
General Terms and Conditions (GTC) of MeJuvante GmbH for the Online Store

Version 1.0, August 2026 (Consumers / B2C) — English translation for the German/EU market

Section 1 Scope, Provider, Definitions

These General Terms and Conditions (hereinafter "GTC") apply to all contracts concluded by consumers (hereinafter "Customer") via the online store of

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(hereinafter "Provider") with the Provider.

A consumer within the meaning of these GTC is any natural person who enters into a legal transaction for purposes that are predominantly outside their trade, business or profession (Section 13 German Civil Code, BGB). For contracts with entrepreneurs (Section 14 BGB), the Provider's separate GTC for work and services apply.

The version of these GTC valid at the time the contract is concluded shall apply. Any deviating, conflicting or supplementary terms of the Customer shall only become part of the contract if the Provider has expressly consented to their application.

The store offers digital content and digital products (e.g. downloadable files, e-books, templates, software) as well as digital subscriptions and software-based services (SaaS). Physical goods are not sold via the store.

Section 2 Formation of Contract

The presentation of products in the online store does not constitute a legally binding offer but an invitation to place an order.

By clicking the button Order with obligation to pay in the final step of the order process, the Customer submits a binding offer to conclude a contract for the products contained in the shopping cart.

The Provider confirms receipt of the order without undue delay by email (confirmation of receipt). This confirmation of receipt does not yet constitute acceptance of the offer. The contract is formed once the Provider accepts the order by express order confirmation, processes the payment, or provides access to the digital product, whichever occurs first.

Before submitting the binding order, the Customer can continuously correct their entries using the usual keyboard and mouse functions. All entries are displayed once more in an order overview window before the binding submission and can be corrected there.

Order processing and contact generally take place by email and automated order handling. The Customer must ensure that the email address they provide is correct and that receipt of messages is

not technically prevented (e.g. by spam filters).

The contract text is stored by the Provider and sent to the Customer after conclusion of the contract, together with these GTC and the withdrawal instructions, in text form (e.g. by email). The contract language is German (this English version is a convenience translation).

Section 3 Prices and Payment Terms

All stated prices are final prices in euros and include statutory value added tax (VAT). As only digital products are sold, no shipping costs apply; any payment service provider fees will be shown before completion of the order.

The prices stated in the store at the time of the order apply.

The payment methods displayed during the order process are available to the Customer. The Provider reserves the right to exclude individual payment methods in individual cases.

Unless otherwise agreed, payment is due upon conclusion of the contract. In the event of late payment, the Provider is entitled to charge default interest at the statutory rate (Section 288 BGB).

The Customer may only offset against claims that have been legally established or are undisputed. The Customer is only entitled to a right of retention insofar as it is based on the same contractual relationship.

Section 4 Provision of Digital Content and Products

Digital content is provided to the Customer after conclusion of the contract and — for payment methods requiring advance payment — after receipt of payment, generally by enabling a download or by granting access to a user account/customer area.

The Customer is responsible for meeting the technical system requirements (hardware and software, compatibility, internet connection) stated in the product description.

Insofar as access data is provided to the Customer, they must keep it confidential and protect it against access by third parties.

Section 5 Term, Renewal and Termination of Subscriptions

For subscriptions and ongoing digital services (SaaS), the term, billing period and renewal are governed by the respective product description in the order process.

A subscription with a fixed term will, if the product description provides for automatic renewal, continue for an indefinite period after expiry of the initial term unless it is terminated in due time. In that case, the contract may be terminated at any time with one month's notice (Section 309 no. 9 BGB).

The right to extraordinary termination for good cause remains unaffected for both parties.

For paid continuing obligations concluded via the online store, the Provider makes available an easily accessible termination button ("cancellation button") in accordance with Section 312k BGB.

Terminations must be made in text form (e.g. email) or may be declared via the cancellation button provided in the store.

Section 6 Updates to Digital Products

For digital products within the meaning of Sections 327 et seq. BGB, the Provider will supply the updates necessary to keep the digital product in conformity with the contract during the relevant period and will inform the Customer accordingly (Section 327f BGB). The relevant period is determined, for a single supply, by the Customer's reasonable expectation and, for continuous supply, by the duration of the supply period.

If the Customer fails to install a supplied update within a reasonable period, the Provider is not liable for a defect resulting solely from the lack of that update, provided the Provider informed the Customer about the availability of the update and the consequences of failing to install it, and the failure to install was not due to defective installation instructions.

