.

15.8 Where orders are delivered outside the UAE, any applicable customs duties and sales taxes shall not be refundable through Algoz. It shall be the Client's sole responsibility to recover such monies. Algoz shall have no liability for any items held by any customs or border agency.

15.9 In the case of premium courier services, if the Client is not at the specified Delivery address to receive their Order at the scheduled time, the Client may incur further charges for subsequent attempts to re-deliver the goods.

## 16. PROVIDERS / SUPPLIERS

16.1 Suppliers are responsible for providing you with the services, products and Benefits you Request us to order on your behalf from time to time. Algoz shall communicate with Suppliers on your behalf unless it is more appropriate for you to contact the Supplier directly.

16.2 Suppliers may impose their own terms and conditions which, in every case apply to the supply of goods and/or services by that Supplier to you, and such terms and conditions shall be binding upon you at the time of order.

16.3 When ordering a product or service or accessing a Benefit, you may be required to provide your Payment Card details. If you request and authorise Algoz to use your Payment Card in order to pay a Supplier for products or services, you acknowledge and agree that Algoz shall have no liability or be responsible in any way whatsoever in respect of the use of your Payment Card provided that Algoz acts in accordance with the instructions issued by you in relation thereof.

16.4 You acknowledge that the Benefits are subject to availability and may change from time to time without notice.

16.5 If Algoz's performance of any of its obligations under these Conditions is prevented or delayed by any act or omission by the Client or failure by the Client to perform any relevant obligation (Client Default):

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(a) Algoz shall without limiting its other rights or remedies have the right to suspend performance of the Services until the Client remedies the Client Default, and to rely on the Client Default to relieve it from the performance of any of its obligations to the extent the Client Default prevents or delays Algoz's performance of any of its obligations;

(b) Algoz shall not be liable for any costs or losses sustained or incurred by the Client arising directly or indirectly from Algoz's failure or delay to perform any of its obligations as set out in this clause; and

(c) the Client shall reimburse Algoz on written demand for any costs or losses sustained or incurred by Algoz arising directly or indirectly from the Client Default.

## 17. COMMENCEMENT AND TERMINATION

17.1 These Conditions shall take effect and be binding upon the Client and Algoz Group upon acceptance by Algoz of your application. These Conditions shall be applicable for the duration of your relationship with Algoz and shall only cease to have effect upon the expiry or termination of such relationship. You agree that your only rights and remedies under these Conditions shall be against Algoz Group and no other entity.

Clients and VIPs demonstrate commitment to close coordination with Algoz FZ-LLC to maintain the highest standards of security, discretion and professionalism.

Contact for clarification [service@algozgroup.com](mailto:service@algozgroup.com)

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