



TERMS OF SALES

2026 / 09 / 15



Terms of Sales

1. GENERAL PROVISIONS

- 1.1. These Terms of Sales (the “**Terms**”) set out the terms and conditions applicable to the purchase and sale of products offered by UAB “Witsee Tech” through the official Witsee Tech online store (the “**Online Store**”), including the Witsee Sensor and related accessories (collectively, the “**Products**”).
- 1.2. These Terms govern, among other matters, the placement and acceptance of orders, payment, order processing, delivery, transfer of risk, cancellation, returns, refunds, warranty claims, defective or damaged Products, and other matters relating to the purchase of Products from Witsee Tech.
- 1.3. These Terms apply to all Customers purchasing Products through the Online Store, unless otherwise expressly agreed in writing between the Customer and Witsee Tech.
- 1.4. The following capitalized terms used in these Terms shall have the following meanings:
 - 1.4.1. “**Customer**” means any natural person or legal entity that purchases or intends to purchase Products through the Online Store. Where applicable, a Customer acting as a consumer shall benefit from any mandatory consumer protection rights available under applicable law.
 - 1.4.2. “**Consumer**” means a natural person who purchases Products for purposes which are outside that person’s trade, business, craft or profession.
 - 1.4.3. “**Business Customer**” means any natural or legal person purchasing Products wholly or mainly for purposes relating to its trade, business, craft or profession.
 - 1.4.4. “**Business Day**” means any day from Monday to Friday, excluding public holidays and other officially designated non-working days in the Republic of Lithuania.
 - 1.4.5. “**Order**” means an order for one or more Products submitted by the Customer through the Online Store and accepted by Witsee Tech in accordance with these Terms.
 - 1.4.6. “**Order Confirmation**” means an electronic confirmation sent by Witsee Tech to the Customer confirming receipt and acceptance of the Order following successful payment.
 - 1.4.7. “**Online Store**” means the official Witsee Tech e-commerce website operated by Witsee Tech through which Customers may browse, select, order, and purchase Products.



- 1.4.8. **“Product” or “Products”** means any physical product offered for sale by Witsee Tech through the Online Store, including, without limitation, the Witsee Sensor, mounts, screwdrivers, accessories, replacement parts, batteries, and other related items.
- 1.4.9. **“Sensor”** means the physical Witsee motion-tracking sensor developed and manufactured by Witsee Tech for use in bowling training and sports performance analysis, which may be installed in a bowling ball and connected to the Witsee mobile application via Bluetooth.
- 1.4.10. **“Shipment”** means the package containing the Products ordered by the Customer and handed over by Witsee Tech to the applicable carrier for delivery.
- 1.4.11. **“Carrier”** means FedEx or any other logistics, courier, postal, or delivery service provider engaged by Witsee Tech for the delivery or return of Products.
- 1.4.12. **“Price”** means the price payable for a Product as displayed in the Online Store at the time the Order is placed, excluding or including applicable taxes depending on the Customer’s location and as displayed before checkout.
- 1.4.13. **“Delivery Fee”** means any shipping or delivery charge applicable to an Order and displayed separately before completion of the purchase.
- 1.4.14. **“Warranty”** means the commercial warranty provided by Witsee Tech in accordance with these Terms, without prejudice to any mandatory statutory rights that may apply to the Customer.
- 1.4.15. **“Witsee Tech”** means UAB “Witsee Tech”, a private limited liability company incorporated under the laws of the Republic of Lithuania, legal entity code 307624838, VAT identification number LT100019979816, registered address P. Luksio st. 5-1, LT-08221 Vilnius, Lithuania.
- 1.4.16. **“Terms”** means these Terms of Sales, including any amendments or updated versions published by Witsee Tech from time to time.
- 1.5. By placing an Order through the Online Store, the Customer confirms that they have read, understood, and agreed to be bound by these Terms as applicable at the time the Order is submitted.
- 1.6. The Customer is responsible for ensuring that all information provided during the ordering process, including name, billing details, delivery address, telephone number, and email address, is complete, accurate, and up to date.
- 1.7. These Terms shall be read together with any other policies or information published by Witsee Tech and applicable to the purchase or use of the Products, including, where relevant, the Privacy Policy, Safety and Warranty Guide, product instructions, and other product-specific documentation.



