

General Terms

to Bolt Food delivery service with the Client (applicable from 19.10.2026)

Updated: October 2026

These General Terms shall apply to all relations between Bolt and the Client related to the use of the Bolt Food Platform (as defined below) as well as certain aspects of Sales Agreements and Delivery Agreements concluded through the Bolt Food Platform (as defined below). By signing up in the Bolt Food Platform, the Client agrees to the application and content of these General Terms and is informed about the processing of his/her personal data disclosed during registration and use of the Bolt Food Platform on the conditions set out in these General Terms. You also agree that your data (incl. Balance) may be shared between different Bolt platforms (e.g. with ride-hailing platform).

1. DEFINITIONS

- 1.1. Balance** - means the Client's account balance on Bolt Food Platform and/or ride-hailing platform operated by Bolt.
- 1.2. Bolt** - means Bolt Services SK s.r.o., company ID (IČO) 52129471, with its registered office at Bottova 2A, 811 09 Bratislava, Slovak Republic, e-mail address slovakia-food@bolt.eu.
- 1.3. Bolt Business Customer** - means a person or entity acting in its commercial and/or professional capacity administrating and paying for the use of Bolt Food Platform by its authorised Users. Bolt Business Customer shall have the same rights as the Client has under these General Terms with regards to the following: i) the invoice or receipt regarding the Order shall be issued to the Bolt Business Customer along with any refund (if applicable) and ii) the Bolt Business Customer can request information, raise complaints and submit claims in relation to the Order placed through the Bolt Business Feature.
- 1.4. Bolt Business Feature** - means the payment method and feature of the Bolt Food Platform through which the Bolt Business Customer's authorised Users can place Orders at the Bolt Business Customer's cost.
- 1.5. Bolt Food Platform** - means the platform (including applications, website interfaces) subject to Regulation (EU) 2019/1150 operated by Bolt as the information society service which offers to the Client a solution that (i) enables the Users to place Orders of Goods and enter into Sales Agreements with the Partner, and (ii) enables the Clients to arrange the delivery of the Order and enter into a Delivery Agreement with the Delivery Partner (if applicable) through the Bolt Food.
- 1.6. Client** - means any User that has registered a user account on the Bolt Food Platform, has placed an Order and enters into a Sales Agreement with the Partner and a Delivery Agreement with the Delivery Partner (if applicable).
- 1.7. Delivery Agreement** - means the agreement between the Client and the Delivery Partner for the delivery of the Goods ordered by the Client concluded through the Bolt Food Platform.

- 1.8. Delivery Fee** - means the fee for the delivery services related to an Order, that the Client pays to the Delivery Partner under the Delivery Agreement. The Delivery Fee is calculated in accordance with the principles set out in Section 6.
- 1.9. Delivery Partner** - means any sole entrepreneur or legal entity, who has been registered on the Bolt Food Platform as a provider of the delivery service to Clients with respect to Goods ordered through the Bolt Food Platform. All Delivery Partners act as business users of the Bolt Food Platform in accordance with Regulation (EU) 2019/1150.
- 1.10. Drop-Off Location** - means the address indicated in the Order, where the Client wishes to receive the ordered Goods.
- 1.11. General Terms** - means these terms and conditions applicable to the relationship between Bolt and the Client in relation to the use of the Bolt Food Platform by the Client.
- 1.12. Goods** - means any goods that the Partner offers for sale through the Bolt Food Platform.
- 1.13. Goods Price** - means the net price (together with applicable value added, sales or other taxes where applicable) that the Client has to pay to the Partner for the ordered Goods.
- 1.14. Marketplace** - means the virtual marketplace created through the Bolt Food Platform and operated by Bolt that enables the participating Partners to market their Goods to Clients so that the Clients can order the Goods and enter into the Sales Agreement with the Partner and, if applicable, utilise the on-demand delivery services offered at the Marketplace by the Delivery Partners.
- 1.15. Minimum Order Value** - means the amount determined by the Bolt Food Platform which indicates the minimum Goods Price to which Small Order Fee does not apply. Certain Goods may be excluded from contributing towards the Minimum Order Value.
- 1.16. Order** - means the order of Goods that the Client has placed with the Partner through the Bolt Food Platform.
- 1.17. Order Price** - means the price that the Client has to pay for the purchase(d) Goods and delivery (if applicable) of the Order.
- 1.18. Partner** - means the operator of any restaurant or store that Bolt has concluded an agreement with and where relevant, each and every establishment through which the operator conducts its business.
- 1.19. Sales Agreement** - means the agreement between the Client and the Partner for the sale of Goods in accordance with the Order.
- 1.20. Small Order Fee** - means the fee payable by Client to the Delivery Partner determined by the Bolt Food Platform and applied for Orders that do not meet the Minimum Order Value in accordance with Section 3.3.
- 1.21. Tips** - means a voluntary amount paid by the Client to the Delivery Partner for the delivery service.
- 1.22. User** - means any person that uses the services of the Bolt Food Platform either through a registered user account or as a guest user without an account.

