



TRUCKSPEDIA

GENERAL TERMS AND CONDITIONS of "TRUCKSPEDIA" LLC (Resolution of the ESC as of 21.10.2024)

Thank you for using Truckspedia!

I. GENERAL PROVISIONS

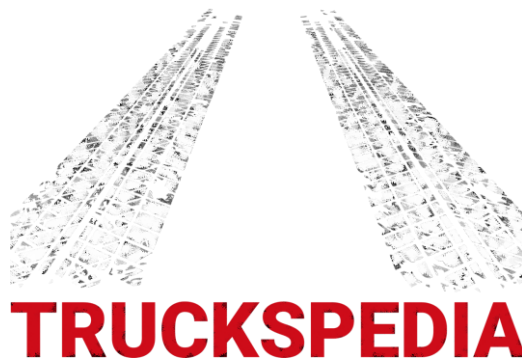
1.1. These General Terms and Conditions ("GTC") regulate the terms under which "TRUCKSPEDIA" LLC ("Truckspedia"), a company registered in accordance with the laws of the Republic of Bulgaria, company registration number 206416502, with headquarters and registered address at 24 "Diamond" St., Apt. C8, Ovcha Kupel District, Sofia 1618, provides logistics, forwarding, storage, and transportation services, warehousing, import, export, and trade in food and non-food items, intellectual property transactions, real estate and proprietary rights, representation, and mediation for local and foreign individuals and legal entities. This is done through its Platform, accessible at www.truckspedia.com, including but not limited to:

- Automated load exchange marketplace;
- Transport business management;
- Statistical analyses based on transports performed through the platform;
- Automated document exchange for transport services organized by and for platform users;
- Online shop for heavy-duty truck spare parts;
- Platform for publishing ads for warehouses, parking spaces, office spaces, and other logistics properties;
- GPS tracking for trucks and cargo;
- And more.

1.2. These GTC apply in full or in part whenever Truckspedia establishes contact with an individual or legal entity (referred to as a "Platform User" and/or "Client") regarding the services offered through the Truckspedia Platform. This includes when a Platform User selects a subscription or ad hoc service from the Platform or simply accesses the website/Platform of Truckspedia. In the latter case, Truckspedia assumes that an unregistered user or one who initially only accesses the website has read and accepted these GTC.

1.3. These GTC govern all relationships between Truckspedia and the User, including when the User has requested a specific service or not. By connecting to Truckspedia via the website, including through emails or other communication channels, Truckspedia assumes that the potential client is a Platform User and has





read these GTC. In cases where a User submits an inquiry/request, the User may confirm their agreement with these GTC via a checkbox before sending their request.

1.4. These GTC govern all relationships not explicitly covered by a separate contract between Truckspedia and a client, related to the business activities conducted by Truckspedia and the services provided through the Platform.

1.5. These GTC are a binding legal agreement between the Platform User as a "Client" of Truckspedia and Truckspedia as an "intermediary," defining the User's right to use Truckspedia's website, Platform, applications, and other services (collectively the "Platform"). "Truckspedia" refers to the legal entity "TRUCKSPEDIA" LLC, company registration number 206416502, contact email: office@truckspedia.com, phone: +359 8 77 988 100.

1.6. The Platform offers digital functionalities through its website, supporting transportation, logistics, and production processes in Bulgaria, Europe, and third countries. Truckspedia does not own, control, or manage any listings or services for Platform Users. It serves solely as an intermediary connecting cargo owners and providers of transport, forwarding, cargo, and logistics services, without responsibility for any contracts or relationships formed on the Platform.

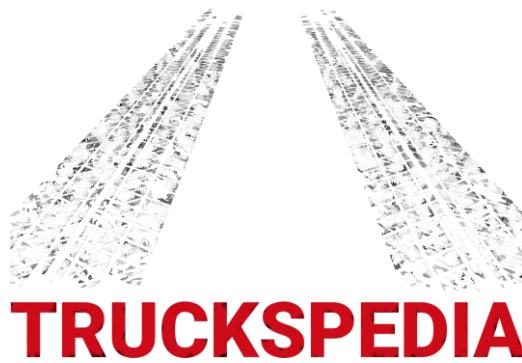
1.7. The Platform is used under the conditions listed below. Truckspedia urges Platform Users to review these GTC carefully, as access to the services requires consent to the GTC, except where explicitly stated otherwise.

1.8. These GTC apply, including upon initial access to www.truckspedia.com, and hold binding contractual force across all service versions and device types that access the Platform.

1.9. Truckspedia may change these GTC anytime, including to improve service quality or introduce new services. Revised GTC will be published on Truckspedia's website with an effective date. Users must review updates and comply with them. Registered users will receive email notifications and can cancel their registration within 15 days if they disagree with the changes.

1.10. Terms for using the website, including registration, services, functionalities, and payment procedures, are outlined in the GTC. Users of the website and/or Platform must review the GTC.

1.11. Unregistered users (guest users) may use the Platform with limited functions under the rules of these GTC, which bind them to comply with the law and good faith principles.



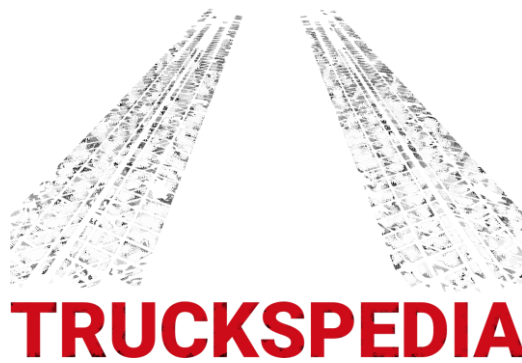
1.12. (1) Content published on the Platform, regardless of format—text, graphics, or video—is protected by intellectual property rights, including copyrights of Truckspedia, Platform Users, or third parties. Unauthorized use of this content is prohibited without written consent from the rights holders. Unauthorized data collection and processing for third-party sharing, or use of the Truckspedia name and graphic elements, is also prohibited. (2) Rights holders can report potential violations through Platform advertisements or user content.

1.13. Truckspedia's services are exclusively for non-consumer entities as defined in Directive 93/13/EEC. Services are targeted at commercial companies capable of assessing the risks arising from Truckspedia services.

1.14. For certain services offered on the Platform, Truckspedia may act as a “service provider,” as specified in the Platform functionalities.

II. DEFINITIONS

2. Unless the context requires otherwise, the following terms in these GTC have the following meanings:
 - 2.1. GTC – these General Terms and Conditions of Truckspedia, including any attachments (if applicable), specifying the Platform usage rules. This version is available online for download, storage, or printing.
 - 2.2. Truckspedia – the legal entity “TRUCKSPEDIA” LLC, company registration number 206416502, contact email: office@truckspedia.com, phone: +359 8 77 988 100, with which the Platform User forms contractual relations regardless of status (registered or guest).
 - 2.3. Guest User/Unregistered User – an individual using the website without a registered user account or without being logged into their account.
 - 2.4. Registered User – a legal entity or individual acting in a commercial or professional capacity and using Truckspedia services through the Platform.
 - 2.5. Profile/Main Profile – data associated with a registered user on the website, including data provided by the Platform User. Registered users can create sub-profiles for employees as per the rules in Section IV.
 - 2.6. Listing – a proposal to enter into a transaction or service from Platform Users, for which Truckspedia intermediates.
 - 2.7. Registration – the process of creating a Main Profile/sub-profiles by the Registered User.
 - 2.8. Website/Platform – the online platform managed by Truckspedia, accessible at www.truckspedia.com.