- 1.8. Nothing in these Terms excludes, restricts, or limits any rights or remedies that cannot lawfully be excluded or restricted under applicable mandatory law. Where the Customer is a Consumer, the Consumer shall retain all mandatory consumer protection rights available under applicable law.
- 1.9. Witsee Tech may update or amend these Terms from time to time. Unless otherwise required by applicable law, each Order shall be governed by the version of the Terms in force at the time the Customer places the relevant Order.
- 1.10. For any questions relating to these Terms, Orders, delivery, returns, refunds, warranty claims, or Products, the Customer may contact Witsee Tech at support@witsee.com.

2. SALES TERRITORIES AND CUSTOMERS

- 2.1. Witsee Tech sells Products to both Consumers (B2C) and Business Customers (B2B). These Terms apply to both categories of Customers unless a provision expressly applies only to Consumers or only to Business Customers. Any statutory consumer rights referred to in these Terms apply only where the Customer qualifies as a Consumer under applicable law.
- 2.2. Orders may be placed worldwide except for the following destinations, to which Witsee does not ship:

Belarus, Russia, North Korea, Iran, Afghanistan, Myanmar, Sudan, South Sudan, Yemen and Libya.

3. PRICES, CURRENCIES, TAXES AND SHIPPING CHARGES

- 3.1. Prices for customers in the European Union are displayed inclusive of VAT. Payments may be made in EUR or USD, as available at checkout.
- 3.2. Shipping costs are not included in the product price and are calculated separately. Witsee does not offer free shipping based on order value unless explicitly stated as part of a specific promotion.
- 3.3. For shipments outside the European Union, import duties and taxes will be paid by Witsee. The total amount payable for the order will be shown to the customer before payment is completed.

4. ORDERS AND PAYMENTS



- 4.1. Orders may be paid by bank transfer or payment card. Card payments are processed through the payment solutions used by the Witsee online store, including Stripe and WooCommerce integrations.
- 4.2. An order is considered confirmed once payment has been successfully received and the customer has received an order confirmation email.
- 4.3. Witsee does not offer pre-orders unless expressly announced otherwise.
- 4.4. **Order Cancellation Before Shipment**
 - 4.4.1. A customer may cancel an order before shipment, provided that the customer has not yet received an email confirming that the order has been shipped. To request cancellation, the customer must contact support@witsee.com as soon as possible.
- 4.5. **Product Unavailability**
 - 4.5.1. If a product ordered by the customer is unexpectedly out of stock, Witsee will inform the customer of the expected availability or delivery timeframe. The customer may choose either to wait for the product or to receive a refund.

5. ORDER PROCESSING AND DISPATCH

- 5.1. Orders are dispatched from Lithuania within 1 - 5 business days after the order has been placed and payment has been successfully received.
- 5.2. For these Terms, business days are Monday through Friday, excluding public holidays and non-working days officially observed in the Republic of Lithuania. Orders are not processed or dispatched on weekends or Lithuanian public holidays.
- 5.3. During periods of unusually high order volume, promotions, supply disruptions, or other exceptional circumstances, processing and dispatch may take longer than the estimated period stated above. If Witsee Tech becomes unable to dispatch an Order within the stated or otherwise agreed dispatch period, the Customer will be informed without undue delay and, where required by applicable law, will be provided with a revised estimated dispatch date and the option to cancel the affected Order and receive a refund.



- 5.4.** For Customers in the United States, where applicable, Witsee Tech will comply with applicable Federal Trade Commission requirements concerning delayed shipment, cancellation rights, and prompt refunds.

6. DELIVERY

- 6.1.** Orders are shipped from Lithuania using FedEx.

