

OTIS ADVOCATEN SPANJE General Terms & Conditions

These general terms and conditions (hereinafter, the **GENERAL TERMS AND CONDITIONS**) constitute the basic regulatory framework for all professional services provided by **OTIS ADVOCATEN SPANJE S.L.P.** (hereinafter, **OTIS ADVOCATEN**), holder of tax identification number B64021215 and with registered office in Barcelona, Rambla de Catalunya, 73, 1º, CP 08007.

The **GENERAL TERMS & CONDITIONS** shall apply to all relations established between OTIS and the recipients (hereinafter, the **CLIENT** or **CLIENTS**) of the professional services (hereinafter, the **SERVICES**) and shall be additional to any specific agreement (hereinafter, the **ENGAGEMENT SHEET**) entered by the parties.

In the event of any discrepancy between the **ENGAGEMENT SHEET** and the **GENERAL TERMS & CONDITIONS**, the former shall prevail over the latter, unless the general conditions are more beneficial to the **CLIENT** than the **ENGAGEMENT SHEET**.

1 SCOPE OF APPLICATION

- I OTIS ADVOCATEN shall be the sole owner and provider of legal services and legal advice. Other professionals who, due to the special conditions of the case, may intervene in the agreed work, even when this legal relationship has arisen because of the participation of one of these professionals in the case, or even when it is a public authority that orders or designates the intervention of this professional, shall not have the status of licensees.
- II The **CLIENT** shall be the sole recipient and beneficiary of the **SERVICES**. Unless expressly authorised in writing by OTIS ADVOCATEN, the **CLIENT** may not transfer the **SERVICES** to a third party. The **CLIENT** shall be solely responsible for the authenticity of the data provided.
- III The **GENERAL TERMS & CONDITIONS** shall be applicable to all professional and service provision relationships to which the Spanish Law 7/1998, dated 13 April, on general contracting conditions, is applicable.

2 SERVICES

- I OTIS ADVOCATEN shall provide the CLIENT with the SERVICES agreed and detailed in the ENGAGEMENT SHEET. Any modification of the same shall be agreed between the parties and shall be reflected in writing.
- II OTIS ADVOCATEN shall provide legal advice on the requests made by the CLIENT, who shall be solely responsible for the execution or application of the advice, opinion, or recommendation made by OTIS ADVOCATEN.
- III OTIS ADVOCATEN shall provide legal services specific to the legal profession, through its partners and other professionals. This does not preclude the intervention of other professionals, should they become necessary for the correct management and processing of cases.
- IV OTIS ADVOCATEN advises on Spanish law, Dutch law and European Union law. Mentions of rights applicable in other territories or countries shall never have the status of a legal opinion of OTIS ADVOCATEN. If the CLIENT so wishes, OTIS ADVOCATEN may act as intermediary to put the CLIENT in contact with law firms in other jurisdictions. However, the provision of services by these third-party firms shall in any case be subject to their own general terms and conditions and the CLIENT shall be the only party liable for the financial obligations arising therefrom.

OTIS ADVOCATEN's intervention in these cases shall be limited to coordination and contact with the third-party professionals. OTIS ADVOCATEN's fees towards the CLIENT shall be totally independent of those of these external professionals. Furthermore, OTIS ADVOCATEN may in no case be held liable for the advice given by these third parties, nor for the decisions taken or actions carried out by the CLIENT because of this advice.

- V The CLIENT may terminate this relationship at any time by giving OTIS ADVOCATEN a reliable notice in writing or by email, with three (3) months' notice in the case of services provided on an ongoing basis.

In the case of services provided on a non-continuous basis, if the CLIENT wishes to terminate the relationship with OTIS ADVOCATEN, a fee settlement stage shall be opened, considering the work and expenses already carried out, in addition to the future commitments and expenses already assumed by OTIS ADVOCATEN in the defence of the CLIENT's interests.

The CLIENT shall be obliged to pay the fees accrued by OTIS ADVOCATEN up to the date of termination of the professional relationship.

- VI OTIS ADVOCATEN may terminate the professional relationship and the provision of the current SERVICES at any time, notifying the CLIENT of this circumstance within a reasonable period and always in compliance with the rules of professional ethics and regulations.

