

TERMS AND CONDITIONS OF USE OF THE VERGO PLATFORM

Previous versions remain accessible at vergo.ro/legal/archive

1. Identification of the provider

The VERGO Platform ("Platform", "Service", "VERGO"), accessible at vergo.ro, is operated by:

- **Name:** VERGO HUB S.R.L. · a limited liability company, Romanian legal entity
- **Registered office:** Str. Anton Pann 2, Et. P, Ap. 3, Sector 3, București, cod 030796, Romania
- **Trade Register no.:** J2025041968001 · **Tax ID (CUI):** 51956083
- **Share capital:** RON 200
- **E-mail:** office@vergo.ro · **Phone:** +40 723 370 162
- **VAT regime:** the provider applies the special small-enterprise VAT exemption scheme (art. 310 of Law no. 227/2015 on the Fiscal Code)

Information provided in implementation of art. 5 of Law no. 365/2002 on electronic commerce and art. 6 of Government Emergency Ordinance no. 34/2014 on consumer rights (O.U.G. 34/2014).

2. Territorial scope

2.1. Who may use the Platform. The Platform is accessible to individuals and legal entities from Romania and from any other Member State of the European Union or of the European Economic Area.

2.2. Non-discrimination. In accordance with Regulation (EU) 2018/302, VERGO **does not apply different general conditions of access** based on the User's nationality, domicile, residence or place of establishment, does not block access and does not automatically redirect Users to other versions of the Platform without their consent.

2.3. Coverage of the data — an essential distinction. The User's place of residence is independent of the territory for which the Platform can generate analyses. As of the date of this version, the Service covers **exclusively land situated in Romania**. A User from any EU/EEA state may request analyses for land situated in Romania; no User, regardless of residence, may obtain analyses for land situated outside the covered territory. The covered territories are permanently displayed on the Platform and in the Methodological Note.

2.4. Languages. The Platform and the contractual documents are available in Romanian and in English. In case of any inconsistency, the Romanian version prevails. Communication with support is carried out in Romanian or English.

3. Subject matter of the contract and structure of the documents

3.1. This document (the "**Terms**") governs access to the Platform and the purchase of the land spatial analysis Services, through prepaid credits and/or subscriptions.

3.2. The Terms form, together with the following documents, the complete contract:

Document	Role
These Terms	the general framework
Methodological Note and Limitations	what the analysis result is and is not
Return and Refund Policy	the right of withdrawal, conformity, refunds
Complaint Resolution Policy	channels and response deadlines
Privacy Policy	processing of personal data
Cookie Policy	storage of information on the terminal equipment
Acceptable Use Policy	limits on use
Data Source Attribution Notice	third-party licences
Notice on Automated Systems and Artificial Intelligence	transparency of automated processing
Information Notice on the Processing of Land-Related Data	information for landowners
Price and Credit Consumption Schedule	the consideration for each action

3.3. Order of priority in case of contradiction: (i) the mandatory consumer-protection rules applicable under Section 19; (ii) the signed framework contract, if any; (iii) these Terms; (iv) the other documents, in the order set out in the table.

4. NATURE OF THE SERVICE — ESSENTIAL CLAUSE

4.1. What it is. VERGO provides an **informative pre-screening** tool for land, which aggregates data from public, administrative and commercial sources, as well as from documents provided by the User, and generates an indicative readiness score (0-100) accompanied by a structured report.

4.2. What it is NOT. The result of the analysis **does not constitute and may not be used as:**

a) specialist work in the field of cadastre, geodesy or cartography (Law no. 7/1996) — VERGO does not carry out surveys, boundary determinations or cadastral documentation; b) spatial or urban planning documentation (Law no. 350/2001), and does not replace an urban planning certificate or a building permit (Law no. 50/1991); c) a real estate valuation report (Government Ordinance no. 24/2011 on real estate valuation (O.G. 24/2011)) — the Service does not express an opinion on the value of the land; d) an opinion, approval or certificate issued by a public authority, including a technical grid-connection opinion; e) a feasibility study, technical expert assessment, geotechnical study, environmental impact assessment or legal title audit; f) an official act or document of any kind, in any of the states from which Users come.