III. SUBJECT OF BROKERAGE, OFFERED SERVICES, AND FUNCTIONALITIES ON THE TRUCKSPEDIA PLATFORM

3.1. These Terms and Conditions govern the relationship between the intermediary, Truckspedia, and the User regarding the provision of brokerage services for the organization of transport and cargo, as well as the listing of advertisements for specific use cases and functionalities on the Platform.

3.2. In the context of section 3.1 above, Truckspedia acts as a connecting link between Users to organize the transport and/or storage of goods.

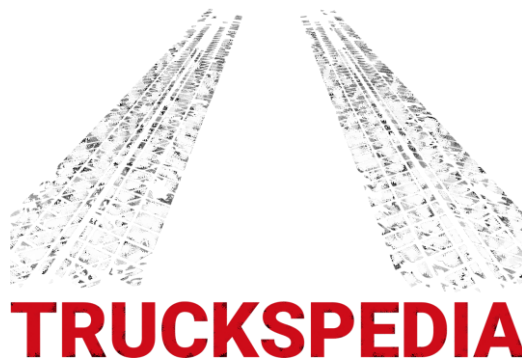
3.3. Brokerage is provided through the following functionalities offered by Truckspedia on the Platform:

1. An automated marketplace for freight exchange;
2. Posting available freight vehicles on the Platform with information about them and their location;
3. "Dispatcher Assistance from Truckspedia" — a service provided by Truckspedia's team of professionals to assist shippers in finding a freight vehicle to transport their cargo;
4. Integrated Transport Management System (TMS) — includes management of freight vehicles, employees, and other resources;
5. Detailed statistics based on transports carried out through the Platform;
6. Driver Portal, where drivers can view their assignments, relevant transport information, and upload photos and documents related to the cargo transport they've conducted;
7. Automated document exchange, allowing Users involved in transport (shipper, transport company, and driver) to post photos and documents regarding the transport;
8. Online store for spare parts for heavy-duty vehicles;
9. Posting ads for warehouse spaces, parking lots, office spaces, and other logistical properties.

IV. ACCESS TO THE PLATFORM. REGISTRATION. PROFILE.

4. Profile

4.1. Guest User: (1) To gain access to the full set of features on the Platform, a Guest user must create a profile and use the Platform as a Registered User. Unlike Registered Users, who have access to all features of the Platform, the Guest User can only access the following functionalities: a) Inquire about the purchase of spare parts through a specially designed feature by entering the vehicle's details and the



spare part they are looking for. b) Access to published freight and available vehicles with limited details about the respective listings, such as information about the User who posted the freight or vehicle, with the restriction that the Guest User cannot apply or contact the respective listing. c) The Guest User can browse all ads on the Platform but may only post ads in the section for logistical properties and spaces.

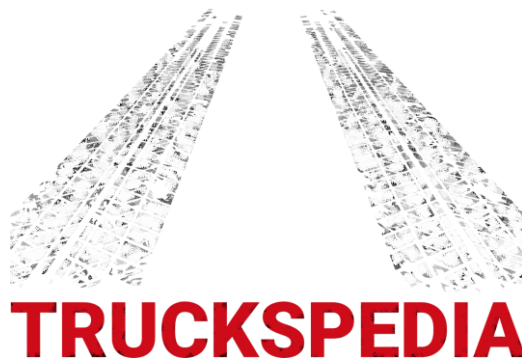
(2) A Guest User can be any individual with full legal capacity, as well as any legal entity or entity deemed to have legal subjectivity under the law. In the case of legal entities or organizational units without legal personality but recognized legal capacity, only an authorized representative may create a profile and obtain Registered User status on their behalf, conducting any activities on the Platform for them.

4.2. Registered User: (1) A Registered User can only have one Main Profile on the Platform. This rule does not apply when: a) The User uses multiple profiles for their business operations, necessary to manage different branches or representations of the company, provided that there is no delay in payments for services provided by Truckspedia for any of the Profiles, and the Ads posted in those profiles are not duplicated. b) There is a need to create another Main Profile due to an inability to access the originally created Profile (e.g., forgotten password).

Any exceptions to the rule of having a single Main Profile are carefully examined by Truckspedia, which has the right to temporarily limit the Profile during the review process or block the Profile if the circumstances justifying the exception are not confirmed. These exceptions do not apply if the User uses them solely to avoid paying for services provided by the Platform.

(2) A Registered User can be a legal representative or an authorized representative of any legal entity or entity considered a legal subject under the law. In the case of legal entities or organizational units without legal personality but recognized legal capacity, only an authorized person can create a profile and obtain Registered User status on their behalf and conduct activities on the Platform for them.

(3) Registration of a profile requires: a) Filling out the form available on the Platform and providing necessary data, including, but not limited to, data about the legal entity: - Company name; - Company type (transport company, freight forwarder, manufacturer); - UIC/VAT ID of the legal entity; - Registered office and address of management; - VAT registration status; - Legal representative of the entity; - Full name of the representative/authorized representative managing the user profile; - Position; - Phone number; - Email address; - Generated password for accessing the Platform. b) Reading and accepting these Terms and Conditions.



The Truckspedia Platform offers each Registered User the option to enable two-factor authentication (2FA) and provides information about the device from which the last access was made, along with the current device.

(4) Truckspedia processes personal data of Users, persons acting on behalf of Users, and Guest Users in accordance with the Privacy Policy and Cookie Policy.

(5) After completing the registration data, Truckspedia performs a detailed verification of the provided information and the existence of a validly established and registered legal entity. The User will receive a confirmation email regarding the registration of their Profile, along with a link to the page on Truckspedia's website where these Terms and Conditions are published. The agreement for servicing the Profile is concluded at the moment the email is sent, and the Registered User gains full access to all features of the Platform.

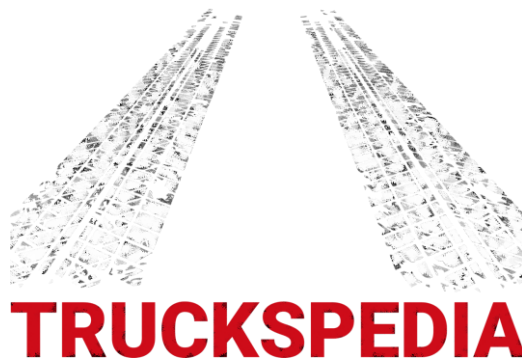
(6) The User confirms that the data provided during registration and while using the Platform is accurate, correctly entered, and up-to-date, and that they have the right to use this data. The User is obligated to update the data in case of any changes. Truckspedia reserves the right to refuse registration or block a Profile if the provided data does not meet the above requirements, according to the procedure outlined in these Terms and Conditions.

(7) A person acting on behalf of a legal entity or any entity recognized as a legal subject guarantees that they are duly authorized to act and perform all activities on behalf of this entity on the Platform.

(8) The User is obligated to keep their access data confidential and prevent unauthorized third-party access. The User must immediately inform Truckspedia if they become aware of any unauthorized access to their Profile and, if possible, change the password immediately.

(9) Through their Main Profile, the User has the right to register (free of charge) an unlimited number of sub-profiles for their employees. Sub-profiles have full access to the Platform's functionalities, but their rights and access can be managed and restricted by the Main Profile.

(10) Truckspedia provides each newly registered User with a 30-day free trial period, during which the User can access all applicable Platform features, except the "Dispatcher Assistance from Truckspedia" service. If the newly registered User wishes to use this service within the 30-day period, they may request it, but it will be billed on the last day of the corresponding month, with differentiation for each individual freight for which Truckspedia's team finds a vehicle within two (2) business days (further details in Section XIII, paragraph 8.3).