With effect from the termination of the professional relationship, OTIS ADVOCATEN shall not be obliged to provide any additional services or to update the advice, counselling or opinions generated in accordance with the SERVICES or any other event occurring after the date of termination of the SERVICES, unless otherwise agreed between the parties.

VII LANGUAGE - OTIS ADVOCATEN offers the development of the SERVICES in the following languages: Dutch, Spanish, English or German. All documents generated by OTIS ADVOCATEN shall be drawn up in the language of the country in which they are to have effect. Therefore, as a general rule and unless otherwise agreed, documents that are to be effective in Spain shall be drawn up in the Spanish language. The CLIENT shall always be entitled to receive an explanation of the document in question in the language chosen for the 'Communication' (see next section).

At the request of the CLIENT, the documents in question may be translated into some of the other languages offered by OTIS ADVOCATEN. In this case, OTIS ADVOCATEN and the CLIENT must agree on the conditions, effects and costs of this translation.

Communication - OTIS ADVOCATEN shall communicate the case with the CLIENT in the language chosen by the CLIENT, among the language options indicated above. At any time, the CLIENT may request to change the language of communication, within these same options and after expressly informing OTIS ADVOCATEN in writing.

Reports and memos - The CLIENT may choose to receive the report or memo which is the object of the SERVICES in one of the languages offered by OTIS ADVOCATEN. The preparation of the document in additional languages shall be agreed between the parties and the CLIENT shall bear the extra costs and expenses generated by this additional preparation.

Due to their special nature and legal implications, all **Contracts, Judicial Documents** and documents related to the **Companies Establishment** shall be drafted in Spanish. In any case, the CLIENT is entitled to receive an explanation of the document in the language chosen for the 'Communication'.

The parties may agree to an additional drafting of the same in one of the languages offered by OTIS ADVOCATEN. In this case, the CLIENT shall bear the extra costs and expenses generated by this additional drafting. The official and priority version shall be the Spanish version in all cases.

3 WORK TEAM AND COLLABORATING PROFESSIONALS

- I OTIS ADVOCATEN may modify the number and identity of the professionals belonging to the firm assigned to the CLIENT's case, always with the aim of trying to achieve the best solution for the CLIENT.
- II Throughout the provision of the SERVICES, OTIS ADVOCATEN may -if it deems it appropriate- count on the collaboration of professionals from different fields. By way of example and without limitation: engineers, experts, solicitors, notaries, etc.

This circumstance is limited to the intervention of OTIS ADVOCATEN and the lawyers listed in the previous section, and the CLIENT must negotiate the intervention of the other professionals separately.

The costs of an expert, notary or any other professional whose intervention is necessary are not included in these GENERAL TERMS & CONDITIONS or in the ENGAGEMENT SHEET.

4 FEES AND EXPENSES

- I The ENGAGEMENT SHEET shall include the fee amount agreed between the parties for the provision of the SERVICES. Unless otherwise agreed, the amounts established in the ENGAGEMENT SHEET shall not include Value Added Tax (IVA) or any other direct or indirect tax that may be applicable.

If, during the course of the case, OTIS ADVOCATEN foresees that a significant deviation from the figure stated in the ENGAGEMENT SHEET may arise, it shall inform the CLIENT of this circumstance in order to establish a new estimate.

A 'significant deviation' shall be understood to be any deviation of 15% or more of the budgeted amount.

- II Unless otherwise agreed, the fees accrued by OTIS ADVOCATEN shall be calculated according to the time invested by the firm in the CLIENT's case. From 1 January 2020, the current hourly rate ranges between € 200, - ex VAT and € 250, - ex VAT per hour. The applicable rate depends on the type of case, complexity, and specialty. The rate applicable to each case will be agreed with the CLIENT in advance. The fee will be reviewed every six months.
- III If the course of the case makes it necessary to contract other services other than the SERVICES, but complementary to these (notaries, solicitors, registrars, etc.), they will be contracted and paid for by the CLIENT. However, they may be contracted and paid for by OTIS ADVOCATEN on behalf of the CLIENT, subject to the mandatory payment of the provision of funds.

Unless otherwise agreed, OTIS ADVOCATEN shall not be obliged to pay for any of these complementary services in advance.