Estimated delivery times after dispatch are:

Destination	Estimated delivery time
Lithuania	<i>1 - 3 business days</i>
Other EU countries	<i>3 - 7 business days</i>
United States	<i>5 - 10 business days</i>
Other countries	<i>5 - 15 business days, depending on destination</i>

Delivery times are estimates only unless a specific delivery date has been expressly agreed with the Customer. Nothing in these Terms limits any mandatory rights available to Consumers in relation to delayed delivery.

For EU Consumers, where Products are not delivered within the agreed delivery period or, where no other period has been agreed, within the period required by applicable law, the Consumer may exercise the remedies available under applicable consumer protection law.

- 6.2.** A shipment tracking number will be sent to the customer by email after dispatch.

6.3. Delivery Risk

- 6.3.1.** Where the Customer is a Consumer, the risk of loss of or damage to the Products remains with Witsee Tech until the Consumer, or a third party designated by the Consumer other than the Carrier, acquires physical possession of the Products, except where otherwise provided by mandatory applicable law.
- 6.3.2.** Where the Customer subsequently returns a Product, responsibility for the return shall be determined in accordance with these Terms and applicable law.



6.4. Delayed, Lost or Missing Shipments

- 6.4.1. If a shipment is delayed, lost, or marked by the carrier as delivered but the customer has not received it, the customer must contact support@witsee.com and provide the relevant order details. Witsee will review the circumstances and determine the appropriate solution, which may include sending a replacement shipment or issuing a refund. Any remedy provided under this Section is without prejudice to the Customer's mandatory statutory rights.

6.5. Incorrect Delivery Address and Returned Shipments

- 6.5.1. If the Customer provided an incorrect or incomplete delivery address, the Customer must contact support@witsee.com as soon as possible, but in any event no later than 5 Business Days after becoming aware, or reasonably expected to have become aware, of the delivery issue. If the Customer fails to notify Witsee Tech within this period, Witsee Tech may not be able to amend the delivery details or prevent the Shipment from being returned or otherwise affected, and additional costs attributable to the Customer's error may apply.
- 6.5.2. If a Shipment is returned due to an incorrect or incomplete delivery address or any other error attributable to the Customer, the Customer shall be responsible for the costs of re-shipping, and Witsee Tech may issue a separate invoice for such costs. If the error was caused by Witsee Tech, Witsee Tech shall cover the re-shipping costs.

7. 14-DAY WITHDRAWAL RIGHT AND RETURNS

- 7.1. Consumers in the European Union have the right to withdraw from a distance sales contract without giving any reason within 14 calendar days from the day on which the Consumer, or a third party indicated by the Consumer other than the Carrier, acquires physical possession of the Product.
- 7.2. The withdrawal period expires 14 calendar days after the day on which the Consumer, or a third party designated by the Consumer other than the Carrier, acquires physical possession of the Product.



- 7.3. Where several Products forming part of one Order are delivered separately, the withdrawal period shall begin when the Consumer, or a third party designated by the Consumer other than the Carrier, acquires physical possession of the last Product, where required by applicable law.
- 7.4. To exercise the right of withdrawal, the Consumer must inform Witsee Tech of the decision to withdraw by means of a clear statement sent to support@witsee.com before the withdrawal period expires.
- 7.5. Witsee Tech will provide the Consumer with return instructions and may arrange the return shipment. The exercise of the statutory right of withdrawal is not conditional upon prior approval or authorization by Witsee Tech.
- 7.6. Products being returned to Witsee Tech shall be returned to:

UAB “Witsee Tech”

P. Luksio st. 5-1

LT-08221 Vilnius

Lithuania

Email: support@witsee.com

Before returning a Product, the Customer should contact support@witsee.com so that Witsee Tech can provide appropriate return instructions and, where applicable, arrange the Carrier.

- 7.7. Where Witsee Tech arranges collection of the Product, the Customer should not independently arrange shipment unless instructed otherwise.