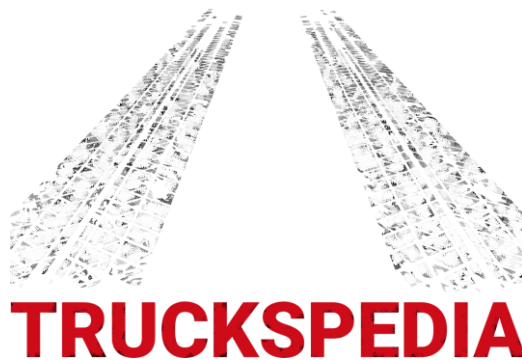
(11) After the free period ends, Truckspedia will restrict access to the Platform, and the User will be directed via an explicit email to pay for the current month's subscription or prepay for a yearly subscription. Users who have opted for a subscription can provide their explicit consent for Truckspedia to automatically deduct the monthly subscription from their debit or credit card through the payment system used by the Platform.

(12) The agreement for servicing the Profile is concluded when the Profile is activated and is for an indefinite period. The agreement can be terminated by the User according to the following rules: a) The right to delete the Profile does not affect the User's right to withdraw from or terminate the agreement as provided by law and these Terms and Conditions. b) The Profile may be deleted in one of the following ways: (i) Selecting the relevant option in the Main Profile panel concerning sub-profiles for the User's employees; (ii) Sending a deletion request to the email address: office@truckspedia.com; (iii) Sending a written termination request to Truckspedia. c) Deleting the Main Profile also terminates the other agreements between Truckspedia and the User regarding the services provided by the Platform. d) Termination of the agreement takes effect from the moment it is carried out (and applies prospectively), meaning that payments made by the User will not be refunded. Truckspedia is also not obligated to refund unused amounts for paid services.

(13) Truckspedia has the right to terminate the agreement with the User for servicing the Profile if the User: a) Has not accessed their Main Profile or sub-profiles for more than 24 (twenty-four) months. In this case, the User will no longer have access to the deleted Profile. The User will be informed of the termination of the agreement via email 30 (thirty) days in advance. The User may express their intention to continue using the Main Profile by emailing the Customer Service department at office@truckspedia.com. Truckspedia's right to terminate the agreement under this point does not limit the User's right to re-register on the Platform. However, Truckspedia does not guarantee that the existing username linked to the Profile will be available for use during new registration. b) Continues the actions specified in the warning issued by Truckspedia after being asked to stop activities that violate these Terms and Conditions or applicable law. c) A newly registered User does not pay the subscription plan after the 30-day free trial period has expired, as indicated in the email sent by Truckspedia, within the specified time frame. d) Fails to authorize an automatic debit from their provided account for subscription payments, after which Truckspedia will suspend the services on the Platform for the User on the first day following the expiration of the paid month.

(14) To ensure the proper functioning of the Platform, protect the security of its users, and ensure safety, Truckspedia reserves the right to perform additional checks on the validity and authenticity of the provided data and request the User to confirm their





identity as stated in the provided information or related to a specific transaction. If the verification cannot be carried out, Truckspedia may limit or block the Profile as per the rules in these Terms and Conditions.

4.3. Right of Withdrawal for Registered User (1) The User declares that they are a legal entity, and the contractual relationship between them and Truckspedia is not subject to the Consumer Protection Act ("CPA"), and as such, the User cannot benefit from the rights established there, particularly those under Article 57, paragraph 1, items 1 and 13 of the CPA.

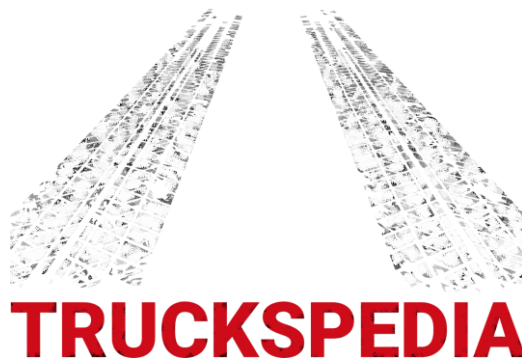
(2) The agreement for servicing the Profile can be terminated by the User in accordance with the rules in paragraph 4.2., item 12, in case of non-acceptance of changes to the Terms and Conditions, which the User will be informed of in accordance with the procedure in these Terms and Conditions. In such a case, the User must immediately notify Truckspedia, no later than 15 (fifteen) days after being informed of the changes. The termination will take effect 15 (fifteen) days after the User's notification of non-acceptance of the changes to the Terms and Conditions.

V. GENERAL RULES FOR POSTING ADS. ADVERTISING.

5.1. Rules for Posting Ads

1. Posting Ads on the Platform:
Truckspedia allows the User to post ads on the Platform. Posting an ad on the Platform by the User is done by filling out the appropriate form and/or providing additional information.
2. Access to Ads:
An ad posted by the User on the Platform is available to anyone who uses the Platform's services, according to their role – Registered User or Guest User. Along with the ad, there is a contact form that allows other Users to reach out to the User who posted the ad and send them a message. The User is required not to post ads with contact phone numbers that are premium-rate numbers.
3. License to Truckspedia:
Upon posting an ad, the User grants Truckspedia a non-exclusive, territorially unlimited, and royalty-free license to record, reproduce, and distribute all or part of the ad for the purpose of displaying it on the Platform, as well as on Truckspedia's partners' sites through which the Platform is distributed, and anywhere via the Internet (if the ad is publicly posted, at Truckspedia's discretion), including search engines (e.g., Google), social networks (e.g., Facebook). This license is necessary for using the full range of Platform features. Truckspedia, as the administrator of the Platform, may use the ads





and content posted by users for marketing and/or promotional activities and any other campaigns aimed at promoting Truckspedia's services. By posting an ad, Users agree that the ad and its content on the site may be used in full or in part, alone or together with other ads, in marketing and/or promotional campaigns for Truckspedia. Due to the nature of the Internet, Truckspedia does not have full control over the distribution of content posted or transmitted via the Platform's functionalities to other Users, and is not responsible for actions taken by third parties, including the copying and dissemination of messages by such parties on websites and portals not affiliated with the Platform.

4. Ad Content Requirements:

The content of each ad must meet the requirements specified in Section IX of the Terms of Use, be truthful, clear, and understandable, and comply with the technical requirements set by Truckspedia. The User is free to add additional information in the ad, but must comply with the law and the following conditions: a) The additional information in the ad must be written in Bulgarian and/or English and not contain vulgar or offensive language. Additional information may also be prepared in other foreign languages. b) The User must state the full price in Bulgarian levs and/or euros (including VAT if applicable) and, when applicable, indicate if the price is negotiable or the service is offered free of charge. c) The ad content must include a clear, accurate, and complete description, including truthful and non-deceptive information, and meet all requirements of Truckspedia, according to the Platform's functionalities and Terms of Use. d) Users are not allowed to post duplicate ads, meaning ads with identical or similar descriptions, or ads offering similar services. Duplicated ads are only allowed when the location of the service, cargo, loading/unloading date, or vehicle differs in the separate ads. e) The ad content cannot include ads, promotional or advertising content, website addresses, or other elements leading to services offering the same or similar services as Truckspedia (i.e., services related to posting offers and ads by Internet users).

5. Specific Ad Requirements:

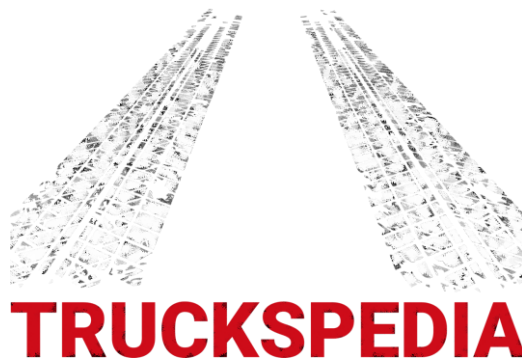
Below in these Terms of Use, there is specific information regarding what each ad must contain based on the type of service for which it is posted. The above requirements are general but integral to the specific functionalities for each type of service on the Platform.