- IV OTIS ADVOCATEN shall invoice the sum of forty euros (€ 40, -) ex VAT as administration costs for the opening of the file.
- V The relationship between OTIS ADVOCATEN and the CLIENT, in particular with regard to the performance of our work as legal advisors, is in the nature of an obligation of means, not of results. Fees or expenses shall be paid by the CLIENT even if the SERVICES provided do not lead to the result desired by the CLIENT.
- VI Furthermore, the obligation assumed by the CLIENT to pay OTIS ADVOCATEN's fees shall be independent of any type of rights held by the CLIENT vis-à-vis third parties on account of the SERVICES provided. Without prejudice to other possible cases, a hypothetical conviction for costs by the other party in legal proceedings shall not exempt the CLIENT from its obligation to pay OTIS ADVOCATEN its fees and expenses for the SERVICES provided.

5 PROVISION OF FUNDS AND ADVANCES

- I OTIS ADVOCATEN will send the CLIENT, together with the ENGAGEMENT SHEET and the GENERAL TERMS & CONDITIONS, a request for the provision of funds, or an advance payment on account of fees, which the CLIENT undertakes to pay as soon as possible after receipt.

The provision of funds or advance payment will be determined by OTIS ADVOCATEN on a case-by-case basis. The provision of funds shall be deducted at the end of the file and against the last invoice issued, whereby the monthly invoices must be paid on their due date before the provision of funds can be applied against them or against the last invoice issued.

OTIS ADVOCATEN shall be authorised to keep its work on hold and wait until it has received payment of the provision of funds or advance payment set by OTIS ADVOCATEN.

- II The provision of funds shall be used for payment by OTIS ADVOCATEN of sums on behalf of the CLIENT. The CLIENT expressly authorises OTIS ADVOCATEN to use the advances to pay any amount owed by the CLIENTS to OTIS ADVOCATEN as fees or expenses, on the subject matter of the SERVICES, or any other professional assignment, provided that this amount is liquid and due and that the CLIENT has been previously notified of this circumstance.

6 INVOICING AND PAYMENT

- I OTIS ADVOCATEN shall issue invoices on a monthly basis and send them to the CLIENT. OTIS ADVOCATEN's invoices must be paid within fourteen (14) calendar days from the date on which they are received by the CLIENT. In the event of non-compliance, the CLIENT shall be immediately in default of payment without prior notice to the CLIENT and shall be charged interest for late payment at the legal interest rate plus five (5) points. If, fourteen (14) calendar days after OTIS ADVOCATEN has given notice, the CLIENT does not pay the invoice, OTIS ADVOCATEN reserves the right to claim an additional € 200, - in default management fees. All of the above, without prejudice to, if necessary, taking the appropriate legal action to secure all the fees due and related sums.
- II In cases where billing has been agreed on an hourly basis, OTIS ADVOCATEN shall include in each of its invoices a detailed list of the hours spent, and actions performed by the lawyers and professionals involved in the case.
- III Any claim by the CLIENT in relation to an invoice shall be sent to the lawyer responsible for the case as soon as possible, in which case the unchallenged part of the invoice shall be paid.
- IV In the event of non-payment of an invoice, OTIS ADVOCATEN shall be entitled to suspend any provision of services to the CLIENT, always in accordance with the professional or deontological regulations governing its activity and with prior written notice; the sending of an email being sufficient for this purpose.

In this case, the CLIENT may not make any claim or complaint for such suspension or for any damage that it may cause. OTIS ADVOCATEN may not be held liable for any damages that the non-payment of fees generated by the CLIENT may cause him/her.

As long as the non-payment situation persists, OTIS ADVOCATEN reserves the right to withhold any document drawn up by the latter or in collaboration with him/her in relation to the CLIENT, in compliance with the applicable professional and ethical regulations.

7 SETTLEMENT AND COSTS OF PROCEEDINGS

- I In the event that the legal proceedings related to the subject purpose of the SERVICES end with a settlement, OTIS ADVOCATEN shall be entitled to receive the full sums budgeted for the legal management of the legal proceedings and detailed in the ENGAGEMENT SHEET.

Once the settlement has been reached, OTIS ADVOCATEN shall retain for itself the provisions received and, where appropriate, shall invoice the outstanding sum until the initially budgeted fees have been completed.

In the event that the transaction is not finally reached, the hours spent on the negotiation will be invoiced as set out in the GENERAL TERMS & CONDITIONS and in the ENGAGEMENT SHEET.

