

Annex I: Information relating to payment

Article 1: Bank information

ROOT bank details are as follows:

IBAN account: LU82 0019 1655 0053 8000
BIC: BCEELULL
Bank Name: Banque et Caisse d'Epargne de l'Etat

IBAN account: LU62 0090 0000 5658 8007
BIC: CCRALULL
Bank Name: Raiffeisen

IBAN account: LU91 1111 2177 0840 0000
BIC: CCPLLULL
Bank Name: Entreprise des P&T

IBAN account: LU44 0141 2412 1050 0000
BIC: CELLLULL
Bank Name: ING Luxembourg

Article 2: ROOT accounts mechanism

ROOT provides its Customers with credit/debit accounts, in which deposits can be made in the following ways:

- The Customer can make a deposit to their ROOT credit/debit account by transferring funds to the applicable ROOT's bank account. Such transfer shall only be accepted if it contains a reference to a specific future transaction or to a written agreement between the Customer and ROOT.
- ROOT can deposit funds in the Customer's credit/debit account in order to refund the Customer for an order that they paid but which cannot be delivered by ROOT.

Every transaction operated through the Customer credit/debit account shall be registered and available for consultation in the Customer Account.

The Customer and/or ROOT may settle invoices using the credit/debit account.

The credit/debit account is not a bank account and as such shall not produce any interest nor have a negative balance.

Article 3: Payment modalities

Payment for ROOT Services shall be effected via a secured credit/debit card remote payment system.

ROOT accepts Visa and MasterCard.

Apart from the above mentioned including for the avoidance of doubt, bank wire transfers no other form of payment is accepted by ROOT.

Notwithstanding the aforementioned, ROOT may, in specific cases and for specific services, allow the Customer to execute its payments using Paypal Inc. services ("PayPal") or AlertPay Inc. services (« AlertPay »).

By electing Paypal as payment method, the Customer agrees to Paypal Terms of Service available at the following address:

https://cms.paypal.com/cms_content/FR/en_US/files/ua/ua.pdf

By electing AlertPay as payment method, the Customer agrees to AlertPay Terms of Service available at the following address:

<https://www.alertpay.com/en/agreements.aspx>

Article 4: Terms of payment

4.1 General

ROOT invoices shall be payable net immediately upon receipt; no discounts are allowed. The Customer shall assume the cost of any bank transfer fees in their entirety. The payment period and/or payment due date shall be indicated on the invoice.

4.2 Credit card registration

In order to give the Customer a convenient means to settle the fees applicable to ROOT' services, the Customer may register its credit card details with ROOT' payment provider. In such a case the Customer will provide its credit card details to ROOT payment provider, but in no event will ROOT store this information on its servers. Additionally, the Customer shall remain free to modify or remove at any time the credit card associated to their ROOT' account and registered with ROOT payment provider.

4.3 Terms of reimbursement

If ROOT was unable to provide the Customer with the Service ordered, ROOT shall credit the Customer's credit/debit account accordingly.

Following this reimbursement, the Customer shall be entitled to request lump sum cash payment of the amount of the Service for which payment have been effected.

In such a case ROOT shall reimburse the funds using the method of payment the Customer used when the Customer originally placed their order. Consequently, the reimbursement shall be realized either by crediting the Customer's credit/debit card or via a funds transfer to the Customer's bank account.

In both cases, ROOT may retain five per cent (5%) of the total amount as an administrative fee, subject to a minimum of 10 € (ten euros).

For sheer security and anti-theft measures reimbursements shall be realized 120 (one hundred and twenty) days following payment of the relevant invoice.

All Customer invoices must be settled before any reimbursement can be realized.

Article 5: ROOT charges

The principal ROOT charges shall be included in the Service Fee.

However, ROOT reserves the right to bill Customers for handling fees if additional work meriting such charge is incurred by ROOT. This can occur for example if the Customer fails to respond to ROOT emails, if unpaid invoices must be searched, if Customer details have changed and Customer failed to notify ROOT and so on.

The Customer shall be charged for such services at a rate of €75 (seventy five euros) per hour, in accordance with the amount of work involved.