6. Posting an Ad:

Posting an ad on the Platform is done by the User through the appropriate functionality from their Profile on the Platform.

7. Ad Duration:

Once posted, the ad will be available for the period chosen by the User but for no more than 60 days.



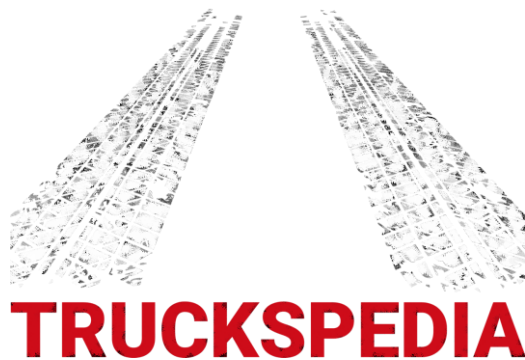
8. **Modification and Deletion of Ads:**
During the posting period, the User can modify the ad content and some of its parameters or delete the ad. It is not allowed to replace the ad with a new cargo, new available vehicle, or other details according to the Platform's functionalities. Any changes made in violation of this rule will be considered a new ad. In such cases, Truckspedia reserves the right to remove the ad.
9. **Archiving Ads:**
After the ad is no longer posted, for any reason, it is archived in the section "My Profile / Ads / Archived," where it remains accessible to the User for a period of six (6) months, unless the User removes it earlier.
10. **Image Usage in Ads:**
If applicable, the User agrees not to use images and pictures in the ad that contain visually conspicuous and distinguishing elements or effects, including but not limited to: (i) Promotional and/or advertising content, website addresses, and other elements leading to websites providing services similar to Truckspedia. (ii) Pictures, captions, images, or statements that violate users' rights or contradict competitive laws.

5.2. Free Ads

Posting ads related to "warehouses, parking lots, office spaces, and other logistics properties" on the Platform is free of charge.

5.3.

1. **Truckspedia as a Non-Mediator:**
In connection with all ads on the Platform, Truckspedia does not act as an intermediary between sellers and buyers, lessors and tenants, carriers and contractors, and does not enter into brokerage agreements with the parties but acts as such only concerning Registered Users and the functionalities offered by the Platform. Ads are subject to approval by Truckspedia regarding their relevance to the Platform's purposes and content.
2. **Commercial Messages:**
Truckspedia may send commercial messages to the User to offer information and ads related to its own or third-party products/services, request inquiries on various issues, conduct surveys, etc., but only to Users who have explicitly agreed to this.
3. **Right to Opt Out of Commercial Messages:**
The User has the right to object to receiving commercial messages by unsubscribing using the options provided by Truckspedia.



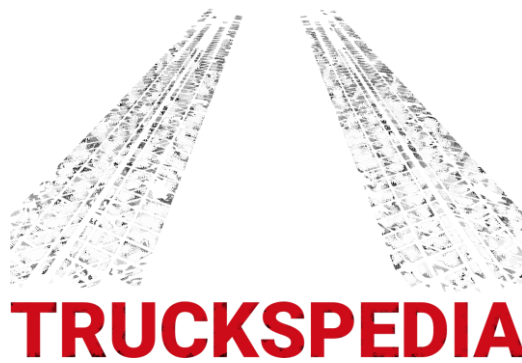
5.4. Advertising

1. **Paid Internet Advertising:**
Truckspedia offers paid Internet advertising services, and an individual contract is signed for each case of advertising. The contract defines all parameters of the posted advertisement, the rights and obligations of the parties, and how disputes will be resolved.
2. **Advertising Prices and Options:**
Prices and types of advertising options may be listed on Truckspedia's website, and individual plans may be created, which require an additional agreement and the signing of a contract with Truckspedia.
3. **Content of Advertising Materials:**
The User who has signed a contract for Internet advertising with Truckspedia defines the content and text of the advertising materials, but they must align with the purposes and content of the Truckspedia website and the services offered.
4. **Truckspedia's Right to Reject Materials:**
Truckspedia reserves the right to refuse to publish submitted materials if their content contradicts Bulgarian and/or international laws, public morals, or violates third-party rights.
5. **Responsibility for Service Downtime:**
Truckspedia is not liable for damages or lost profits in the event of temporary unavailability of the website or Platform services due to server failure or other external causes.
6. **Price and Type Changes:**
Truckspedia reserves the right to change the prices and types of advertisements but will inform Users through comprehensive information on the website. These changes will not affect Users who have already signed contracts for Internet advertising during the contract period. After this period, Users may sign a new contract at the new advertised prices.

VI. PAYMENTS

1. **Price Information**
The User will be visibly informed each time on the Platform about the current price of the selected paid services. All prices listed on the Platform or in the price lists are net prices (excluding Value Added Tax, i.e., VAT) and are stated in euros (EUR). Unless otherwise stated in amendments to these Terms of Use, Truckspedia is registered under the Value Added Tax Act (VAT Act) and applies VAT to all services provided by it, including those provided through the





Platform's features. The price lists are available on Truckspedia's website at <https://truckspedia.com/pricing>.

2. Subscription Plans and One-time Service Fee

Truckspedia offers subscription plans and a one-time service fee.

a) Subscription Plans

- Payments for subscription plans are made in advance, meaning the full amount for the subscription must be paid before the service is provided according to the payment methods set by Truckspedia.
- Subscription plans are available in two types: (i) monthly, and (ii) yearly.

b) Fee for the "Truckspedia Dispatcher Assistance" Service

- The price for this service is set for one (1) published load, in case the shipper selects the transport company proposed by the Truckspedia team and the transport is carried out with that company.
- Payments for this service are made upon its completion by Truckspedia, which will issue an invoice to each User (shipper) at the end of the month in which the service was provided.

3. Managing Payment Methods

Registered Users can manage their payment methods and update their debit/credit card information through the payment system services.

4. Payments through Third-Party Payment System

Payments are processed in accordance with the payment method terms through a payment system operated by a third party.

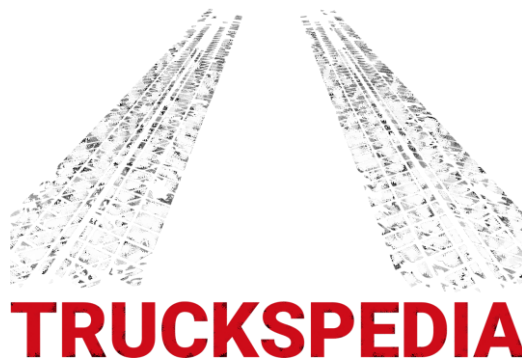
5. Subscription Service Start Date

The provision of a subscription service, except for the "Truckspedia Dispatcher Assistance" service, begins no earlier than the moment the payment for the subscription service is fully transferred to Truckspedia's account. a) For Subscription Plans: Payments for the respective month, during which all functionalities of the Platform will be accessible, must be made no later than the last day of the respective month and are due for the following month after the service is provided. If the User has chosen automatic debit from their provided debit/credit card, payments will be processed on the first day of the month for which the payment is due. b) For the "Truckspedia Dispatcher Assistance" Service: Payments are made according to the procedure in section 8.3, paragraph 4.

6. Payment Relationships with Third-Party Providers

Making a payment by the User requires creating separate legal relationships with the relevant payment service provider and accepting their terms.