2. LEGAL FRAMEWORK

- 2.1.** The Bolt Food Platform enables the Client to order Goods from Partners and arrange the delivery of the Orders to the Drop-Off Location (if applicable).
- 2.2.** For the sale of Goods through the Bolt Food Platform a Sales Agreement is concluded directly between the Client and the Partner. For the delivery of the Order, the Client enters into a Delivery Agreement directly with the Delivery Partner. In case the Partner wants to offer its own delivery services to the Client for the delivery of the Goods, the Client enters into a Delivery Agreement directly with the Partner and the conditions applicable to the Delivery Partners under these General Terms apply to the Partner in respect of the Delivery Agreement. In case the Client wishes the Order to be delivered by the Delivery Partner, the Sales Agreement is deemed to be concluded from the moment that the Order is accepted by the Partner and the Delivery Partner and an Order confirmation is sent to the Client. In case of self pick-up by the Client, the Sales Agreement is deemed to be concluded from the moment that the Order is accepted by the Partner and an Order confirmation is sent to the Client.
- 2.3.** By operating the Bolt Food Platform and the Marketplace, Bolt acts only as a provider of the information society service and is neither a party to the Sales Agreement or the Delivery Agreement, being involved in invoicing the services in its own name, but on the account of the Delivery Partner. Bolt is not the manufacturer or seller of the Goods or provider of the delivery services and is not liable in any way for the performance of the Sales Agreement or the Delivery Agreement.
- 2.4.** By operating the Bolt Food Platform, the Client acknowledges that every Delivery Partner and/or Partner who offers its goods and services via the Bolt Food Platform has authorised Bolt to act as its commercial agent in relation to any Delivery Agreement and/or Sales Agreement. Bolt has a right to negotiate the Delivery Agreement and/or the Sales Agreement with the Client, including, but not limited to, collect the Delivery Fee and/or Goods Price or other fees payable by the Client or the Bolt Business Customer (including packaging fees and Small Order Fee) under the Delivery Agreement and/or Sales Agreement, if these are paid via an in-app payment or, when applicable, in cash to the Delivery Partner or Partner. In the case of the Delivery Agreement, Bolt has the right to issue invoices in the name of Bolt (but on behalf of the Delivery Partner).
- 2.5.** All Partners manufacture or sell the Goods and all Delivery Partners provide the delivery services on an independent basis as economic and professional service providers. All Partners and Delivery Partners acting on the Bolt Food Platform shall be considered traders within the meaning of Directive (EU) 2005/29.
- 2.6.** Bolt Food Platform is only available to Clients of the age of 16 years or older. The Client may not use the Bolt Food Platform if the Client does not fulfil this requirement. By using the Bolt Food Platform, Clients who are minors affirm that they have obtained all necessary parental or legal guardian authorisations to access and use the Bolt Food Platform. Bolt assumes that minors using the Bolt Food Platform have obtained the requisite consent from their parents or legal guardians.
- 2.7.** All content uploaded to the Bolt Food Platform is subject to the sole responsibility of the Delivery Partner and the Partner, and Bolt is under no obligation to actively monitor or

review such content under Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act). Nevertheless, Bolt is entitled to remove any allegedly illegal content after the receipt of a notice regarding the existence of such content on the Bolt Food Platform.

2.8. Bolt is entitled to suspend, for a reasonable period of time and after having issued a prior warning, the processing of notices and complaints by the Clients who frequently submit manifestly unfounded notices or complaints about alleged illegal content on the Bolt Food Platform. While assessing the circumstances for the suspension, Bolt considers the following:

- 2.8.1.** the absolute numbers of items of manifestly illegal content or manifestly unfounded notices or complaints, submitted within a month; and
- 2.8.2.** the relative proportion of notices and complaints in relation to the total number of items of information provided or notices submitted within a month; and
- 2.8.3.** the gravity of the misuse of the notice action mechanisms; and
- 2.8.4.** (if applicable) the intention of the complainant for submitting manifestly unfounded complaints.