4.3. Indicative nature. The analysis is based on external data and on documents provided by the User, at a given date, with an accuracy that is not under VERGO's control. The score expresses an **estimated**

probability, not a certainty, and does not guarantee the permissibility, grid-connectability, legal availability or economic feasibility of the land.

4.4. Obligation of means. VERGO undertakes an obligation of means, not of result, as regards the correspondence between the analysis's conclusions and the actual situation of the land.

4.5. The User confirms, by a separate checkbox at the launch of each analysis, that they have read the Methodological Note.

5. Categories of users

5.1. The Platform is accessible to:

a) **consumers who are individuals** — acting for purposes outside their trade or profession, regardless of their state of residence; b) **professionals and legal entities** — developers, funds, financial institutions, utility providers, consultants, regardless of their state of establishment.

5.2. The mandatory protections in Sections 13, 14 and 16 apply **exclusively to consumers who are individuals**.

5.3. Determination of status. The status of consumer or professional, as well as the state of residence or establishment, is determined based on the billing data saved on the account, verified by the system at the time of each transaction. The User is responsible for the accuracy of this data. **These elements may not be declared in the body of an individual request**, but exclusively through the profile data.

5.4. The Platform is not directed at minors. Creating an account presupposes full legal capacity under the User's personal law.

6. The user account

6.1. Use of the Services requires creating an account and completing the billing details:

- customer type: individual / legal entity;
- **country of residence or establishment** (mandatory — determines the applicable tax and legal regime);
- full name or registered name;
- for legal entities: the tax identification code and, if any, a **VAT code valid within the European Union**;
- full billing address;
- billing e-mail address.

6.2. Verification of tax codes. For Romanian legal entities, the data may be verified through the public service of the National Tax Administration Agency (ANAF). For legal entities from other Member States, the VAT code is verified through the European **VIES** system. These verifications are technical and tax-compliance facilities, not legal certifications; the accuracy of the data remains the User's responsibility. A VAT code invalidated by VIES results in the transaction being treated under the regime applicable to consumers.

6.3. The Platform does not request and does not collect the Personal Numeric Code (CNP) or any equivalent personal identifier, in any form.

6.4. No purchase may be initiated without the prior completion of the billing data, since each purchase gives rise to an invoicing obligation.

6.5. The User is responsible for the confidentiality of their credentials and for the activity carried out through their account. Any suspicion of unauthorised access must be reported to office@vergo.ro.

7. Services offered

7.1. Automated parcel analysis — algorithmic processing of a parcel identified by coordinates, graphic delineation, or based on documents provided by the User, with the generation of a report and a score.

7.2. Additional analyses with human validation — criteria selected from a catalogue managed by VERGO, performed or verified by a human operator, within the timeframe displayed at the time of the request.

7.3. Documents provided by the User.

a) The User may upload documents for identifying the land (land book extracts (extras de carte funciară), plans, boundary delineations). b) **The User warrants** that they hold the legal right to transmit these documents, including any personal data contained in them, and that they have fulfilled their own information obligations towards the data subjects concerned. c) **VERGO does not verify the authenticity, validity or currency** of the uploaded documents and is not liable for the consequences of an analysis carried out based on inaccurate, expired, incomplete or inauthentic documents. The analysis reflects the content of the documents as provided. d) The User is requested to **remove, prior to upload, personal numeric codes and any data not necessary for the analysis**. Uploaded documents undergo an automatic process for removing personal identifiers, and the original file is not retained after processing.

7.4. VERGO may modify, add or withdraw criteria and data layers as a result of changes to external sources. Such changes do not affect reports already delivered.

7.5. Updates. For consumers, VERGO provides the updates necessary to maintain the Service's conformity throughout the contractual relationship. Reports reflect the state of the data as at the date of generation and are not updated retroactively.