Truckspedia is not a party to these relationships and cannot intervene in their content or execution. In the event of a payment issue, the User should contact



the respective payment service provider to clarify any doubts or file a complaint. In exceptional cases and within technical and organizational possibilities, Truckspedia may assist the User in resolving the issue. Truckspedia is not responsible for the payment service provided by an external service provider.

7. Invoice Requests

The User can request an invoice with VAT for the services provided by Truckspedia in accordance with the applicable legal provisions of the Republic of Bulgaria.

8. Invoice Information

To receive an invoice with VAT (referred to below as an "invoice"), the User must complete their details in the applicable section of the Payment System.

9. Updating Profile Information

The User is obligated to immediately update the details recorded in their Profile, necessary for issuing an invoice by Truckspedia, whenever there are changes.

10. Electronic Invoices

The invoice issued by Truckspedia to the User is available in electronic form. By accepting these Terms of Use, the User also agrees to receive invoices in electronic form as defined by VAT legislation.

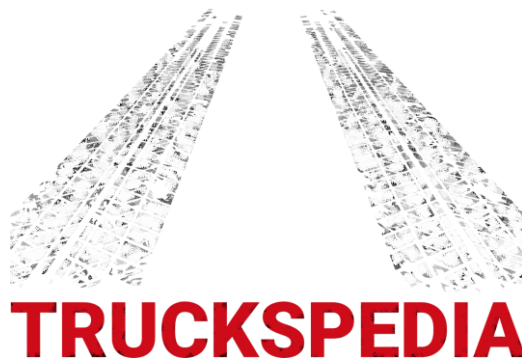
11. Invoice Format and Storage

Truckspedia, in accordance with the rules set out in these Terms of Use, provides the User with VAT invoices (for taxable persons and in cases defined by national and supranational legislation) in electronic form, ensuring the authenticity of the origin, integrity of the content, and readability of the invoices. These invoices are stored in .pdf file format and provided to the User within their Profile, from where the User can download them. The User, who receives invoices sent (available/provided) in electronic form, is responsible for storing them independently.

VII. DELIVERY SERVICE THROUGH THE "ONLINE STORE FOR TRUCK PARTS" SECTION

7. (1) Through the delivery section of Truckspedia, in the "Online store for truck parts" section, Users have the option to request delivery made by an external partner of Truckspedia, who is a courier service provider, or by Truckspedia employees.

(2) In a case where an external partner of Truckspedia is used for the delivery service through Truckspedia's platform, Users must provide the relevant personal data for both the sender and the recipient to the courier service provider to the extent necessary for the delivery to be carried out. They must



also enter into a separate agreement with the provider, whereby Users agree to the conditions set by the courier service provider. In such cases, Truckspedia is not a party to this agreement and cannot intervene in its content or execution. If issues arise with the delivery, the sender or recipient must contact the courier service provider to clarify the problem or file a complaint.

VIII. SERVICES

8.1 Automated Cargo Exchange Platform

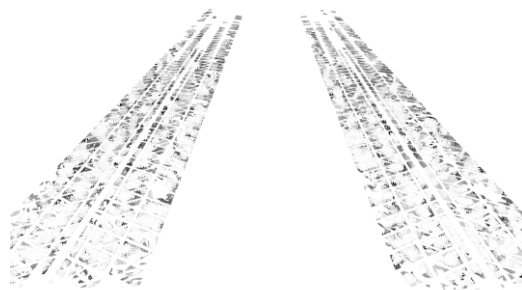
(1) The Truckspedia platform allows Registered Users to publish, view, and apply for cargo, using a filter that allows the User to set different search criteria for cargo.

(2) To publish a cargo, the User can use predefined forms for quicker cargo posting or manually enter the cargo details. The platform indicates which data fields are mandatory and which are optional.

(3) The information required by the platform when publishing cargo for transportation is as follows:

- Type of route (one-way/round trip);
- Type of cargo (full cargo, groupage cargo, bulk, liquid cargo, cars, boats, motorcycles);
- Destinations (cargo and unloading address details. Multiple cargo and/or unloading addresses may be entered);
- Restricted access to cargo (The cargo sender can choose which companies can see and apply for the cargo);
- Cargo contents (machines, paper, food, etc.);
- Delivery terms (Incoterms) (negotiated between the Sender and the Transport Company);
- Payment terms (negotiated between the Sender and the Transport Company);
- Type of route (regular, with the number of shipments per year or one-time);
- Target price (The Sender can enter a desired estimated price for transporting the cargo);
- Weight of goods (in kilograms or tons);
- Loading date;
- Unloading date;
- Hazardous/inflammable cargo;
- Customs clearance;
- Additional information (free text for extra details, further details on additional information rules are in Section V of these Terms and Conditions).

(4) Truckspedia's platform also allows for the publication of "external cargo." External cargo is cargo that was not obtained through Truckspedia but which the User wants included in the platform's statistics for each User. Through this option, the User



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enters the necessary cargo details, and it will be visible only to them.

(5) a) Published cargo is visible to all visitors of the platform. If the User has selected the "restricted access to cargo" option, the cargo will only be visible to selected Users;

b) Registered Users have access to full details about the published cargo and can apply for it multiple times by submitting offers with price proposals, unloading dates, and vehicle type;

c) For each offer sent, the User (Sender) receives a notification and has the option to review it. Once the offer is selected, the Sender sends confirmation to the Transport Company User, who also receives a notification. Once an offer is confirmed, other Transport Users are no longer able to submit offers for the same cargo;

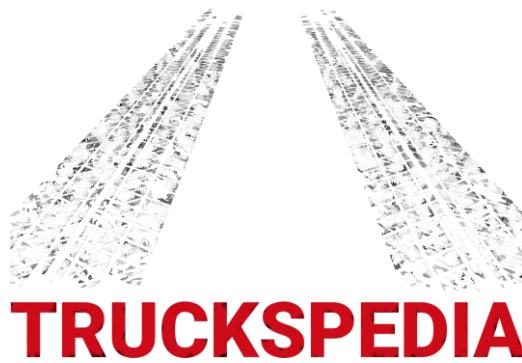
d) Once the Sender confirms an offer, the platform opens a new communication window where the Users can clarify all transportation details. Each of them can either "Accept" or "Reject." If one of the Users rejects the offer, the option to select a new offer is activated again. The Sender can choose another transport company or the same company with a new price. When both parties accept, the request is sent to both of them and the driver via the "Driver Portal," containing the necessary transportation and cargo information, excluding price details, conditions, and payment methods;

e) The transport is considered finalized once the driver posts the CMR (Cargo Manifest), with the possibility of posting other documents and/or photographs certifying transportation-related circumstances. If the transport is completed but the driver has not posted documents in the "Driver Portal," the platform provides a menu for both parties to finalize the transport. All finalized transports are reflected in the platform's statistics.

f) The platform offers a visual map displaying the proposed route for cargo transportation.

(6) Regarding the "Automated Cargo Exchange Platform" service, Truckspedia is not responsible, including but not limited to:

- The accuracy of information about the cargo, cargo vehicle, loading and delivery terms, and the entire transport process;
- Prices and offers made between the parties, including financial relations;
- Information exchanged in the "chat" functionality between the sender and transport company (e.g., truck numbers, driver names, etc.);
- Loading, unloading, condition of goods, damages, loss, theft of cargo or part of it, adherence to agreed timelines for transport, and any complications or deviations from agreed transport conditions;
- The proposed route via the visual map, whether it is the shortest, most economical, or most suitable for cargo vehicles.