3. ORDERING GOODS THROUGH BOLT FOOD PLATFORM

3.1. The Client can select and order Goods through the Bolt Food Platform. In the event that the Partner cannot provide the Goods as requested in the Order, the Partner will not confirm the Order in the Bolt Food Platform. The Partner may contact the Client in order to agree on changes to the Order and offer to replace Goods that are unavailable. If no agreement is reached the Order will be cancelled and the Client will not be charged for the Order or (where applicable) the Order Price will be returned to the Client in full. If the Client agrees to replace the Goods, the Client will pay the original Goods Price displayed at check-out, regardless of the price of the replacement Goods. This clause does not apply where Bolt has enabled the Partner to offer replacements via an in-app solution. In such cases, the Partner may accept Orders with unavailable items, contact the Client to offer replacements, and inform them of any price differences due to Goods replacement. If the Client agrees, the Order will proceed with the replacements. If not, the missing items will be removed or, if the Client does not wish to continue the Order without the removed Goods, the Order will be canceled. In any case, the Client will not pay more than the amount shown as the initial Order Price at the Order check-out. Any overpayment will be refunded to the Client.

3.2. The Client has a right to receive Goods which comply with their description set out in the Bolt Food Platform and any specific requests or requirements made by the Client (e.g. regarding ingredients or preparation) are not binding on the Partner.. In case the Goods contain food and in case of doubt regarding any allergies that the Client may have to any such Goods, the Client is to contact the Partner for further information. Photos of Goods provided on the Bolt Food Platform might not entirely match the actual Goods offered.

3.3. If the Minimum Order Value applies and the Goods Price related to an Order is below that Minimum Order Value the Client can place an Order and it will be confirmed by the Bolt

Food Platform on the condition that the Client pays the Small Order Fee to the Delivery Partner.

- 3.4.** The Client must comply with applicable laws, including the requirements applicable upon purchase of alcohol, tobacco, energy drinks or any other products requiring age verification. The sale and delivery of age-restricted products are strictly conditional upon the Client presenting a valid government-issued photo identification (ID) to the Delivery Partner at the time of delivery or to the Partner in case of self pick-up by the Client, evidencing that the Client meets the minimum legal age required for the purchase of such products. If the Client fails to provide such ID, refuses the ID check, or is found not to meet the legal age requirement, the relevant Order shall be deemed canceled, and the Sales Agreement with respect to the age-restricted products shall be considered null and void. In such cases, the Client shall not be entitled to receive the age-restricted products. Furthermore, in case the Client wants to order products requiring age verification, he/she must confirm and/or prove his/her age as part of the ordering process. Further, the Delivery Partner delivering the Order and/or the Partner in case of self pick-up by the Client may refuse to hand over the products requiring age verification, if the Client shows signs of intoxication. In case the delivery of the age-restricted product(s) is refused due to reasons described above, Bolt has the right to charge from the Client two times the Delivery Fee as compensation for having to return the age-restricted product(s) to the Partner.
- 3.5.** All Partners are displayed to the Client in a ranked sequence. The main parameters are:
- 3.5.1. Frequency of use of the Partner's services.** If the User has recently placed an Order with the Partner several times, the more likely the Partner will get a higher position on the Bolt Food Platform.
 - 3.5.2. Distance from the User to the Partner.** The shorter the distance between the User and the Partner, the more likely the Partner will get a higher position on the Bolt Food Platform.
 - 3.5.3. ETA of the Order.** The shorter the Partner's Order delivery time, the more likely the Partner will get a higher position on the Bolt Food Platform.
 - 3.5.4. Delivery fee for the Client.** The cheaper the delivery, the more likely the Partner will get a higher position on the Bolt Food Platform.
 - 3.5.5. Rating of the Partner.** The higher the rating of the Partner, the more likely the Partner will get a higher position on the Bolt Food Platform.
 - 3.5.6. Similarity of previous Orders of the Client.** The Partner offering similar Goods to the previous Orders of the Client will more likely get a higher position on the Bolt Food Platform.
- 3.6.** In case the User searches for specific Goods, the search results will be displayed to the User based on the following main parameters: Partner's opening hours, User's search term (i.e. text-based relevance) and distance from the delivery address. Furthermore, Bolt at its own discretion is entitled to create temporary rankings that may be based on the following: existence of the menu campaigns, newness of the Partner on the Bolt Food Platform, location, user preferences, or other editorial curation. The visibility of Partner on

the Bolt Food Platform may increase, should the Partner cover the costs associated with promotional opportunities.