- II In the event that the result of the legal proceedings is favourable to the CLIENT and the competent court orders the opposing party to pay the costs of the proceedings, once the latter has effectively paid them in court, the costs shall be distributed as follows:
 - a The CLIENT shall receive a sum equivalent to the amount paid to OTIS ADVOCATEN for the present order; with the maximum limit of the sum paid by the Court for the costs.
 - b OTIS ADVOCATEN will receive a sum equal to the difference between the amount of the costs paid by the Court and the amount received by the CLIENT according to paragraph a).

In the event that the CLIENT is ordered to pay the costs, the CLIENT shall be obliged to pay them. This stipulation is limited exclusively to the regulation of the treatment of the costs assessed for the concept of "legal fees", excluding the remaining expenses that make up the sentence for costs.

8 INFORMATION, DOCUMENTATION AND CONFIDENTIALITY

- I For the proper provision of the SERVICES, OTIS ADVOCATEN shall require all the documentation and information which, in its opinion, is necessary. The CLIENT undertakes to provide it as soon as possible and by the means he/she deems most appropriate. By sending this information, the CLIENT declares that he/she is authorised to send the documentation, exempting OTIS ADVOCATEN from liability for any claim generated by a third party as a result of access to the information or documentation sent.
- II Under no circumstances may OTIS ADVOCATEN be held responsible for any lack of truthfulness or inaccuracy regarding the information and documentation sent by the CLIENT.
- III OTIS ADVOCATEN shall be responsible for safeguarding the confidentiality of the information and documentation submitted by the CLIENT which are not in the public domain. It shall only proceed to disclose it if so, authorised by the CLIENT or if so ruled by a judicial, administrative or legally authorised authority.

This duty of confidentiality shall not apply to those persons or entities involved in the matter, unless the CLIENT expressly establishes in writing its wish to limit or modify this duty.

- IV** The CLIENT expressly consents to OTIS ADVOCATEN archiving the file after the end of the case for a period of five (5) years, thus keeping in its possession during this time any information and documentation provided by the CLIENT during the provision of the SERVICES. OTIS ADVOCATEN shall comply at all times with the duty of confidentiality.

Once the professional relationship has ended, the parties shall, if the CLIENT expressly so indicates in writing, arrange for OTIS ADVOCATEN to return the corresponding original documentation in its possession in relation to the same or to the matter which is the object of the SERVICES. The CLIENT shall bear the costs required for this procedure.

- V** OTIS ADVOCATEN shall not be obliged to keep these copies for a specific period of time and shall be entitled to delete them, without prior request or communication to the CLIENT. If, for any reason, the CLIENT wishes OTIS ADVOCATEN to keep any of these copies in its files, he/she shall expressly request this at the end of the professional relationship and shall bear the costs generated in this respect.
- VI** OTIS ADVOCATEN shall be entitled, unless expressly agreed otherwise, to publicise its intervention in the matters which are the object of the SERVICES and its professional collaboration with the CLIENT, always respecting its duty of confidentiality.

9 COMMUNICATIONS

- I** Within the professional scope and the provision of SERVICES, the parties accept and establish unencrypted electronic mail as a valid instrument for the exchange of communications, documentation, information and, in general, interaction between them.
- II** OTIS ADVOCATEN shall not be liable, nor shall the CLIENT be held responsible for the interception, access or misuse by unauthorised persons of e-mails exchanged between the parties.

Neither shall OTIS ADVOCATEN be liable, nor shall the CLIENT be liable for any damage that may be caused as a result of computer viruses, network failures or similar events.

All this, unless the aforementioned is due to a cause attributable to OTIS ADVOCATEN.

10 CONFLICTS OF INTEREST

- I** OTIS ADVOCATEN provides legal advice to numerous clients, both Spanish and foreign, within the scope of various branches and specialties of law. The parties undertake to inform the other party of any possible conflict of interest situation as soon as they become aware of it.

11 COMPLIANCE WITH LAW 10/2010, OF 28 APRIL, ON THE PREVENTION OF MONEY LAUNDERING AND TERRORIST FINANCING

- I** OTIS ADVOCATEN complies with current legislation and is therefore also legally bound to comply with Spanish legislation on the prevention of Money Laundering and the Financing of Terrorism, as well as to verify the identity of the CLIENT and its operations and economic activities.