8.2 Publishing of Free Cargo Vehicle Information on the Platform

(1) The platform allows Registered Users to publish information about a cargo vehicle that will be available for a new route on a specified date and address, helping find cargo for free trucks and optimizing the transportation of goods for all Registered Users.

(2) The information required by the platform when publishing a free cargo vehicle is as follows:

- Release date;
- Loading address or city;
- Vehicle type;
- Euro standard of the vehicle;
- Crew of the vehicle: (number of drivers);
- Price per kilometer: (estimated price per kilometer for transport);
- Additional information: (possibility to add other relevant details about the truck or transport conditions).

(3) Published free vehicles are visible to all website visitors, but only Registered Users have access to the contact details (email and phone number) of the Transport Company User, allowing direct communication with them.

(4) The published free vehicles are included in the statistics kept by Truckspedia for each Registered User, helping Users track the availability and activity of their vehicles on the platform.

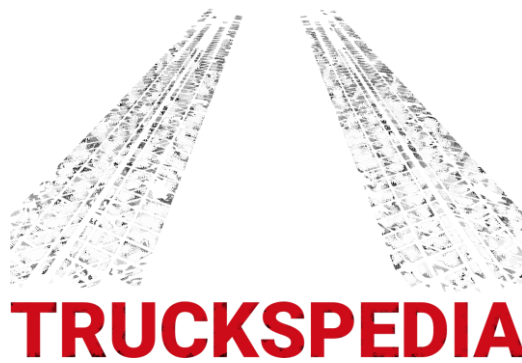
(5) Regarding the service "Publishing Free Cargo Vehicle Information," the platform is only a tool for connecting Users – Senders and Transport Companies, and all relationships between them are beyond Truckspedia's control. Therefore, Truckspedia is not responsible, including but not limited to:

- Any relationships between the parties and any agreements made between them;
- The condition of the published free vehicle;
- The correctness of the Transport Company;
- Adherence to agreed terms;
- The quality of transport execution.

8.3 Help from a Truckspedia Dispatcher

(1) The platform allows Registered Users – Senders who publish cargo and wish to find a transport company quickly, without waiting for offers from Transport Users, to choose the option "Truckspedia, help me find transport."

(2) When the "Truckspedia, help me find transport" service is activated, a team of professional dispatchers from Truckspedia actively searches for transport companies that can accept the cargo in the shortest time. If a suitable transport company is selected by Truckspedia's team, and it is not registered on the platform, Truckspedia will create a registration for the company, and the company will receive an email with a link to generate a password and fully use the profile. This profile will have access to



all platform features for the first 30 days for free.

(3) The Truckspedia team sends the Registered transport company an offer for the cargo, labeled "With the help of Truckspedia," visible also to the Sender. Once the Sender confirms the offer, both parties can use the platform functionalities to finalize the transport details.

(4) Terms and Conditions and Fees for the "Help from Truckspedia Dispatcher" Service

a) Service Fee: Users – Senders using the "Help from Truckspedia Dispatcher" service pay the respective fee published on Truckspedia's website, according to the procedures outlined in these Terms and Conditions. This is only applicable if Truckspedia offers at least one (1) transport offer within two (2) working days, and the Sender chooses to transport with the offered company.

b) Waiver of Fee: If Truckspedia does not provide at least one (1) offer within the deadline, or the transport is not completed with the proposed company, the Sender is not obligated to pay the fee for the "Help from Truckspedia Dispatcher" service.

c) After the conditions are met, Truckspedia will issue an invoice for the service to each Sender at the end of the month when the service was fulfilled.

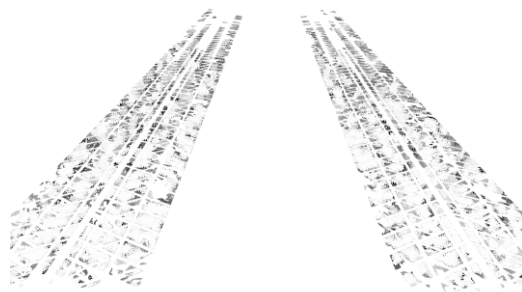
(5) Regarding the "Help from Truckspedia Dispatcher" service, Truckspedia is not responsible for, including but not limited to:

- Quality and price of the transport;
- Condition of the goods during transportation, damages, loss, theft of cargo, adherence to scheduled transport times, and any issues or deviations from agreed conditions;
- Compliance with obligations by the transport company according to the agreed terms, including financial relations between the parties;
- Accuracy and completeness of information exchanged between the Sender and the Transport Company regarding transportation details. The Sender and Transport Company are responsible for clarifying all transport execution details. Truckspedia does not guarantee communication success between both parties.
- Insurance Responsibility: Truckspedia does not guarantee insurance or other protections for the cargo. The Sender and the Transport Company are responsible for agreeing on insurance options directly between them.

IX. ACTIONS OF USERS THAT DO NOT COMPLY WITH LEGAL REQUIREMENTS OR THE TERMS OF USE OF THE WEBSITE

(1) The User has the right to use the Platform in accordance with its purpose, in compliance with the law, and the best practices of the information society, while respecting the rights and interests of others. In particular, the User is obliged to: a) not take actions that could hinder the proper functioning of the website and/or Platform, including actions that prevent the reproduction of content on the website, the Platform, their Profile, or the Profiles of other Users, or the IT elements of the





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website and Platform; b) not engage in illegal actions, including sending or publishing content through the website's functionalities that violates the law, personal rights, content containing or distributing child pornography, terrorist content, or content that infringes on the intellectual property rights of others, as well as content of a discriminatory or racist nature; c) not deceive other users of the Platform and the website, such as by providing false information or concealing relevant information; d) refrain from dishonest behavior and not abuse the functionalities of the Platform and website, using them contrary to their purpose and these Terms of Use.

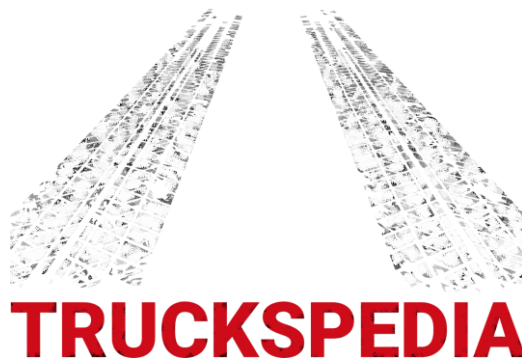
(2) The User is obliged to comply with the rules set out in these Terms of Use at all times when using the Platform and the website, including when posting advertisements and sending messages to other Users.

(3) The posting or transmission of content on the Platform is done automatically using the website's interface, without the involvement of Truckspedia, and Truckspedia does not automatically verify all the content transmitted through the functionalities of the Platform.

(4) If a User makes changes to the content of an advertisement after it has been published on the Platform, Truckspedia has the right to investigate whether the updated content violates the Terms of Use and take appropriate actions, including removing content that violates the Terms of Use or applicable law.

(5) Any person using the Platform has the opportunity to report to Truckspedia any illegal or rule-violating content disseminated through the website. If possible, the reporting person should provide information that enables Truckspedia to verify the abuse report, including the identification number of the advertisement, an explanation of why they believe the content is illegal or violates the Terms of Use, and contact details, if requested when reporting the irregularity.

(6) Upon receiving a justified message (based on a report of abuse or otherwise) that the content sent or published through the Platform is illegal or violates the Terms of Use, Truckspedia may: a) Immediately block the content, including the advertisement. In case of blocking, the content will not be visible or accessible to users of the Platform; b) Take the appropriate investigative actions to establish the facts of the case, acting proportionally and reasonably, including, for example, by contacting the person who submitted the abuse report, the person who published the content, the relevant state authority, or an external consultant; c) In the case of blocking content, inform the person whose content has been reported, no later than at the time the block decision takes effect, by email, indicating the blocked content and the reasons for the blocking decision, along with the basis for it according to the Terms of Use; d) In the cases referred to in item "c", Truckspedia has the right to refuse to provide more detailed information to the User if a competent state authority's notification, mandatory legal provisions, or the need to ensure the safety



or health of people or the security of the state requires the non-disclosure of such information.