4. ORDERING DELIVERY THROUGH BOLT FOOD PLATFORM

- 4.1.** Upon placement of the Order the Client has to arrange the delivery service by the Delivery Partner through the Bolt Food Platform in order to procure delivery of the Goods to the requested Drop-Off Location or if available choose a self pick-up option.
- 4.2.** In accordance with the Delivery Agreement, the Delivery Partner will deliver the Order to the Drop-Off Location. The Client and the Delivery Partner may agree on a different Drop-Off Location, provided that the new address is close to the original Drop-Off Location (not more than a few blocks away).
- 4.3.** The Client must be present at the Drop-Off Location at least at the estimated time of delivery of the Order indicated on the Bolt Food Platform. The Client must be available to receive calls at the phone number submitted through the Bolt Food Platform from the moment of submitting the Order on the Bolt Food Platform until receiving the Order from the Delivery Partner.
- 4.4.** Any delivery time or other time estimate communicated to the Client by the Delivery Partner or Bolt through the Bolt Food Platform are only estimated times. There is no guarantee that the Goods will be delivered at the estimated time. Delivery times of the Orders may also be affected by factors such as traffic jams, rush hours and weather conditions.
- 4.5.** In case the Client chooses self pick-up of an Order, the Client must arrive at Partner's establishment following indicative Order collection time as provided on the Bolt Food Platform, in order to collect an Order.
- 4.6.** Partners' rating on the Bolt Food Platform is based on the reviews left by the Clients after the Order has been delivered to the Client or, if applicable, after the Order has been picked up by the Client. The Client is entitled to leave a review to a Partner by evaluating the Order on the scale from 1 (poor) to 5 (outstanding). It is not possible for the Client to rate a Partner or leave a review unless the Client has placed an Order with the Partner on the Bolt Food Platform.

5. COMPLAINTS

- 5.1.** If the Client has any complaints regarding the ordered Goods or delivery services, the Client is encouraged to inform Bolt thereof through the Bolt Food Platform as soon as possible, but no later than within 48 hours for perishable Goods and 30 days for non-perishable Goods or in cases involving food safety issues from the delivery of the specific Order. Bolt may request a photograph of the Goods or other evidence or explanation of the circumstances related to the complaint.
- 5.2.** Although Bolt is neither the manufacturer or seller of Goods, nor provider of the delivery services and is not responsible for respective goods or services, Bolt will try to facilitate an amicable solution and may provide a refund or Balance in respect of the affected Order, if Bolt has reasonable cause to believe that the complaint is justified.

- 5.3. The Client may also submit complaints to the Partner or the Delivery Partner directly.
- 5.4. The Client can contact Bolt's customer support via chat function on the Bolt Food Platform where the Client can review the open chats and the communication history thereof, including its date and time, for 6 months as of creating the chat.

6. PAYMENTS AND INVOICING

- 6.1. The Client has to pay the Goods Price to the Partner in the amount indicated on the Bolt Food Platform. Goods Prices in the Bolt Food Platform may differ from the Goods Prices in the Partner's establishment. The Goods Prices on the Bolt Food Platform may be changed from time to time before making an Order. In addition to the Goods Price the Client can also leave a Tip to the Partner for the service at the Partner's establishment.
- 6.2. The Client has to pay the Delivery Fee to the Delivery Partner in the amount calculated by the Bolt Food Platform. The Delivery Fee will be calculated taking into account the time of delivery, length of delivery route, means of delivery and other criteria. The applicable Delivery Fee will be indicated to the Client prior to confirmation of the Order. In addition to the Delivery Fee the Client can also leave a Tip to the Delivery Partner for the delivery service through the Bolt Food Platform. The details of calculation of the Delivery Fee may be adjusted from time to time by the Bolt Food Platform taking into account the market situation, supply and availability of the Delivery Partners on the Marketplace, and other factors relating to the service. The Delivery Fee may comprise of different types of fees (including service fees).
- 6.3. Bolt has the right to establish a Minimum Order Value in accordance with Section 3.3. In cases when the value of the placed Order is less than the Minimum Order Value the Client will pay the Small Order Fee to the Delivery Partner.
- 6.4. Bolt, acting as a commercial agent of the Partner may prepare and issue to the Client informational receipts for the Goods Price on behalf of the Partner. Bolt, acting in its own name but on behalf of the Delivery Partner shall issue the fiscal receipts and/or invoices for the Delivery Fee and (where applicable) the Small Order Fee and/or the Tips (except where Partner is offering its own delivery services). Bolt shall collect the Client's payment for: 1) the fiscal receipts issued by the Partner and/or 2) the invoices issued by Bolt in its own name but on behalf of the Delivery Partner. For the avoidance of doubt, where the Client pays in cash, such payment shall be collected directly by the Delivery Partner and not by Bolt. The fiscal receipts or invoices related to the delivery services will be issued by the Partner in case the Partner provides delivery services to the Client.
- 6.5. All payments are processed from Client's payment card or other payment methods activated by the Client on the Bolt Food Platform, except for cash payments. Payments are processed through a third-party payment processor. Third-party payment providers may ask you additional fees, which are charged by your bank. Bolt is not responsible for these fees. Upon confirming the Order the Client authorises the payment with its payment card or using other eligible payment method in the amount of the Order Price, and the respective amount will be reserved on the payment card or through other means of payment. The payment related to the Order will be performed and charged from the Client's payment card or using other payment methods within 72h from confirmation of the Order.

