

## ZET10 - DISPUTE POLICY:

The parties will attempt in good faith to negotiate a settlement to any claim or dispute between them arising out of or in connection with this Agreement.

If the parties fail to agree upon terms of settlement, either side may submit the dispute to confidential arbitration proceedings by a sole arbitrator under the ICC ADR Rules, whose decision shall be final and binding.

The arbitration proceedings shall be conducted in English, in London, UK or another place agreed by Parties. Without derogating of the provisions above, this clause explicitly sets exclusive jurisdiction to said arbitration process, and neither Party shall be entitled to submit any dispute to the courts of its domicile which contradicts said arbitration process.

### Complaints Policy:

When registering, you will have to provide us with some specific identification information. You are responsible for the security of your account's login and password with ZET10. You are solely responsible for any damage caused by reason of any act or omission resulting in improper or illegal use of your account.

You agree to provide accurate and complete information about yourself during the registration process and you also agree not to impersonate another person or entity, and not to hide your identity from ZET10 for any reason whatsoever.

If you register as a commercial entity, you declare that you have the required authority to bind that entity to this Agreement.

ZET10 carefully treats the information you provide to us according to the disclosure of information provided during the registration process and privacy policy.

Also note that ZET10 maintains effective and transparent procedures for reasonable prompt complaint handling for existing and potential retail clients, and we keep records of complaints and measures taken for complaint resolution. The purpose of this procedure is to ensure fair and consistent dealing with client complaints whilst striving to provide the highest level of customer service.