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# REFUND AND EXCHANGE POLICY

## 1. GENERAL PROVISIONS

- 1.1. The products available in the SpeakUp - Language Center (hereinafter **SpeakUp**) store consist of foreign language study materials and branded merchandise. The aforementioned products are subject to varying prices depending on their specific characteristics.
- 1.2. A Customer may purchase either a single product or multiple products, the total value of which shall be indicated in the invoice, which will be received via email upon completion of the order.
- 1.3. Prior to making payment, the Client is obliged to contact the SpeakUp to verify product stock availability and delivery options.

## 2. DELIVERY TERMS AND CONDITIONS

- 2.1. Following the confirmation of stock availability, delivery, and payment details, the Customer is obligated to pay the amount due, either by cash or non-cash settlement, subsequent to which the ordered items shall be delivered to the designated address, or collected by the Customer from the point of sale.
- 2.2. Speakup SpeakUp undertakes the obligation to deliver the product ordered by the Customer in an immaculate condition.
- 2.3. Order delivery within Tbilisi shall be executed within 2-3 business days, while delivery to regions shall take a maximum of 4-6 business days.
- 2.4. The delivery cost for a product weighing 1-5kg is set at 5 GEL within Tbilisi, and 9 GEL for regions. The delivery fee for products of different weights may vary.
- 2.5. Due to unforeseen circumstances (such as inclement weather, impassable roads, natural disasters, and others), the delivery deadlines may be unilaterally changed by the SpeakUp.

## 3. RETURN AND EXCHANGE POLICY

- 3.1. Upon receipt of the product at the designated address, the Client is obliged to inspect the technical and visual condition of the product on the spot.
- 3.2. The Client shall have the right to request the replacement or return of an item purchased on-site and/or online, if the purchased item is defective (faulty), or if its

actual characteristics do not correspond to the technical specifications published on the SpeakUp's website.

- 3.3. The Client must contact the SpeakUp within 1 business day of the discovery of the defect and present the purchased item along with the tax document confirming its purchase. The Client is also obliged to provide confirmation of the existence of the defect.
- 3.4. The item shall not be subject to return or replacement if the purchased item contains a minor defect.

## **4. DATA PROTECTION POLICY**

- 4.1. The processing of the data subject's personal data by the SpeakUp shall be carried out solely for lawful purposes and to the extent corresponding to those purposes.
- 4.2. In accordance with the legislation of Georgia, the SpeakUp ensures the processing of Clients' personal data for the purpose of rendering services, retail trade, and, at the Customer's request, for sending communications of an advertising/marketing nature for marketing purposes.
- 4.3. For the aforementioned purposes, the SpeakUp processes the following personal data: Name, Surname, Personal ID Number, Telephone Number, Email, and Address.
- 4.4. To fulfill obligations stipulated by law or contract, and where a corresponding legal basis exists, personal data may be shared with parties involved in the transaction and/or other third parties with the consent of the data subject (e.g., shipping organization, courier).
- 4.5. The Client has the right to request the cessation of the processing of their data and its deletion from the SpeakUp's database.

## **5. AMENDMENT AND TERM OF AGREEMENT**

- 5.1. The terms and conditions defined by the present document are binding upon the Parties and shall remain in force indefinitely.
- 5.2. The SpeakUp reserves the right to unilaterally amend this document and its terms and conditions at any time. Information regarding any such amendments shall be publicly posted on the SpeakUp's official website, which the Customer shall have the opportunity to review at any time.
- 5.3. Any issues arising between the Parties that are not regulated by this document shall be governed by the legislation of Georgia.