- 6.6.** The payment obligations of the Client arising from the Sales Agreement and the Delivery Agreement (if applicable) are deemed to be fulfilled respectively towards the Partner and the Delivery Partner (if applicable) when payment has been performed to Bolt and charged from the Client's payment card or other eligible payment methods (e.g. Bolt Business Feature) or, as the case may be, when the Client has paid the Order Price in full to the Delivery Partner in cash upon the delivery of the Order or the Client has paid the Order Price in full to the Partner directly in case of self pick-up by the Client. If the Order Price cannot be reserved on the Client's payment card, the Order will not be forwarded to the Partner, except for cash payments to the Delivery Partner upon the delivery of the Order or direct payment to the Partner in case of self pick-up by the Client.
- 6.7.** Bolt may facilitate an option to the Client that allows the Client to pay for the Order in cash to the Delivery Partner upon the delivery of the Order. In such a case, the Client shall pay the Order Price to the Delivery Partner in cash upon delivery of the Order to the requested Drop-Off Location. Bolt may, at its own discretion, limit cash payments for a specific Client.
- 6.7.1.** In case of cash payment, the Delivery Partner shall insert the sum of cash received from the Client to the Bolt Food Platform. In case the sum does not correspond to the payment obligations of the Client arising from the Sales Agreement and the Delivery Agreement, then the Balance shall automatically decrease by the amount paid less for the Order or by the full Order Price (e.g. in case the Client is not present at the Drop-Off Location, as per Section 7.2, the Client refuses to pay, etc).
- 6.8.** The Balance shall apply automatically upon placement of an Order. The Balance cannot be exchanged for cash.
- 6.9.** Bolt may allow Partners to sell Goods by weight, offer replacement of Goods in the Order, and charge extra for packaging in case the Partner needs to use additional packaging to assemble the Order. In such cases, the initial Order Price displayed on the Bolt Food Platform is indicative and the final Order Price may differ from the initial Order Price and will be determined based on the actual items delivered, their weight (where applicable), and any additional packaging charges incurred. To cover for possible price adjustments related to the abovementioned Order adjustments Bolt may make a temporary authorisation hold on Client's payment method for the amount shown at the check-out. Clients are charged only for the actual Goods and packaging they receive and any part of the temporary authorisation hold that is not needed for covering for a price adjustment will be returned or refunded to the Client. In any case, the Client will not pay more than the amount shown as the initial Order Price at the Order check-out. Any overpayment will be refunded to the Client.
- 6.10.** Bolt may allow Partners to offer loyalty benefits that Clients can apply to their Orders. These benefits are offered and managed solely by the Partner. Bolt is not responsible for any technical or other issues that may affect the application of such benefits. The Partner is responsible for communicating to the Client how loyalty benefits can be applied on the Bolt Food Platform. To benefit from the loyalty programme offered by the Partner the Client shall enter the relevant details proving their eligibility at the time of placing the Order. Once the Order has been placed with the Partner it is no longer possible to add details related to the loyalty programme.

- 6.11.** To use the Bolt app, the Client must link at least one valid payment method to the Client's account ("**Elected Payment Method**"). The Client must keep their payment details accurate and up to date. Bolt may verify the Client's payment method by authorising small charges or pre-authorise the Client's payment method for an estimated amount. The Client authorises Bolt to store and charge the Elected Payment Method for (i) Orders, including final prices charged without the Client's intervention; (ii) recurring payments for subscriptions; (iii) fees for orders cancelled in case the Client is not entitled for a refund; (iv) any additional fees and penalties as outlined in these General Terms.
- 6.12.** Unless using cash, the Client's payment will be processed via the Elected Payment Method. Refunds (if applicable) will be processed to the Elected Payment Method. If the Client has any unpaid amounts, refunds may be used to settle them.
- 6.13.** If payment fails or is late, Bolt may retry charging the Elected Payment Method, deduct amounts from the Client's balance, or use debt collection. The Client will be notified via email and may be asked to pay all or some fees upfront for any future services. Bolt may block or limit payments suspected to be fraudulent, illegal, or in violation of these terms. This includes Tips used for other purposes or unusual activity.
- 6.14.** By agreeing to these General Terms the Client expressly consents to the receipt of electronic invoices. Electronic invoices are issued and received in any electronic format, including via email with a document attached in PDF form.