(7) The User has the opportunity to appeal the decision to block the content transmitted or published by them on the Platform, by contesting the information about the content block provided by Truckspedia. In such cases, the provisions governing the complaints procedure shall apply.

(8) Truckspedia has the right to remove an advertisement or block a Profile if there is suspicion that the advertisement or Profile could be used to perform actions that threaten the safety of other Users on the Platform, or if the advertisement negatively impacts the reputation of Truckspedia or otherwise harms it. The publication of content or links to websites competing with the Platform is not allowed.

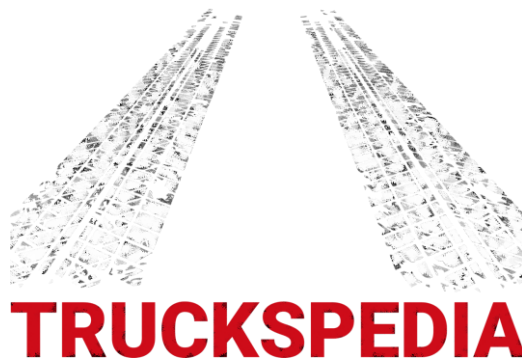
(9) In the case of a serious violation of the law in using the Platform, as well as a substantial or repeated violation of the provisions of the Terms of Use, especially in the case of repeated attempts to publish or distribute illegal content by a user or by various Users acting jointly and in agreement, including through the use of different profiles, Truckspedia may, in accordance with the principle of proportionality and respect for the freedom to exchange goods, limit or block the use of a Profile or Profiles.

(10) The User will be notified by email in case of blocking or suspension of content or a Profile, no later than when the decision takes effect. The notification will include details of the blocked or suspended content or profile, the reasons for the decision, and references to the specific provisions of the Terms of Use that justify the decision.

(11) A User who disagrees with the decision to block or suspend content or a Profile has the right to file a complaint in accordance with the provisions of the Terms of Use.

(12) Truckspedia may make decisions to block or suspend content or Profiles based on internal moderation policies and procedures. These moderation policies and procedures adopted by Truckspedia outline the methods and means for identifying content or user actions that are reviewed for violations of the Terms of Use or applicable laws. The main objective of the developed moderation policies and procedures is to ensure user safety and combat abuse.

(13) The process of identifying content or user actions may be based on automated or semi-automated moderation tools. These tools allow the identification of content or actions that violate or may violate the Terms of Use and legal provisions by analyzing the content of advertisements or user activity on the Platform. The tools used in the content moderation process available on the website utilize methods that enable the



analysis of content or the identification of actions that may violate the Terms of Use or legal provisions and report them to Truckspedia's internal moderation teams. Decisions related to violations of the Terms of Use or actions related to the security of the website or Users may be made fully automatically. Other decisions related to user content or actions are subject to evaluation by Truckspedia's moderation teams. Actions related to content or user activities that violate or may violate the Terms of Use or applicable laws are also undertaken in response to reports filed by other users, authorities, or organizations whose activities are related to online user safety or the fight against illegal content.

X. PROCEDURE FOR HANDLING COMPLAINTS

(1) If there are any irregularities in the operation of the Platform, including technical issues related to individual services, the Registered User/Guest User should first contact the "Customer Service" department at: office@truckspedia.com, providing the necessary details to identify the problem.

(2) Truckspedia makes every effort to provide high-quality services. Nevertheless, the User has the right to submit a complaint free of charge regarding the non-fulfillment or improper execution by Truckspedia of the services provided under the Terms of Use (TOU).

(3) The complaint can be submitted by one of the following methods:
via the contact form in the "Customer Service" section;
by sending an email to: office@truckspedia.com; or
in writing to Truckspedia's address.

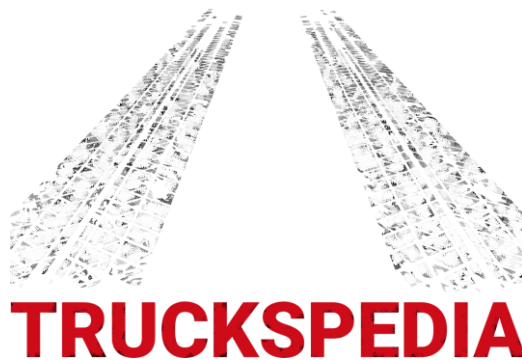
(4) The complaint must include at least the following information:
the first and last name of the person representing or authorized to represent the legal entity (User);

the user's email address with which the Profile is registered;
the identification number of the listing (if applicable);
the circumstances leading to the complaint;
the user's request related to the complaint.

(5) If the data or information provided in the complaint does not allow for verification of the complaint, Truckspedia will clearly request the user to clarify any doubts or provide additional information if necessary, so that Truckspedia can review the complaint.

(6) Truckspedia will review the complaint within fourteen (14) days from the date of receipt or from the date of receipt of the additional information mentioned in section 10 (5) of the TOU. The response to the complaint from Truckspedia will be sent by email to the address registered with the Profile, unless the User requests that the response be sent by postal mail to the address specified in the complaint.

(7) The provisions of Section X apply to the complaint procedure submitted by Platform users, including natural or legal persons who have reported prohibited content, and for whom decisions related to the blocking or removal of content



available in the service have been made. Those who report prohibited content may submit a complaint about the received decision regarding actions taken to block or remove content or Profiles that violate the TOU or applicable regulations, within six (6) months from the date of receiving the decision from Truckspedia.

XI. COMPLAINTS AND MEDIATION

(1) The User has the right to submit a complaint in the following cases: a) Alleged non-fulfillment by Truckspedia of its obligations under the TOU and Regulation (EU) 2019/1150 of the European Parliament and of the Council of 20 June 2019 on promoting fairness and transparency for business users of online intermediary services; b) Technological difficulties regarding the operation of the Platform, affecting the ability to use the services offered to the User; c) Actions taken by Truckspedia on the website that affect the User; d) Blocking of content published or submitted by the User or blocking of the User's Profile.

(2) The complaint can be submitted through the "Submit a Request" feature available on the website in the "Complaints" section (the option "Official complaint from business users under Regulation (EU) 2019/1150) or in writing to Truckspedia's address. The User should, if possible, provide data or information that allows Truckspedia to verify the complaint, including, but not limited to: the listing number, an explanation of why the User considers the content not to be illegal or contrary to the rules, and optionally, contact details.

(3) The complaint will be reviewed in accordance with the procedures specified in sections 10 (3) - (5) of the TOU.

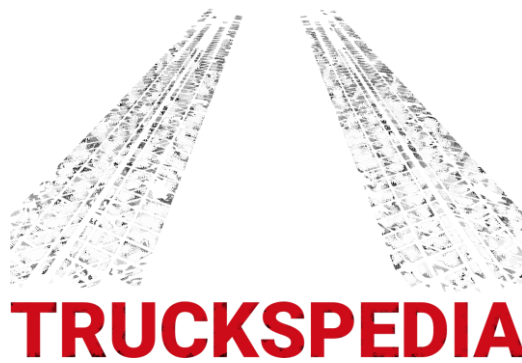
(4) The User may request mediation to resolve a dispute that has arisen between them and Truckspedia concerning the services provided by Truckspedia, including disputes regarding issues that may be the subject of a complaint under section 11 (1) of these TOU. Truckspedia will make the necessary efforts to reach an agreement on such disputes through mediators.