7.8. Return Shipping Costs

- 7.8.1. Witsee Tech will cover the reasonable direct cost of returning a Product where the return is due to a defect, damage, incorrect supply, incomplete delivery attributable to Witsee Tech, or another valid Product-related claim for which Witsee Tech is responsible.
- 7.8.2. For EU Consumers exercising the statutory 14-day right of withdrawal, Witsee Tech will also cover the reasonable direct cost of returning the Product, provided that the return is arranged through Witsee Tech or in accordance with return instructions provided by Witsee Tech.



- 7.8.3. If the Customer independently arranges a return without following Witsee Tech's return instructions, Witsee Tech may decline to reimburse return shipping costs exceeding the reasonable cost of the return method that Witsee Tech would otherwise have arranged, to the extent permitted by applicable law.

7.9. Condition of Returned Products

- 7.9.1. Opening the Product packaging does not by itself exclude the Consumer's statutory right of withdrawal.
- 7.9.2. An EU Consumer may inspect and handle the Product to the extent reasonably necessary to establish the nature, characteristics, and functioning of the Product.
- 7.9.3. If the Product or any included component is returned damaged, incomplete, or showing signs of use exceeding what is reasonably necessary to establish its nature, characteristics, and functioning, Witsee Tech may reduce the refund by an amount corresponding to the resulting diminished value, to the extent permitted by applicable law.
- 7.9.4. If any component was missing when the Customer first opened the package due to a packing error, the Customer should contact support@witsee.com. Depending on the circumstances, Witsee Tech may send the missing component, replace the Product, or provide another remedy available under applicable law.

7.10. Customers Outside the European Union

- 7.10.1. Witsee Tech does not provide a voluntary general change-of-mind return period to Customers outside the European Union, including Customers in the United States, unless expressly stated otherwise.
- 7.10.2. This provision does not exclude or limit any rights relating to defective, damaged, incorrectly described, incorrectly supplied, or otherwise non-conforming Products that the Customer may have under applicable law.

7.11. Model Withdrawal Form



7.11.1. EU Consumers may exercise their statutory right of withdrawal by sending any clear statement indicating their decision to withdraw from the contract. A Model Withdrawal Form is provided at the end of these Terms.

7.11.2. Use of the Model Withdrawal Form is optional.

8. REFUNDS

8.1. Where an EU Consumer validly exercises the statutory right of withdrawal, Witsee Tech will reimburse the applicable amounts without undue delay and no later than 14 calendar days from the day on which Witsee Tech is informed of the Consumer's decision to withdraw. For refunds arising for reasons other than the statutory EU right of withdrawal, the applicable refund period may depend on the circumstances and applicable law.

8.2. Unless otherwise expressly agreed with the Customer and permitted by applicable law, refunds will be made using the same means of payment used for the original transaction. The Customer will not incur any fees from Witsee Tech as a result of such reimbursement.

8.3. Where an EU Consumer validly exercises the statutory right of withdrawal, Witsee Tech will reimburse the Price paid for the returned Product together with the cost of the least expensive standard delivery method offered by Witsee Tech for the relevant Order. If the Consumer expressly selected a delivery method that was more expensive than the least expensive standard delivery method offered by Witsee Tech, the additional delivery cost will not be refunded.

8.4. Where permitted by applicable law, Witsee Tech may withhold reimbursement until Witsee Tech has received the returned Product or the Consumer has supplied evidence of having sent the Product back, whichever occurs first. This right shall not apply where Witsee Tech has offered to collect the Product or where applicable mandatory law provides otherwise.

8.5. Where an Order contains several separately identifiable Products, the Customer may request to return only some of those Products where permitted by applicable law. Refunds in such cases will be calculated in relation to the Products validly returned and any applicable delivery costs.