7.6. Availability. VERGO makes reasonable efforts to ensure continuous availability, without guaranteeing uninterrupted operation, absent an expressly agreed service level.

7 bis. Delivery of the services

7bis.1. Method of delivery. VERGO's Services are **digital services, delivered exclusively by electronic means**, through the User's account on the Platform and by e-mail. There is no physical delivery, shipping, courier delivery or personal collection.

7bis.2. Delivery costs.

Item	Cost
Delivery of credits to the account	RON 0 / EUR 0
Delivery of the generated report (download from the account)	RON 0 / EUR 0
Sending the report by e-mail	RON 0 / EUR 0
Issuance and sending of the invoice	RON 0 / EUR 0

No delivery, processing or shipping cost is charged. The price displayed before the order is confirmed is the total and final price. Any currency-conversion fees applied by the card-issuing bank are not controlled by VERGO and do not constitute delivery costs charged by VERGO.

7bis.3. Delivery times.

Product	Estimated time	Point from which it runs
Prepaid credits	immediately , typically under 5 minutes	payment confirmation received from the payment processor
Activation of a subscription	immediately , typically under 5 minutes	payment confirmation
Automated analysis report	typically under 15 minutes , maximum 60 minutes	the User's launch of the analysis
Analysis with human validation	the timeframe displayed in the catalogue at the time of the request, generally 2-5 business days	launch of the analysis
Tax invoice	maximum 24 hours	completion of the order

7bis.4. Delivery confirmation. The User receives an e-mail notification at: order confirmation, crediting of the account, and delivery of each report. Credits and reports are permanently visible in the User's account.

7bis.5. Maximum statutory term. In any event, VERGO performs the contract within no more than **30 calendar days** of its conclusion. If this term is not met, the consumer may request performance within an appropriate additional period, and in case of non-performance may terminate the contract, with full reimbursement of the amounts paid, in accordance with O.U.G. 34/2014.

7bis.6. Delays and unavailability. If a report cannot be generated within the timeframes set out in 7bis.3 for technical reasons or due to the unavailability of an external data source, the blocked credits are **released in full** back to the account balance, and the User is notified. The User may relaunch the analysis or request a refund of the credits, in accordance with the Return and Refund Policy.

7bis.7. Impossibility of delivery. If the Service cannot be provided, VERGO informs the User without delay and refunds the full amounts paid, within no more than **14 days** of the finding.

8. Prepaid credits

8.1. The Services are purchased in the form of prepaid credits. Each chargeable action consumes a number of credits according to the Schedule applicable at the time of the request, displayed before confirmation.

8.2. Credits do not expire. They remain available until used, refunded, or until the account is closed.

8.3. Credits are not transferable to another account, are not assignable and may not be converted into cash, except for the refund of unused credits.

8.4. Loyalty credits granted under a subscription follow the same non-expiry rules. As they are granted without separate consideration, their refund value is 0.

8.5. Order of consumption: loyalty credits (the oldest first), then purchased credits, in order of acquisition (FIFO). The order applied is visible in the account history.

9. Subscriptions

9.1. VERGO offers subscription plans with recurring billing, monthly or annual.

9.2. Subscriptions **renew automatically** by automatically debiting the tokenised payment instrument, until cancelled. The recurring nature, the amount and the frequency are displayed separately before the subscription is confirmed.

9.3. For annual subscriptions, VERGO sends a **renewal notice at least 30 days** before the debit. For monthly subscriptions, at each debit.

9.4. Cancellation of the renewal may be made **at any time, directly from the account**, through a function at least as accessible as the subscription function. It takes effect at the end of the current, already-paid billing period.

9.5. Failure of the renewal payment. If the automatic debit fails, the subscription moves to the **"payment past due"** status, and VERGO retries the debit up to 3 times, daily. The User is notified by e-mail after each failed attempt, with an indication of the reason communicated by the payment processor and of how to update the payment instrument on the account.

