

## Alpega online contract process

### Online conclusion of contract for the use of Alpega services

---

#### 1. Online process

The conclusion of any contract via the Alpega website for the use of Alpega services shall be completed over a process including successive steps that are described below. Each step is successively passed by clicking on the adequate button(s). During the process, should the user wish to modify one of the data provided in this context, he/she may do so by clicking on the adequate icon or button, which enables him/her to come back to the concerned web page.

The user, who is accepting this online contract on behalf of a company or any other (legal or natural) person, represents and warrants that he/she has full authority to bind that company or person thereto.

#### **Services selection**

*Services selection* – The user selects the Alpega services that the Customer wishes to use by clicking on the button provided on the box selected. This selection is at the sole discretion of the Customer. The services as offered in the context of this process appear under the form of a list with a brief description of the services and the pricing conditions.

#### **Step 1 – contact details- contractual terms and privacy policy**

*Contact details*– The user provides the data as necessary to the registration of the Customer in the Alpega system by filling in the relevant fields regarding the contact details.

*Approval of the contractual terms* – The contractual terms and conditions and the Privacy Policy are applicable to the use of the offered services and can be accessed by clicking on the relevant link, which appears at step. These terms and conditions can be saved or printed by the user by clicking on the link and downloading the document. The user (on behalf of the Customer) takes knowledge of these terms and confirms acceptance thereof by checking the two boxes “*I have read and I agree with the terms and conditions*” and “*I Have read and I agree with the Privacy Policy*” (or similar wording).

Thereafter, the user goes to the second step of the process by clicking on the button “*Next Step*”. A blocking system prevents the user to go to this next step if: (i) he/she has not filled in the mandatory fields relating to the registration data, (iii) he/she has not approved the applicable terms and conditions. An error message warns the user of the reasons of the blocking system.

#### **Step 2 – Company details**

The user provides the data as necessary to the registration of the Customer in the Alpega system by filling in the relevant fields regarding the Customer’s details.

Once the user has registered the company details, he/she goes to the last step of the process by clicking on the “*Next Step*” buttons.

#### **Step 3 - Registration confirmation**

At the last step, a web page provides for a summary of the data provided or approved by the user during the process (including, among others, customer’s data, services’ selection, shipping address and billing address). If these data are correct, the user confirms them on a definitive way by clicking on the button «*Confirm Registration*» (or similar wording).

A last message confirms the end of the process to the user.

An email of confirmation is automatically sent to the user at the email address of contact as communicated. The Provider may contact the Customer if any additional information is required to validate the registration. For security reasons the user may be requested to submit some documents to prove the identity of the Customer.

The Customer acknowledges that any registration shall constitute a binding subscription to the Services.

#### **Step 4 – Validation**

Access to, and Use of, the Services is subject to the Provider’s prior Approval. The Provider may refuse the registration at its own discretion. Upon Approval, the Provider shall create a Customer Account and provide Customer with the Means of Access related to such account. The Services will then be activated.

#### 2. Languages

The Provider proposes this online process of contract conclusion and users registration in the following languages: French, English, Dutch, German, Italian, Spanish, Portuguese, Polish, Romanian, Czech, Hungarian.

#### 3. Archiving

The contracts concluded via the Alpega website and the process described above are archived by the Provider but are not available to the Customers, unless otherwise agreed.

\* \*\*