9. DAMAGE, INCORRECT OR INCOMPLETE ORDERS



- 9.1. If the Customer receives a Product that appears to have been damaged during transportation, the Customer should notify Witsee Tech as soon as reasonably possible and preferably within **10 calendar days** by contacting support@witsee.com. Witsee Tech may request photographs, video, packaging information, or other reasonable evidence necessary to assess the claim. Failure to report transportation damage within 10 calendar days does not by itself exclude or limit any mandatory statutory rights available to a Consumer.
- 9.2. If the customer receives the wrong product or the package is incomplete, Witsee will provide an appropriate remedy. This may include replacing the product, sending missing components, arranging return of the original package and sending a new package, or refunding the amount paid. Any remedy offered under this Section shall be without prejudice to mandatory rights available to Consumers under applicable law.
- 9.3. Witsee covers shipping costs for valid defective, damaged, incorrect or incomplete-order claims. If the request is unrelated to a valid warranty or product issue, shipping costs may be charged to the customer.
- 9.4. Where a Product does not conform to the sales contract, Consumers shall be entitled to the remedies provided by applicable law. For EU Consumers, this generally includes the right to have the Product brought into conformity by repair or replacement, subject to the conditions and limitations prescribed by applicable law. Where repair or replacement is impossible, disproportionate, has not been completed within a reasonable period of time, has caused significant inconvenience, or where another circumstance giving rise to such rights exists under applicable law, the Consumer may be entitled to an appropriate price reduction or termination of the contract and refund. Witsee Tech may voluntarily provide a remedy that is more favourable to the Customer than the minimum remedy required by applicable law.

10. LEGAL GUARANTEE AND COMMERCIAL WARRANTY

10.1. Statutory Consumer Rights

- 10.1.1. Nothing in this Section limits or replaces any mandatory statutory rights available to Consumers.



10.1.2. For Consumers in the European Union, Witsee Tech is liable for lack of conformity of Products in accordance with applicable consumer protection law. The applicable statutory liability period is calculated from delivery of the Product to the Consumer, as required by applicable law.

10.2. In addition to any mandatory statutory rights, Witsee Tech provides a voluntary 2-year commercial limited warranty for the Witsee Sensor and a 1-year commercial limited warranty for accessories, subject to the conditions set out below. The commercial warranty period begins on the date on which the Product is delivered to the Customer. This commercial warranty is provided in addition to, and does not affect, any statutory rights available to Consumers under applicable law.

10.3. The commercial limited warranty covers defects in materials, manufacture, and functionality arising under normal and intended use of the Product, except for circumstances expressly excluded below.

10.4. The commercial limited warranty does not cover damage or malfunction caused by:

- accident, impact, abuse, misuse, or other mechanical or physical damage;
- use of an incorrect, incompatible, or unsuitable battery;
- water, moisture, or exposure to other liquids;
- use contrary to the Safety and Warranty Guide or Product instructions;
- unauthorized disassembly, modification, alteration, or attempted repair;
- damage caused by external circumstances not attributable to a defect in the Product.

These exclusions do not apply where doing so would restrict mandatory statutory rights that cannot lawfully be excluded.

10.5. Warranty Claim Procedure

10.5.1. To submit a warranty claim, the Customer should contact support@witsee.com, describe the issue, provide the Product serial number, and provide reasonable proof of purchase where requested.



10.5.2. Witsee Tech may initially perform remote diagnostics and provide troubleshooting or software/firmware update instructions where appropriate.

10.5.3. Witsee covers the shipping cost for products sent for an approved warranty inspection. If inspection shows that the issue is not covered by warranty, the customer will be informed and Witsee will seek an appropriate solution; the product may then be returned to the customer.

10.5.4. The CR1025 battery is treated as part of the product package for the purposes described in these Terms and is not designated by Witsee as an excluded consumable item.

10.6. Where a claim is covered by the commercial limited warranty, Witsee Tech may repair or replace the Product or, where appropriate, issue a refund, subject to the terms of the commercial warranty and without prejudice to any mandatory statutory remedies available to Consumers.

10.7. Witsee Tech will bear reasonable shipping costs associated with a valid warranty claim. Where inspection establishes that the reported issue is not covered by the commercial limited warranty, the Customer will be informed before any chargeable repair, replacement, or additional service is performed.

10.8. United States Customers

10.8.1. For Consumers in the United States, this commercial warranty is intended to constitute a Limited Warranty where the U.S. Magnuson-Moss Warranty Act applies.