9.6. Termination for non-payment. If the third attempt also fails, VERGO sends a final notice and terminates the subscription, with effect from the date of communication. Termination does not require formal notice of default or any other formality.

9.7. Effects of termination for non-payment. The User retains access to the subscription benefits until the end of the last actually paid period. Credits in the balance, including loyalty credits already granted, are not lost and remain usable or refundable in accordance with the Return and Refund Policy. The account remains active, without the subscription benefits. The User may resubscribe at any time, at the prices in force at that time; the promotional terms of the previous subscription are not automatically reactivated.

9.8. The User may avoid termination by updating the payment instrument on the account at any time before the third attempt. The update triggers a new, immediate debit attempt.

10. Prices and tax regime

10.1. Display. Prices are displayed in **euro (EUR)** and, for Users in Romania, also in RON, as **final total prices**, before the order is completed. The order summary displays the exact amount to be debited and the currency of the debit.

10.2. The Provider's VAT regime. VERGO applies the special small-enterprise VAT exemption scheme (art. 310 of the Fiscal Code). Invoices bear the note "Scutit de TVA conform art. 310 din Codul fiscal" ("VAT exempt under art. 310 of the Fiscal Code"), subject to the exceptions in 10.3 and 10.4.

10.3. Business customers from other EU Member States. For supplies to taxable persons established in another Member State, the place of supply is in the recipient's state, and the transaction is not taxable in Romania. The invoice bears the note "**Taxare inversă / Reverse charge — art. 196 of Directive 2006/112/EC**". The obligation to pay VAT falls on the recipient, in their state. Application of this regime is conditional on the provision of a **VAT code valid and verified through VIES**. In the absence of a valid code, the transaction is treated under the regime applicable to consumers.

10.4. Individual consumers from other EU Member States. The price displayed is the final price. Depending on the thresholds applicable to the provider and the nature of the service, the supply may be taxable in Romania, under the exemption scheme set out in 10.2, or in the consumer's state of residence, in which case VERGO applies the One-Stop-Shop regime and includes that state's VAT in the final displayed price. **In both cases, the price displayed before the order is the total amount owed by the consumer;** no further amounts are added afterwards.

10.5. Determination of the place of supply. For consumers, the place of supply is determined based on the declared billing data and other available objective elements. VERGO may request clarifications in the event of an evident inconsistency between the elements held.

10.6. Price changes. VERGO may modify prices for future purchases, including as a result of a **change in the tax regime applicable to the Provider**. Changes do not affect completed orders nor the value of credits in the balance. For subscriptions, any price change is communicated at least **30 days** in advance, the User being able to cancel free of charge until that date.

10.7. Invoicing. For each completed purchase, VERGO issues an invoice to the details saved on the account at the time of the order, makes it available in PDF format on the account and by e-mail, and, where Romanian law requires it, transmits it through the national RO e-Factura system. Keeping the billing data up to date is the User's responsibility.

11. Payment

11.1. Payment is made by bank card, processed by **PayU**, acting as the payment service provider.

11.2. VERGO does not store card data. Entry takes place entirely within the processor's secure environment. The Platform receives the transaction status and, for subscriptions, a reusable payment token.

11.3. The order is completed only after payment confirmation is received from the processor.

11.4. The completion button explicitly states the obligation to pay and the amount due: "**Pay [amount] RON**" ("**Plătește [suma] RON**") (for example, "Pay 199 RON"). The User immediately receives confirmation on a durable medium, by e-mail, comprising the subject matter of the order, the total price, the version of the Terms accepted, information on the right of withdrawal, and the invoice.

11.5. Any currency-conversion fees applied by the card-issuing bank are borne by the User and are not controlled by VERGO.

12. Consents given on the Platform

12.1. When creating the account — a separate, non-pre-ticked checkbox: acceptance of the Terms and acknowledgment of the Privacy Policy.