(5) The use of mediation is voluntary. Truckspedia reserves the right to refuse to participate in mediation.

XII. RESPONSIBILITIES

(1) Truckspedia is not responsible for the quality of the service in case of traffic disruptions caused by issues for which the internet service provider of Truckspedia is responsible.

(2) Truckspedia is not responsible for the quality of the service when using faulty technical equipment (such as personal computers, modems, etc.) and/or incorrectly configured software by the User, as well as for issues caused by the User's internet service provider.



(3) Truckspedia is not responsible for damages, losses, and/or lost profits: a) Arising from transactions between Guest Users and/or Users of the Platform; b) Caused by inaccurate, unreliable, or misleading information and/or data submitted by Guest Users and/or Users of the Platform; c) Resulting from the termination of contractual relations with Platform users for any reason; d) Arising as a result of force majeure as defined in Article 306 of the Commercial Code.

(4) Truckspedia is not responsible for any direct, indirect, special, incidental, or consequential damages related to the use of the Platform, including damages for which the User was not notified about the potential occurrence.

(5) Truckspedia is not responsible for any additional costs related to the use of the Platform, including but not limited to data loss, costs for data recovery and/or databases, costs for software replacement, third-party claims, and similar expenses.

(6) Truckspedia does not exercise control and is not responsible for the information contained on external websites linked to the Platform via hyperlinks.

(7) Truckspedia is not responsible and does not exercise control over transactions that Users carry out with other Users through the Platform's functionalities.

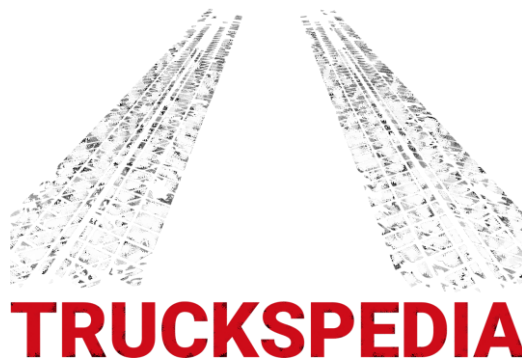
XIV. RATING

14.1. The rating and feedback system is only available for functionalities accessible to all Registered Users.

14.2. The rating system allows a Registered User to subjectively rate another Registered User and their relationship related to concluding and organizing a transaction through the Platform. The rating may address the following matters: the clarity and reliability of the advertisement's description, the form and manner of communication between Users, responsiveness, engagement, time for sending and organizing processes, correctness. The basis for the rating could be any contact between Users regarding Truckspedia's intermediary services.

14.3. The rating is given after the respective service agreement between Users has been finalized. The ratings form the overall rating of the respective company – Registered User, visible in the "Companies" menu/section, where all Registered Users on the Platform are listed.

14.4. The rating and feedback (if applicable) must not violate the provisions of applicable law and specifically may not contain: a) vulgar statements, obscene and pornographic content, or content that incites hatred, racism, xenophobia, and conflicts between nations (hate speech); b) website addresses or links to other



websites; c) promotional content, other commercial content; d) data of Users or other individuals; e) content that infringes on third-party rights, including intellectual property rights, morals, personal rights, including good name and reputation of other Users or third parties; f) content resulting from agreements or arrangements with other Users or third parties to influence the rating, feedback, or reviews (e.g., to artificially inflate or decrease the rating of a User); g) content that is false, defamatory, or constitutes an act of unfair competition.

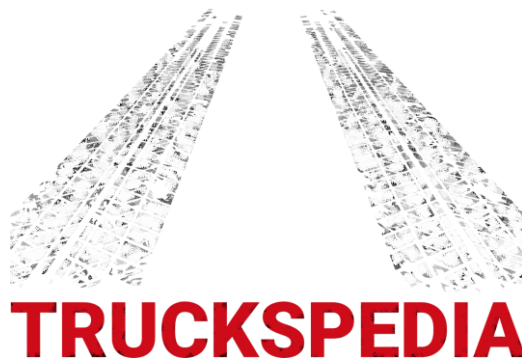
14.5. Truckspedia has the right to exclude a rating from the average rating of a Registered User or to delete a rating entirely or partially when: a) the rating concerns a User other than the rated User; b) it was given by the User for themselves; c) it was given by employees, relatives, or close associates of the rated User; d) it results from an agreement with the User solely to influence the rating and opinions (e.g., to artificially inflate or decrease the rating of a given User); e) it was issued from a user profile created based on a temporary email address; f) it was presented in a manner that shows automation of the process or in a way that hinders network traffic analysis; g) it violates the TOU in any other way.

14.6. Regarding the content of the rating and feedback, when given, the User grants Truckspedia a non-exclusive, territorially unlimited, and free license under the conditions specified in point 5.1., paragraph 3 of the TOU and other points of the TOU.

XIII. FINAL PROVISIONS

13. (1) Truckspedia reserves the right to amend the Terms of Use (TOU) for the following reasons:

- (a) The need to improve user safety;
 - (b) The need to improve Platform performance, where changes will not result in additional fees for services already paid and will allow continued website use;
 - (c) The need to counteract abuse related to Platform usage;
 - (d) Changes in terms for paid services or withdrawal of specific paid services, which will not affect services purchased before the changes take effect;
 - (e) The introduction of a new paid service or additional website functionalities, with the use of such services or functionalities being optional;
 - (f) Changes in applicable legal provisions that directly impact the content of the TOU.
-



(2) Users will be informed of any changes by posting a notification on the website, visible after logging into their Profile. Additionally, Registered Users will be notified by email sent to the address registered on the website.

(3) Amendments will take effect on the date specified by Truckspedia, but not less than fifteen (15) days from the date of notification unless otherwise required by applicable law.

(4) Amendments cannot deprive or limit users' rights related to previously purchased paid services. Paid services acquired before the TOU amendments will be governed by the rules applicable at the time of purchase.

(5) Truckspedia may amend these TOU without observing the 15-day notice period, including immediate effect, if:

-
- (a) It is bound by a legal or regulatory obligation that requires amending the TOU in a manner that does not permit the 15-day notice period;
 - (b) It must amend the TOU exceptionally to counteract unforeseen and immediate dangers related to the protection of online intermediary services, users, or business users from fraud, malware, spam, data security breaches, or other cybersecurity risks.
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(6) The current TOU apply to paid services active before the effective date of new TOU. Users who do not accept the TOU amendments retain the right to terminate their Profile service agreement at any time. Paragraphs (3) and (4) also apply to digital services provided by Truckspedia. Future amendments to digital services do not affect paid services purchased before such changes take effect and cannot impose additional costs on the user.

(7) To develop the Platform, Truckspedia may introduce new services and functionalities, which may be preceded by product testing, without affecting Users' rights acquired prior to that.

(8) Unless otherwise stipulated by mandatory legal provisions, Bulgarian law governs the agreements between the User and Truckspedia. This choice of Bulgarian law does not deprive the User of protections afforded by provisions that cannot be contractually waived under the law that would otherwise apply in the absence of such a choice.

(9) All disputes related to services provided by Truckspedia will be submitted to the competent general courts.

(10) Any appendices, if applicable, to these TOU are an integral part thereof.

(11) Contact with Truckspedia can be made via:

-
- Telephone: +359877988100;
 - Contact form on the website;



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- Email: office@truckspedia.com;
- For personal data inquiries: dpo@truckspedia.com.

(12) These TOU were adopted by Truckspedia by resolution of the sole shareholder on 21.10.2024 and are published on the website at <https://truckspedia.com>.