10.8.2. This warranty gives the Customer specific legal rights, and the Customer may also have other rights which vary from state to state.

10.8.3. Nothing in this warranty disclaims or limits implied warranties or other consumer rights where such disclaimer or limitation is prohibited by applicable federal or state law.

11. WITSEE APP AND PREMIUM SUBSCRIPTION

11.1. The Witsee Sensor can be used without a paid subscription. Witsee offers both free functionality and an optional Premium subscription through the Witsee mobile application.



11.2. Free Tier

11.2.1. Customers purchasing a Witsee Sensor receive access to the Free tier of the Witsee App at no additional subscription cost. The Free tier may be used without purchasing a Premium subscription and includes the following features:

Free Feature	Included Functionality
Throws	<i>Unlimited throws in a session.</i>
Parameters	<i>RPM, Release Speed, Axis Tilt, Axis Rotation, Loft, Loft Angle, Release Height, Swing Height and Total Bounce</i>
3D View	<i>Simple 3D View</i>
Parameter graphs	<i>Parameter graphs for Free-tier parameters</i>
Saved sessions	<i>Up to 3 saved sessions</i>
Live session	<i>Up to 1 sensor in a Live Session</i>
Equipment	<i>Unlimited balls in Equipment</i>
Focus mode	<i>Focus mode in a Live Session</i>

11.2.2. Witsee Tech reserves the right to update, modify, replace, or discontinue individual features or functionalities included in the Free tier of the Witsee App where there is a valid reason for doing so, including, without limitation, technical, operational, security, legal, regulatory, or service-improvement reasons.

11.2.3. Where a change materially and negatively affects the Customer's access to or use of the Free-tier features, Witsee Tech will inform the Customer in a clear and comprehensible manner reasonably in advance and, where reasonably practicable, at least 30 calendar days before the change takes effect, including by email or another durable medium where required by applicable law.



11.2.4. Minor changes, technical improvements, bug fixes, security updates, or changes that do not materially and negatively affect the Customer's use of the Witsee App may be implemented without such advance notice.

11.2.5. Any modification of the Witsee App and its features shall be made in accordance with applicable mandatory law, and nothing in these Terms limits any statutory rights or remedies available to the Customer.

11.3. Premium Tier

11.3.1. The Premium tier includes all features and functionalities available in the Free tier, together with the following additional features for the duration of an active Premium subscription:

Premium Feature	Included Functionality
3D View	<i>Full 3D Environment</i>
Parameter graphs	<i>Table Presets</i>
Saved sessions	<i>Unlimited saved sessions</i>
Live session	<i>Unlimited sensors in a Live Session</i>
Session export	<i>Session export to a CSV file</i>

11.3.2. Witsee Tech reserves the right to update, modify, replace, or discontinue individual features or functionalities included in the Premium tier where there is a valid reason for doing so, including, without limitation, technical, operational, security, legal, regulatory, or service-improvement reasons.

11.3.3. Where a change materially and negatively affects the User's access to or use of the Premium-tier features, Witsee Tech will inform the User in a clear and comprehensible manner reasonably in advance and, where reasonably practicable, at least 30 calendar days before the change takes effect, including by email or another durable medium where required by applicable law. Where applicable law grants the User a right to terminate the affected digital



service or subscription as a result of a material modification, such statutory right shall remain unaffected.

11.3.4. Minor changes, technical improvements, bug fixes, security updates, or changes that do not materially and negatively affect the User's use of the Premium tier may be implemented without such advance notice.

11.3.5. Any modification of the Premium tier and its features shall be made in accordance with applicable mandatory law. Where applicable, the User shall retain any statutory rights or remedies arising from a modification that materially and negatively affects access to or use of the Premium tier.

11.4. Subscription Price, Trial and Renewal

11.4.1. The Premium subscription is offered at the price displayed through the applicable Apple App Store or Google Play Store at the time of purchase. Current indicative pricing may include EUR 89.99 per year or EUR 9.99 per month. A 30-day free trial may be offered, subject to the terms displayed at the time the subscription is started.