Therefore, the CLIENT undertakes to provide OTIS ADVOCATEN, completely and truthfully, with all the mandatory information required for the aforementioned purposes. This obligation is incumbent on both the CLIENT and the members related to the CLIENT and to the matter. By way of example and never limited to, shareholders, partners, administrators, etc.

The CLIENT authorises OTIS ADVOCATEN to make any enquiries it deems appropriate. Failure by the CLIENT to comply with this collaboration shall result in OTIS ADVOCATEN being prevented by law from providing the SERVICES, and OTIS ADVOCATEN shall not be held liable for this.

- II In accordance with the previous section, OTIS ADVOCATEN is legally obliged to inform the Executive Service for the Prevention of Money Laundering (SEPBLAC) of any act or transaction - even if it is a mere attempt - on which there is an indication or suspicion of being constitutive of or related to Money Laundering or the Financing of Terrorism. OTIS ADVOCATEN shall not be held liable for any damage suffered by the CLIENT in the event of compliance with these obligations.
- III In this way, OTIS ADVOCATEN shall request, prior to the acceptance of any professional assignment, that the CLIENT provides it with a series of documentation, in the event that it has not yet received it.
 - a In the case of a legal entity:
 - Documentation accrediting its name, legal form, address, corporate purpose and tax identification number. Updated registry note.
 - Deed of appointment of Administrator, delegation of powers or sufficient power of attorney to act on behalf of the CLIENT.
 - Identification documents of the persons mentioned in the previous section.
 - Act of Actual Ownership or, where applicable, private declaration indicating the natural persons who hold the actual ownership of the company.
 - Accounting and tax documentary justification of the origin of the funds invested or to be invested by the Client in the subject matter of the Services.
 - Any other documentation necessary to comply with the aforementioned duty.
 - b In the case of natural persons:
 - National Identity Card or valid passport with photograph.
 - Tax Identification Number (NIF) or NIE in the case of foreigners.
 - If applicable, powers of attorney of the persons acting on their behalf.
 - Certificate of residence for tax purposes.
 - Any other documentation necessary to comply with the aforementioned duty.

12 RESPONSIBILITY

- I OTIS ADVOCATEN shall be liable for the SERVICES provided by the firm and by the professionals or employees of the firm.
- II OTIS ADVOCATEN shall be liable to the CLIENT for any damages caused to the latter and which are attributable to the law firm, its professionals or its employees and as a result of willful and/or negligent acts or omissions.

On the other hand, under no circumstances shall OTIS ADVOCATEN be held liable for any damage caused, in whole or in part, as a result of the CLIENT's falsehood, untruthfulness or any other circumstance or wilful, culpable or negligent action.

- III In the event that the CLIENT considers that he/she has been harmed by OTIS ADVOCATEN's actions, he/she shall file the required claim with the lawyer in charge of the matter, detailing the facts and circumstances which led to the alleged damage and the extent and consequences thereof, as well as the amount claimed as a result.

OTIS ADVOCATEN shall examine this claim and shall apply its internal procedures for reviewing its actions, informing -if appropriate- its corresponding professional liability insurances.

OTIS ADVOCATEN shall send, as soon as possible, a written report to the CLIENT with the conclusions of its internal review process and accepting or denying responsibility for the claim.

The CLIENT must file the aforementioned claim within a period not exceeding three (3) years for cases in which fraud has been involved; in all other cases, the statute of limitations period foreseen by law shall apply. In both cases, the time will begin to run from the time when the provision of SERVICES ended.

- IV Under no circumstances shall OTIS ADVOCATEN be liable for any damage caused to third parties as a result of the use made by the CLIENT of the SERVICES provided outside the scope of the same, unless otherwise agreed.
- V In the event of a claim by the CLIENT against OTIS ADVOCATEN and other third party and external professionals who have also participated/intervened in the matter, OTIS ADVOCATEN shall only be liable for its own liability, which may not be increased either as a consequence of the CLIENT agreeing with this third party to limit or exclude its liability, or as a consequence of the CLIENT failing to obtain compensation from this third party.

13 PERSONAL DATA

- I **Responsible:** OTIS ADVOCATEN.
- II OTIS ADVOCATEN shall process the information provided by the CLIENT for the purpose of providing the SERVICES and invoicing them. The data provided shall be kept for as long as the commercial relationship is maintained or for the years necessary to comply with legal obligations. The data will not be transferred to third parties except in cases where there is a legal obligation. The CLIENT has the right to obtain confirmation as to whether OTIS ADVOCATEN is processing their personal data. Therefore, he/she has the right to access his/her personal data, to rectify any inaccuracies or to request their deletion when they are no longer necessary.