7. ORDER CANCELLATION, TERMINATION AND SUSPENSION OF USE

- 7.1.** The Client may cancel an Order if available on the Bolt Food Platform and on the terms provided on the Bolt Food Platform. Furthermore, Bolt, the Partner and/or the Delivery Partner may cancel the Order and in such cases, the Client is entitled to a full refund, except in cases under sections 7.2.
- 7.2.** Bolt, on behalf of the Delivery Partner, may cancel the Order and charge the Client or reduce the Client's Balance for the full price of the Order in the following cases:
- 7.2.1.** the Client is not available at the Drop-Off Location within 5 minutes of the arrival of the Delivery Partner thereto;
 - 7.2.2.** the phone number provided by the Client cannot be reached by the Delivery Partner within 5 minutes of the Delivery Partner's arrival at the Drop-Off Location; or
 - 7.2.3.** the Client and the Delivery Partner fail to agree on a new Drop-Off Location according to Section 4.2 above.
- 7.3.** Bolt is entitled to temporarily suspend the Client's access to the Bolt Food Platform or terminate these General Terms with immediate effect and/or refuse or cancel any Orders, if the Client causes any abuse or harm to the Bolt Food Platform, if Bolt has reasonable belief of fraudulent acts by the Client when using the Bolt Food Platform, or if the Client otherwise fails to comply with his/her obligations under these General Terms (e.g. by not being present at the Drop-Off Location on several occasions, as per Section 7.2). Suspension or termination from the Bolt Food Platform means also suspension or termination from other Bolt platforms (e.g. ride-hailing platform).

- 7.4.** The Client shall not use the Bolt Food Platform for money laundering purposes as well as any other criminal activity (as determined by Bolt in its sole discretion). If the Client violates this Section 7.4, Bolt will terminate these General Terms with the Client as well as will notify relevant law enforcement agencies.

8. LICENCING, INTELLECTUAL PROPERTY RIGHTS AND DATA PROCESSING

- 8.1.** By registering on the Bolt Food Platform, Bolt grants the Client a revocable, non-exclusive, non-transferable, non-sublicensable licence to use the Bolt Food Platform for the purpose of ordering Goods and arranging the delivery of the Orders.
- 8.2.** All intellectual property rights regarding the software, documentation or information used or developed by or on behalf of Bolt during the provision of the information society services under these General Terms (incl. the Bolt Food Platform and any material uploaded therein) belong to Bolt (or, sometimes, to a limited extent, the Partner). The User shall not copy, modify, adapt, reverse-engineer, decompile or otherwise discover the source code of the Bolt Food Platform or any other software used by Bolt or extract or use any data on the Bolt Food Platform for commercial purposes or any other purpose than ordering Goods. The User shall use the Bolt Food Platform solely for his/her personal, non-commercial purposes, except when Bolt Business Feature is used.
- 8.3.** The processing of Users' and Clients' personal data by Bolt is set out in the Privacy Policy, which can be accessed on the Bolt Food Platform via the following link: <https://bolt.eu/en-ee/privacy/>.
- 8.4.** Bolt is not providing any warranties, guarantees or representations regarding the quality of the Bolt Food Platform, including regarding the absence of apparent or hidden defects, fitness for ordinary or particular (special) purpose, and Bolt is not required to satisfy the User's claims regarding the quality of the Bolt Food Platform.
- 8.5.** The Users are expressly prohibited from engaging in any form (manual or automated) of data scraping, data mining, data extraction, or any automated collection of data from the Bolt Food Platform, including but not limited to the use of bots, spiders, crawlers, or any other automated means.

9. LIABILITY

- 9.1.** The Partner is solely liable for any defects in the quality and quantity of the ordered Goods or other shortcomings in the performance of the Sales Agreement and Bolt does not assume any liability thereof (including liability for any allergic reactions to food or any other health issues).
- 9.2.** The Delivery Partners are solely responsible for the performance of the Delivery Agreement and Bolt does not assume any liability thereof.
- 9.3.** If a User suspects that his/her payment card associated with their account on Bolt Food Platform has been stolen and/or is being fraudulently used by a third party, the User has to inform Bolt thereof immediately. Until receiving such notification, Bolt will not be liable for any fraudulent use of the User's payment card by third parties on the User's account.

- 9.4.** The Bolt Food Platform is provided to the User strictly on an "as is" basis. Bolt will not be liable for any interruptions, connection errors, unavailability of, or faults in the Bolt Food Platform (including for any payment functionalities), however, Bolt does not limit the Client's right to claim for damages or use any other legal remedies provided by law upon non-compliance of the services of the Bolt Food Platform with these General Terms. Furthermore, Bolt upon its sole discretion may introduce new and/or discontinue existing functions to the Bolt Food Platform, Clients will be notified by Bolt of such discontinuations accordingly.
- 9.5.** The User acknowledges that rooting, jailbreaking or modifying a smartphone or any other device at a hardware or operating system level in any manner which is against the manufacturer's instructions makes the device susceptible to cyber threats. Furthermore, the User acknowledges that using fake devices and other solutions which try to communicate with Bolt's systems is not allowed. The User acknowledges that Bolt shall not be liable for any losses in connection with the use of such a modified device or fake devices and other such solutions, and that Bolt shall not have any obligation to support the use of such a device.