11.4.2. Premium subscriptions automatically renew for the applicable subscription period unless cancelled before renewal through the User's Apple App Store or Google Play account, in accordance with the rules and procedures of the applicable marketplace. If a subscription is cancelled, Premium access generally remains available until the end of the subscription period already paid for, unless otherwise provided by the applicable marketplace or mandatory law.

11.4.3. Premium subscriptions are purchased through the Apple App Store or Google Play. Subscription cancellation and refund requests are handled in accordance with the policies and procedures of the relevant app marketplace. Customers should review the applicable App Store or Google Play terms for subscription billing, cancellation and refunds.

12. PRODUCT USE AND CUSTOMER RESPONSIBILITY

12.1. Witsee is a training and sports-analysis tool intended for bowling performance analysis.

12.2. The product is intended for users aged 18 or older.



- 12.3.** Customers must use the product in accordance with the applicable user instructions, Safety and Warranty Guide and other product information supplied by Witsee. Improper use may result in product damage and may affect warranty eligibility under these Terms.
- 12.4.** The Witsee Sensor and Witsee App are intended as sports training and performance-analysis tools. Information, statistics, visualizations, calculations, or automated insights produced by the Product or App are provided for informational and training purposes and do not guarantee any particular sporting performance or result.

13. PROMOTIONS AND DISCOUNT CODES

- 13.1.** Witsee may offer promotional or individual discount codes, including codes provided through influencers or partners. Discount codes cannot be combined unless expressly stated otherwise.
- 13.2.** Products purchased during promotions are subject to the same return rules described in these Terms.
- 13.3.** Witsee does not currently offer gift cards.
- 13.4.** Promotional terms, eligibility requirements, expiration dates, and any additional restrictions applicable to a particular promotion will be disclosed together with the relevant promotion. Nothing in promotional terms limits mandatory Consumer rights.

14. COMPLAINTS AND CUSTOMER SUPPORT

- 14.1.** Questions, complaints, withdrawal notices, return requests, and warranty claims may be submitted to:

UAB "Witsee Tech"

P. Luksio st. 5-1

LT-08221 Vilnius

Lithuania



Email: support@witsee.com

Customers should provide sufficient Order information to allow Witsee Tech to identify the relevant purchase and assess the request.

15. GOVERNING LAW AND DISPUTES

- 15.1.** These Terms and any sales contract concluded under them shall be governed by the laws of the Republic of Lithuania.
- 15.2.** Where the Customer is a Consumer, the choice of Lithuanian law shall not deprive the Consumer of any mandatory protection afforded by provisions of the law that would otherwise apply to the Consumer under applicable conflict-of-law rules.
- 15.3.** Customers are encouraged to contact support@witsee.com first so that Witsee Tech can attempt to resolve any complaint or dispute amicably.
- 15.4.** Nothing in these Terms limits a Consumer's right to bring proceedings before any court having jurisdiction under applicable mandatory law or to use any applicable out-of-court dispute resolution mechanism.
- 15.5.** Where the Customer is a Business Customer, any dispute arising out of or in connection with these Terms or an Order shall, unless otherwise agreed in writing, be subject to the jurisdiction of the competent courts of the Republic of Lithuania.

16. CHANGES TO THESE TERMS

- 16.1.** Witsee Tech may update or amend these Terms from time to time. The version of the Terms in force at the time the Customer places the relevant Order will apply to that Order, unless a later change is required by mandatory law or expressly agreed with the Customer. Changes to these Terms will not retroactively reduce statutory rights relating to Orders already concluded.



To: UAB "Witsee Tech"

P. Lukšio st. 5-1, LT-08221 Vilnius,

Lithuania

support@witsee.com

MODEL WITHDRAWAL FORM

I/We hereby give notice that I/We withdraw from my/our contract of sale of the following
Product(s):

Product(s): _____

Ordered on / received on: _____

Name of Consumer(s): _____

Address of Consumer(s): _____



Date: _____

Signature of Consumer(s) *(only if this form is submitted on paper)*: _____