14 INTELLECTUAL PROPERTY

- I OTIS ADVOCATEN shall be the owner of the documentation generated and of the original ideas and concepts generated as a result of the provision of the SERVICES.
- II The CLIENT may only use the documents generated by OTIS ADVOCATEN for personal use, and their distribution or delivery to third parties is forbidden, unless expressly authorised.

15 FULL AGREEMENT

- I The GENERAL TERMS & CONDITIONS replace and cancel any previous agreement between the CLIENT and OTIS ADVOCATEN. Therefore, unless otherwise agreed, they, together with the ENGAGEMENT SHEET, constitute the entire agreement between both parties in relation to the commissioning of the SERVICES, which must be detailed with the mandatory ENGAGEMENT SHEET.
- II Unless otherwise agreed, these GENERAL TERMS & CONDITIONS shall be applicable to any order placed by the CLIENT with OTIS ADVOCATEN in the future.
- III OTIS ADVOCATEN shall be in a position to start providing the SERVICES once it has received the ENGAGEMENT SHEET and the GENERAL TERMS & CONDITIONS duly signed by the CLIENT, and the CLIENT has paid the agreed fees.
- IV In the event that any of the sections of the GENERAL TERMS & CONDITIONS should be declared null and void, this shall not affect the rest of the terms and conditions, which shall remain in full force and effect.
- V The provision of the SERVICES by OTIS ADVOCATEN's lawyers as legal advisors implies the assumption of an obligation of means and professional performance by qualified personnel within the requirements of due diligence. Beyond the obligation to comply with these requirements of diligence and professional qualification, OTIS ADVOCATEN does not guarantee the final positive outcome of legal proceedings or procedures or of its legal assistance in proceedings outside the Courts of Justice.

Failure by OTIS ADVOCATEN to achieve the objectives or results desired by the CLIENT shall not exempt the latter from the payment of the agreed professional fees.

16 AMENDMENTS

- I OTIS ADVOCATEN may modify the GENERAL TERMS & CONDITIONS at any time.
- II In the event of modification of the GENERAL TERMS AND CONDITIONS on recurrent services contracted by the CLIENT, OTIS ADVOCATEN shall inform the CLIENT of the modification, and the CLIENT may terminate the professional relationship, if he/she deems it appropriate. In the event that the CLIENT expresses his/her agreement with the new GENERAL TERMS & CONDITIONS, or if twenty-one (21) days have elapsed without the CLIENT having made any statement, the new GENERAL TERMS & CONDITIONS shall be applicable.
- III In the case of non-recurring services, the GENERAL TERMS AND CONDITIONS applicable will be those stated on the ENGAGEMENT SHEET. However, subsequent modifications to these GENERAL TERMS AND CONDITIONS may be applicable, provided that the CLIENT has been notified of them and a period of twenty-one (21) calendar days has elapsed since they were notified without the CLIENT having submitted any written objection within this period.

17 APPLICABLE LEGISLATION AND JURISDICTION

- I The relationship between the CLIENT and OTIS ADVOCATEN is expressly subject to Spanish law.
- II For the hearing of any discrepancies or claims which may arise from the interpretation or execution of the legal relationship between the CLIENT and OTIS ADVOCATEN, both parties, expressly waiving any other jurisdiction which may correspond to them and without prejudice to the mandatory rules on jurisdiction, voluntarily submit to the Courts and Tribunals of Barcelona.
- III Any deontological or professional complaint must be addressed to the corresponding Professional Bar Association in which the Spanish lawyer or lawyers responsible are registered. The fact that, on occasions, in order to facilitate communication in the CLIENT's language, direct communication with the CLIENT and the transmission of the work carried out by the Spanish lawyers is undertaken by professionals who are not practicing lawyers in Spain or who belong to other companies associated with OTIS ADVOCATEN, shall not alter these circumstances.
- IV The CLIENT shall have the right to request information at any time as to which lawyers practicing in Spain are ultimately responsible for their case and their full identification details.

End of GENERAL TERMS & CONDITIONS