12.2. When purchasing credits or subscribing — confirmation of the order with obligation to pay. **Waiver of the right of withdrawal is not requested here**, since at this point no digital content is delivered — a prepaid balance is merely being created.

12.3. At the launch of each analysis — the moment at which the digital service begins to be performed:

☐ I have read the Methodological Note and understand the nature and limits of the report. *(all users)*

☐ I expressly request that performance of the service begin immediately and confirm that I am aware that I will lose my right of withdrawal once the report has been fully generated. *(individual consumers only)*

12.4. All confirmations are recorded together with the date, time, IP address, **the version identifier of the document accepted**, and the exact text displayed.

12.5. Consent for commercial communications is requested separately and does not condition the use of the Service.

13. The right of withdrawal (individual consumers)

13.1. The rule. The consumer has the right to withdraw from the distance contract within **14 calendar days**, without giving reasons and without penalties. This right derives from Directive 2011/83/EU, transposed in Romania by O.U.G. 34/2014 and, in the consumer's state of residence, by the corresponding national legislation. **Where the legislation of the consumer's state of residence provides more favourable protection, that protection applies.**

13.2. Purchase of credits. The right is exercised in full with respect to **unused** credits. VERGO grants this right **also after the 14 days have expired, for an indefinite period**, in accordance with the Return and Refund Policy.

13.3. Generation of a report. By the confirmation referred to in 12.3, the consumer requests that performance begin immediately and loses the right of withdrawal **with respect to that report**, once it has been fully generated, under the exception for the supply of digital content not delivered on a tangible medium.

13.4. Analyses with human validation not yet started. If the operator has not started the work, the consumer may withdraw, and the credits are refunded in full to the balance.

13.5. Exercise. By an unequivocal statement to office@vergo.ro, **in Romanian or English**, or by using the model form in Annex 1. VERGO acknowledges receipt without delay and refunds within no more than **14 days** of being informed, using the same payment method.

13.6. Subscriptions. Withdrawal within 14 days of subscribing, with a proportionate deduction for the value of the services actually performed, if performance began at the consumer's express request.

14. Conformity of the Service. Remedies

14.1. In relation to consumers, VERGO is liable for any lack of conformity of the digital Service, in accordance with Directive (EU) 2019/770, transposed in Romania by Government Emergency Ordinance no. 141/2021 (O.U.G. 141/2021) and, in the consumer's state of residence, by the corresponding national legislation.

14.2. The following constitute lack of conformity, by way of example: credits were consumed without the report being generated; the report is incomplete relative to the criteria charged for; processing errors attributable to the Platform; the non-functioning of a feature expressly described; failure to deliver, within the displayed timeframe, an analysis with human validation.

14.3. The following do NOT constitute lack of conformity: a divergence between the indicative conclusions and the actual situation of the land, where it results from the limitations of the sources described in the Methodological Note; dissatisfaction with the score; a subsequent change in the situation of the land; inaccuracy of documents provided by the User; unavailability of a data layer caused by the withdrawal of the external source, flagged as such.

14.4. Remedies, in order: (i) bringing into conformity — free regeneration of the report; (ii) if remedy is not possible or fails — a proportionate price reduction or termination of the contract with reimbursement of the corresponding amount.

14.5. These rights are mandatory. **No contractual provision may be interpreted as limiting them.**

14.6. The same remedies apply to business customers, excluding consumer-protection legislation and subject to the limits of Section 16.

15. Intellectual property

15.1. The Platform. The software, the interface, the structure, the proprietary databases, the scoring algorithms, the methodology and the trademarks belong exclusively to VERGO HUB S.R.L. or to its licensors. The database is protected including through the maker's *sui generis* right, in accordance with

Directive 96/9/EC on the legal protection of databases and Law no. 8/1996 on copyright and related rights.

15.2. Licence over the Platform. A non-exclusive, non-transferable, revocable right of use, limited to the term of the contract and to its own purpose.