Section 7 Liability for Defects (Warranty)

The statutory provisions on liability for defects apply, in particular Sections 327 et seq. BGB for digital products.

The Provider is liable for ensuring that the digital product conforms to the contractual and objective requirements upon provision and — in the case of continuous provision — throughout the entire supply period (Sections 327d et seq. BGB).

The statutory warranty/limitation period for consumers is two years. In the case of continuous provision, the periods under Section 327j BGB apply.

Section 8 Rights of Use

Upon full payment, the Customer receives the simple, non-exclusive, non-transferable right to use the purchased digital content for the contractually intended, private purpose, unless the product description provides otherwise.

Any reproduction, transfer, distribution, making available to the public or commercial use of the digital content beyond the contractually agreed scope is not permitted without the Provider's prior written consent, unless expressly permitted by law.

Section 9 Liability

The Provider is liable without limitation for damages arising from injury to life, body or health, and for damages based on intent or gross negligence of the Provider, its legal representatives or vicarious agents, as well as under the Product Liability Act and to the extent of a guarantee assumed.

In the event of slightly negligent breach of a material contractual obligation (cardinal obligation) — the fulfilment of which is essential to the proper performance of the contract and on the observance of which the Customer may regularly rely — liability is limited to the foreseeable damage typical for such contracts.

In all other respects, the Provider's liability is excluded. No further liability exists, irrespective of the legal nature of the claim asserted.

Section 10 Data Protection

The Provider processes the Customer's personal data in accordance with the General Data Protection Regulation (GDPR) and applicable data protection law. Details on the nature, scope and purpose of the processing and on the Customer's rights are set out in the separate Privacy Policy, available at <https://store.mejuvante.ai/datenschutz>.

Section 11 Consumer Dispute Resolution

The Provider is not willing to participate in dispute resolution proceedings before a consumer arbitration board (Section 36 VSBG).

Section 12 Final Provisions

The law of the Federal Republic of Germany applies, excluding the UN Convention on Contracts for the International Sale of Goods (CISG). For consumers, this choice of law applies only to the extent that it does not deprive the consumer of the protection afforded by mandatory consumer protection provisions of the state in which the consumer has their habitual residence.

Amendments and additions to these GTC require at least text form.

Should individual provisions of these GTC be or become wholly or partially invalid, the validity of the remaining provisions shall remain unaffected.

Withdrawal Instructions

Right of Withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the day of conclusion of the contract.

To exercise your right of withdrawal, you must inform us

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by means of a clear statement (e.g. a letter sent by post or an email) of your decision to withdraw from this contract. You may use the attached model withdrawal form for this purpose, although it is not mandatory. You may also declare the withdrawal via the withdrawal function ("Withdraw from contract") provided on our website; in that case we will send you confirmation of receipt of the withdrawal on a durable medium without undue delay.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Consequences of Withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you without undue delay and no later than fourteen days from the day on which we receive notification of your withdrawal from this contract. For such reimbursement we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged any fees as a result of such reimbursement.

Special notes on the early expiry of the right of withdrawal

For digital content (e.g. downloads): Your right of withdrawal expires early if we have begun performance of the contract after you have 1. expressly consented to us beginning performance of the contract before the end of the withdrawal period, and 2. confirmed your knowledge that, by giving your consent, you lose your right of withdrawal upon the commencement of performance of the contract, and 3. we have provided you with a confirmation pursuant to Section 312f BGB (confirmation of the contract on a durable medium).

For digital services / subscriptions: If you have requested that the service begin during the withdrawal period, you must pay us a reasonable amount corresponding to the proportion of the services already provided up to the point at which you withdraw, compared with the total scope of the services provided for in the contract. Your right of withdrawal from a service contract expires if we have fully performed the service and only began performance after you gave your express consent and, at the same time, confirmed your knowledge that you would lose your right of withdrawal upon our full performance of the contract.

— End of the withdrawal instructions —

Model Withdrawal Form

(If you wish to withdraw from the contract, please complete this form and return it.)

To MeJuvante GmbH Robert-Bosch-Str. 4b, 35440 Linden Email: working@mejuvante.com

I/we () hereby withdraw from the contract concluded by me/us () for the purchase of the following goods () / the provision of the following service ():

Ordered on () / received on (): _____

Name of consumer(s): _____

Address of consumer(s): _____

Date: _____

Signature of consumer(s) (only for notification on paper): _____

() Delete as appropriate.*