10. MISCELLANEOUS

- 10.1.** The Client has a statutory right to withdraw from the Sales Agreement in accordance with and in respect of Goods listed in Directive 2011/83/EU within 14 days of the date of receipt of Goods without giving any reasons. If the Client wants to withdraw from such Goods, the Client may either (i) use the model withdrawal form provided in Schedule 1 or (ii) make any other unequivocal statement setting out the decision to withdraw from such Goods by contacting Bolt.
- 10.2.** The right to withdraw from the Sales Agreement does not apply to Sales Agreements relating to certain Goods, including, but not limited to, in particular:
- 10.2.1.** the goods made in accordance with the consumer's requirements, goods made to measure, or goods intended specifically for one consumer;
 - 10.2.2.** the supply of goods which are liable to deteriorate or expire rapidly;
 - 10.2.3.** the goods sealed in protective packaging which are not suitable for return due to health protection or hygiene reasons, and the protective packaging of which has broken after the supply;
 - 10.2.4.** the goods which may, after the supply, according to their nature, be inseparably mixed with other goods;
 - 10.2.5.** the audio, video or audiovisual recordings, computer software sold in protective packaging, if the consumer has opened this packaging;
 - 10.2.6.** the periodical, with the exception of sales under a subscription agreement, and the sale of books not supplied in protective packaging.
- 10.3.** The Client may withdraw from the Delivery Agreement even prior to the commencement of the withdrawal period.

- 10.4.** The Client acknowledges that in the event of concluding the Delivery Agreement, he/she declares that he/she has been informed by these General Terms that by granting consent to start provision of the delivery services before the expiration of the 14-day withdrawal period, he/she loses the right to withdraw from the Delivery Agreement after full provision of the delivery services, at the same time, he/she agrees to the provision of the delivery services before the expiry of the 14-day withdrawal period, thereby losing the right to withdraw from the Delivery Agreement.
- 10.5.** After withdrawal from the contract, all payments made by the Client in connection with the conclusion of the Sales Agreement, especially the Goods Price, will be returned to the Client. Payments will be returned to the Client without undue delay, no later than 14 days from the day the Client delivers the notice of withdrawal from the Sales Agreement.
- 10.6.** The payment for the Goods will be paid to the Client only after the returned Goods have been delivered back to the Partner's establishment or upon presentation of a document proving the return of the Goods, whichever occurs first. The Client has to send the Goods back to the Partner or bring them to the Partner's establishment no later than within 14 days from the date of exercising the right to withdraw from the Sales Agreement. The period is considered to be preserved if the Client sends the Goods back before the expiry of the 14-day period. The direct costs of returning the Goods are borne by the Client.
- 10.7.** The Client is responsible for any reduction in the value of the Goods as a result of handling the Goods in a way other than as necessary depending on the nature, characteristics and functionality of the Goods.
- 10.8.** If for any reason Section 10.4 does not apply, and if the Client requested the start of the provision of services during the period for withdrawal from the Delivery Agreement, the Client is obliged to pay the price for the services actually provided by the day when the Client announced the decision to withdraw from the Delivery Agreement.
- 10.9.** By concluding the Sales Agreement and/or the Delivery Agreement, the Client declares that he/she has been informed by the Partner and/or Delivery Partner about his/her rights arising from the provisions regarding the liability for defects in goods or services according to the relevant legal regulations.
- 10.10.** The Sales Agreement and/or Delivery Agreement concluded between the Client and the Partner and/or the Delivery Partner shall be terminated by the complete fulfilment of the mutual rights and obligations of the Partner, the Delivery Partner and the Client resulting from the Sales Agreement and/or the Delivery Agreement, or by another way of terminating the contractual relations, which is identified in these General Terms.
- 10.11.** Bolt reserves the right to make changes to the General Terms at any time, by uploading the revised General Terms onto the Bolt Food Platform and notifying all Users who have registered on the Bolt Food Platform thereof through the email address provided by the Client during signup.
- 10.12.** Bolt has the right to assign any of its rights and obligations under these General Terms to any affiliate or third party without the Client's prior consent.

