



Claims Procedure

Effective Date: October 8, 2025

This Claims Procedure (hereinafter the "**Procedure**") governs the rights and obligations of the Parties in exercising the rights arising from liability for defects of the Service provided by Sited, s.r.o. (hereinafter the "**Provider**") to the Client under the Master Services Agreement (**MSA**) and the General Terms and Conditions (hereinafter the "**GTC**").

Article I.

General Provisions

1. This Procedure is an integral part of the Agreement and the GTC. The Client is obliged to familiarise themselves with this Procedure before concluding the Agreement.
2. For the purposes of this Procedure, a Claim (hereinafter the "**Complaint**") is understood as the exercising of the right of liability for defects of the Service provided.
3. A defect of the Service (hereinafter the "**Defect**") is understood as a demonstrable deviation of the Service's functionality from the features defined in the Specification of Services and Price List, which is an annex to the Agreement.

Article II.

Filing a Complaint

1. The Client is entitled to file a Claim for a Defect that occurs during the term of the Agreement.
2. The Claim must be filed without undue delay after the Client discovers the Defect.
3. The Claim must be filed in writing via email to the Provider's contact email address: **hello@nug.is**.
4. To ensure a swift resolution, the Client is obliged to provide maximum cooperation, in particular, to accurately describe the Defect and provide any available supporting documentation (e.g., screenshots, description of the steps leading to the error, time of occurrence).

Article III.

Claim Requirements

1. A properly filed Claim must contain at least the following information: a) Identification of the Client (company name, Company ID). b) Name and contact details of the person authorised to handle the Claim on behalf of the Client. c) A detailed and understandable



description of the Defect being claimed. d) A description of how the Defect manifests itself and, if possible, the time of its occurrence. e) The Client's proposal for resolving the Claim (e.g., requesting repair, a discount).

2. If the Claim does not contain the required information, the Provider is entitled to ask the Client to supplement it. The timeframe for resolving the Claim shall be suspended until the required information is provided.

Article IV.

Timeframe for Claim Resolution

1. The Provider undertakes to resolve a properly filed Claim without undue delay, no later than **30 days** from the date of its receipt.
2. The Provider will inform the Client of the outcome of the Claim resolution via email.

Article V.

Methods of Claim Resolution

1. **Remediable Defects:** In the case of a Defect that can be remedied, the Client is primarily entitled to its free-of-charge remedy. The Provider is obliged to remedy the Defect without undue delay.
2. **Irremediable Defects:** In the case of a Defect that cannot be remedied and which prevents the proper use of the Service, the Client is entitled to a reasonable discount from the price of the Service or to withdraw from the Agreement. The choice of the right belongs to the Client.
3. A Claim is considered unjustified if the Defect was caused by: a) Improper use of the Service by the Client in contradiction with the Agreement or documentation. b) Intervention into the Service by the Client or a third party without the Provider's consent. c) Circumstances excluding liability (force majeure).

Article VI.

Final Provisions

1. This Procedure enters into force and effect on the date of its publication.
2. Relationships not regulated by this Procedure are governed by the relevant provisions of the GTC and Act No. 513/1991 Coll., the Commercial Code of the Slovak Republic, as amended.