15.3. The reports. A **personal, non-exclusive, non-transferable** licence, for internal use in the User's own decision-making process. The User may reproduce the report within their own organisation and may present it to their professional advisers who are bound by confidentiality.

15.4. Restrictions. Without VERGO's prior written consent, the User may not: a) publish, publicly disseminate or commercialise the report; b) **include the report, in whole or in part, in sales memoranda, prospectuses, bank financing files or other documents intended to be used by third parties as a basis for decision-making**; c) remove source, attribution, version or limitation notices; d) use the report to train, evaluate or reconstruct a competing model, algorithm or database.

15.5. The User's data. Remains the User's property. The User grants VERGO a limited licence, strictly for the performance of the Service and the secure operation of the Platform.

15.6. VERGO's access to reports and use of the results.

(a) Operational access. VERGO's authorised staff may access the reports and data associated with your account exclusively for: providing requested support; investigating a technical or security incident; preventing fraud; fulfilling a legal obligation. Access is granted on a role basis, on a need-to-know principle, and is logged. VERGO does not access the content of reports for other purposes.

(b) Quality control. VERGO may examine samples of generated reports to verify processing accuracy and to adjust methodological criteria and thresholds, using data stripped of the elements identifying the User.

(c) Aggregate statistics. VERGO may produce and publish statistical indicators derived from activity on the Platform, provided that they are aggregated at a level that **does not allow identification of the User or of their portfolio**. The minimum level of aggregation is the administrative-territorial unit, and an indicator is published only if it is based on results coming from at least **5 distinct Users** and at least **20 parcels**.

(d) Reference dataset. VERGO builds and maintains a reference dataset on land suitability, which contains the **analysis results associated with the parcel geometry**, dissociated from the User's identity. For this purpose, the User grants VERGO a non-exclusive, perpetual, royalty-free and transferable licence over the generated results.

The reference dataset **does not contain**: the identity of the User or of the account that requested the analysis; the time of the request, at a granularity that would allow correlation with a User; **documents uploaded by the User or data extracted from them**; information on the User's portfolio, strategy or commercial intent.

(e) Right to object. You may object at any time to the use referred to in point (d), with a simple e-mail to office@vergo.ro, **with no consequence for the Service, the price, or the features** to which you

have access. The objection takes effect for the future; results already integrated into the reference set before the objection is exercised are removed within no more than **30 days** of your express request.

(f) Nature of the data in the reference dataset. Since the reference dataset retains the parcel geometry, some of the information it contains may constitute personal data relating to **landowners**, who are not Users of the Platform. With respect to this data, VERGO acts as an **independent controller**, under the conditions described in the Information Notice on the Processing of Land-Related Data, published at vergo.ro/legal/landowners.

(g) Prohibitions. VERGO will **not** disclose to a third party the fact that a given User has analysed a given parcel; commercialise individual reports; use information about a User's portfolio for the benefit of another User or for its own real-estate or energy development purposes; re-identify the User based on the reference dataset.

15.7. Use of the reports is also subject to the licences of the holders of the data sources, described in the Attribution Note.

16. Limitation of liability

16.1. VERGO guarantees the performance of the Service with professional diligence, in accordance with the Terms and the Methodological Note.

16.2. VERGO **does not guarantee** the accuracy, currency or completeness of data from external sources; the authenticity of documents provided by the User; the obtaining of any opinion, permit or grid connection; the achievement of any economic outcome; uninterrupted availability of the Platform absent an SLA.

16.3. Professional users. Total liability is limited to the amount actually paid in the **12 months** preceding the event giving rise to the claim. Excluded are: loss of profit, loss of opportunity, loss of data, and indirect and reputational damages.

16.4. Consumers. The limitations in 16.3 **do not apply**. Liability is that provided for by the law applicable under Section 19, and this section does not remove the consumer's mandatory rights.

16.5. Statutory limits. No provision removes liability for damage caused with intent or gross negligence, or for injury to physical integrity or health (art. 1355 of the Civil Code and the equivalent mandatory rules of the consumer's state).