- 10.13.** Bolt may change or remove different parts of the Bolt Food Platform or change the Bolt Food Platform, its features and the selection of Partners participating in the Bolt Food Platform in part or in whole at any time without prior notice.
- 10.14.** The User can only access the Bolt Food Platform with an internet connection. There are no specific technical requirements for the internet connection, however, the quality of the services of the Bolt Food Platform may be affected by the internet speed. The Bolt Food Platform is available on Android and Apple devices in accordance with the latest software updates.
- 10.15.** During the creation of a User account on Bolt Food Platform, the User's phone number is connected to the User's account and added to Bolt's database. If the User updates his/her phone number after the creation of the account on Bolt Food Platform and wishes to continue using the Bolt Food Platform then the User must notify Bolt about the updated phone number at the earliest opportunity. After the phone number is updated, the User will receive a verification request to his/her new phone number via SMS or other means by Bolt. The User must then verify his/her new phone number by following the instructions in the SMS or other means sent by Bolt. Once the phone number is verified, it will be updated automatically on the Client's profile. When the User updates his/her personal information on the Bolt Food Platform, the changes shall also apply to other Bolt platforms (incl. ride-hailing platform). If the User abandons the phone number connected to his/her account on Bolt Food Platform and does not wish to update it on Bolt Food Platform then the User must terminate these General Terms with Bolt and thereafter the User's account will be deactivated. Termination of these General Terms and account deactivation for aforementioned reasons does not prevent the User from creating a new account on Bolt Food Platform with a valid phone number.
- 10.16.** The Bolt Food Platform is available in multiple languages which can be changed in the User's profile.
- 10.17.** Bolt may track the location of the Client's device via the Bolt Food Platform. There may be restrictions for the provision of services of the Bolt Food Platform based on the location of the User's device. These restrictions are apparent via the interface of the Bolt Food Platform (e.g., the available Partners based on the location). Bolt does not provide the services in all jurisdictions. As the availability of Bolt's services may change from time to time, there is no concrete list of the jurisdictions.
- 10.18.** Bolt provides the services which are designed, delivered, and support compliance with industry standards and best practices, such as ISO 27001/27002, whenever feasible and not in conflict with other agreed requirements.
- 10.19.** The use of the Bolt Food Platform and all legal relations formed thereunder will be governed by the laws of the Slovak Republic. The statutory provisions on the limitation of the choice of law and on the applicability of mandatory provisions, in particular of the state in which the User has his/her habitual residence as a consumer, shall remain unaffected (Article 6 (1) Rome I Regulation).
- 10.20.** If the respective dispute resulting from these General Terms cannot be settled by negotiations, then the dispute will be finally solved by the competent court of the Slovak Republic having jurisdiction over Bolt's registered office in Bratislava. If the User changes

his/her place of residence or habitual residence out of Slovakia or the User's place of residence or habitual residence is not known at the time the action is brought, the exclusive place of jurisdiction shall be Bolt's registered office (Bratislava, Slovak Republic).

- 10.21.** If there is a dispute between the Client and a Partner or the Delivery Partner providing services on the Bolt Food Platform, the Client who is a consumer may use the Online Dispute Resolution tool available at <http://ec.europa.eu/odr>.
- 10.22.** The Client can refer the consumer dispute to the Slovak Trade Inspection (www.soi.sk) or to another authorised legal entity of their choice, which is included in the list of subjects of alternative disputes resolution for consumers managed by the Ministry of Economy of the Slovak Republic. The list is available here:
<https://www.mhsr.sk/obchod/ochrana-spotrebiteľa/alternatívne-riesenie-spotrebiteľských-sporov-1/zoznam-subjektov-alternatívneho-riesenia-spotrebiteľských-sporov-1>.
- 10.23.** The supervisory authority in the field of consumer protection:
Slovak Trade Inspection
Bajkalska 21/A, 827 99 Bratislava 27, Slovak republic
ID no.: 17 33 19 27
Postal address:
Slovenska obchodna inspekcia
ustredny inspektorat
Odbor pre medzinarodna vzťahy a alternatívne riesenie spotrebiteľských sporov
Bajkalska 21/A, p. p. 29
827 99 Bratislava 27
Email address: ars@soi.sk; adr@soi.sk
Phone no.: +421 (0)2/58 27 21 23; +421 (0)2/58 27 21 41
Fax no.: +421 (0)2/53 41 49 96
- 10.24.** Where versions of these General Terms exist in any other language, the English language version shall prevail.

SCHEDULE 1
MODEL WITHDRAWAL FORM

To Bolt Services SK s.r.o. (Bottova 2A, 811 09 Bratislava, Slovak Republic; slovakia-food@bolt.eu)

I/We* hereby give notice that I/we* withdraw from my/our* contract for the sale of the following goods (Sales Agreement) / for the provision of the following service (Delivery Agreement)*:

Ordered on / received on*: [to be completed by the Client]

Given name and surname of consumer(s)*: [to be completed by the Client]

Address of consumer(s)*: [to be completed by the Client]

Signature of consumer(s)* (only if this form is notified on paper):

Date: [to be completed by the Client]

* Delete as appropriate.