16.6. No reliance by third parties. Reports are intended exclusively for the User who ordered them. VERGO assumes no liability, contractual or tortious, towards any third party who might become aware of a report and rely on it. A User who transmits a report to a third party in breach of art. 15.4 will indemnify VERGO for any claim by that third party.

16.7. Force majeure. VERGO is not liable for non-performance caused by force majeure, fortuitous event, or the unavailability, modification or withdrawal of an external data source.

17. Acceptable use, suspension, termination

17.1. Use is subject to the Acceptable Use Policy.

17.2. Suspension, with prior notice where possible, in the event of: breach of the Acceptable Use Policy; well-founded suspicion of fraud; non-payment of a subscription after the regularisation period; a legal obligation.

17.3. Termination by VERGO: with 30 days' notice for business reasons; immediately, in case of a serious and unremedied breach. The User may terminate at any time, by closing their account.

17.4. Credits upon termination. Upon termination at the User's initiative or by VERGO for business reasons, **unused credits are refunded**. Upon termination for a serious breach attributable to the User, VERGO may withhold credits up to the amount of the proven damage, refunding the difference.

17.5. Access to generated reports is maintained for **90 days** after termination, for download.

18. Amendment of the Terms

18.1. The version applicable to a purchase is the one displayed and accepted at the time the order is placed.

18.2. Substantial changes — price, subject matter, liability, User rights — are communicated by e-mail at least **30 days** before they take effect. A User who does not accept may terminate the contract until that date, with a refund of unused credits.

18.3. Non-substantial changes take effect upon publication.

19. Applicable law. Dispute resolution

19.1. The rule. The Terms are governed by **Romanian law**.

19.2. Consumers. The choice of Romanian law **does not deprive the consumer of the protection afforded by the mandatory provisions of the law of their state of habitual residence**, under art. 6 of Regulation (EC) No 593/2008 (Rome I). Jurisdiction is determined under arts. 17-19 of Regulation (EU) No 1215/2012: the consumer may sue VERGO either before the Romanian courts or before the courts of their own domicile, and VERGO may sue the consumer **only** before the courts of the consumer's domicile.

19.3. Complaints. Sent to office@vergo.ro, in Romanian or English. VERGO responds within no more than **30 days**. The channels, the detailed deadlines and the escalation procedure are described in the **Complaint Resolution Policy**, published at vergo.ro/legal/complaints.

19.4. Alternative dispute resolution.

- **Consumers from Romania:** may contact the National Authority for Consumer Protection (ANPC), including through the integrated electronic platform **reclamatiiisal.anpc.ro**.
- **Consumers from other Member States:** may contact the competent alternative dispute resolution entity in their state of residence, as well as the **European Consumer Centres Network (ECC-Net)**, for assistance in cross-border disputes.

The European online dispute resolution platform (SOL/ODR) was discontinued by Regulation (EU) 2024/3228. No reference to it remains valid.

19.5. Legal entities. Disputes are settled by the courts having jurisdiction over VERGO's registered office.

20. Final provisions

20.1. Partial invalidity. The invalidity of one clause does not affect the other clauses.

20.2. Assignment. The User may not assign the contract without VERGO's written consent. VERGO may assign it as part of a reorganisation or a business transfer, with notice to the User.

20.3. Notices. Validly given to the e-mail addresses in the User's account, and, for VERGO, to those set out in Section 1.

ANNEX 1 — MODEL WITHDRAWAL FORM

(Complete and send this form only if you wish to withdraw from the contract. Its use is not mandatory.)

To: VERGO HUB S.R.L., Str. Anton Pann 2, Et. P, Ap. 3, Sector 3, București, cod 030796, office@vergo.ro

I hereby give notice of my withdrawal from the contract for the supply of the following service:

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Ordered on: · Name of consumer: · Address: · Country: · Signature (only if this form is notified on paper): · Date: