

General Terms and Conditions for Sale and Purchase of Products in HP Crypto Shop

These General Terms and Conditions for Sale and Purchase of Products in HP Crypto Shop (hereinafter: the General Terms) have been drawn up in accordance with the regulations applicable in the Republic of Croatia, in particular with the Civil Obligations Act, the General Data Protection Regulation and the Act on Implementation of GDPR, the Electronic Commerce Act and the Consumer Protection Act, which, among other things, stipulates the terms and conditions of distance selling and purchasing and pre-contract information, which apply to consumers who are natural persons as defined in said Act.

These General Terms apply to all users of the website <https://kripto.posta.hr/marka/> (hereinafter: the crypto shop website) and to all prices and other information published on the crypto shop website. Crypto shop visitors (buyers) will not be able to order and purchase the products offered on the website unless they confirm that they are familiar with and agree to these General Terms.

The Seller acting through the HP crypto shop (hereinafter: crypto shop) as well as the information society service provider is HP - Hrvatska pošta d.d., Poštanska ulica 9, 10410 Velika Gorica, personal identification number (OIB): 87311810356, entered in the court register of the Commercial Court in Zagreb under the company's registration number (MBS): 080266264, IBAN: HR1623900011100018674; BIC/SWIFT: HPBZ HR 2X, with a commercial account opened with HPB d.d., Zagreb, phone number: 072 303 304; e-mail: epostshop@posta.hr (hereinafter: Seller).

The Seller denies liability for any issues that may arise from the fact that the website visitor or the buyer has failed to read these General Terms or familiarize himself/herself with the product prices published on the crypto shop website.

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Basic Information

- 1.1. By these General Terms, the Seller regulates the terms and conditions of purchase, i.e. terms and conditions for the formation of the contract on the sale and purchase of products in the HP crypto shop (hereinafter: the Contract), as well as the Buyer's and Seller's rights and obligations involving the ordering, contracting, delivery, payment and complaints procedure concerning the Seller's products offered on the Seller's website, namely the crypto shop website, where the contracting and ordering of said products involves distance sales and purchasing using the means of distance communication. The Seller specifically regulates the rights and obligations of buyers who are also natural persons – consumers, which includes provision of mandatory pre-contractual information to buyers, liability arrangements of the Seller for physical defects of sold goods, enabling the consumer to file a written complaint, prerequisites, conditions and procedure of exercising the right of unilateral contract termination, and other matters.
- 1.2. A buyer is any natural person or legal entity who, upon registration or without registration, is using the means of distance communication to enter his/her personal data or data about the legal entity using an electronic form and to order at least one product from the crypto shop website, provided that the order is accepted by the Seller. A buyer must be of legal age and legally competent. Contracts in the name and for the account of underage persons or legally incompetent persons can be concluded only by their legal representatives, while persons with partial legal capacity can conclude a contract only with the consent of their legal representative. A website visitor is any person using the means of distance communication to access the crypto shop website. Consumer means any natural person who concludes contracts or is acting for purposes, which are outside his trade, business, craft or profession. The Seller is not liable for any conduct contradicting this provision.
- 1.3. User means both the Buyer and website visitor.
- 1.4. Within the meaning of these General Terms, distance selling and purchasing means selling/purchasing a product under an organized scheme without the simultaneous physical presence of the Seller and the consumer, with the exclusive use of the crypto shop website up to and including the time at which the contract is concluded.

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Information about the Product and Service, Ordering Procedure and Contract Conclusion

- 2.1. A detailed description of the products available in the crypto shop is provided for each product visible on the crypto shop website.
- 2.2. The Seller undertakes to update the crypto shop website on a regular basis and to provide the visitors and buyers with unambiguous, clear and easily comprehensible information about crypto shop products available for order.
- 2.3. The Seller's Customer Service is available to Buyers in accordance with the working hours indicated on the crypto shop website to provide all necessary information regarding the products. The Buyer may call the Customer Service on the phone number: 072 303 304 or other numbers stated on the official website for this purpose or contact it via the official e-mail address: kripto@posta.hr, or by sending an inquiry by regular mail to HP-Hrvatska pošta d.d., 10410 Velika Gorica, P.O. 514.
- 2.4. Before ordering a specific product on the crypto shop website, the website user shall be provided with pre-contractual information through these General Terms and Conditions and in accordance with the Consumer Protection Act and the Electronic Commerce Act.
- 2.5. Products can be ordered 24 hours a day, seven days a week. The visitor (buyer) places an order by choosing a product among those offered on the crypto shop website and fills out an electronic form by entering personal data and/or data about the legal entity and all other information required in the default form, simultaneously confirming that he/she is familiar with these General Terms, product information and other elements of pre-contract information and agrees thereto. Upon completing an order, the Buyer is required to make a payment as described under item 5 of these General Terms, after which the Seller confirms the purchase by sending a "Purchase Confirmation" (hereinafter: the Confirmation) form and these General terms to the e-mail address provided by the Buyer at the time of the order. The confirmation and

the General Terms and Conditions shall be deemed to have been submitted as soon as the Buyer can access them (e.g. by sending them to the Buyer's "inbox"). The contract between the Seller and the Buyer is concluded upon receipt of the Confirmation. The confirmation accompanied by these General Terms will include pre-contractual information referred to in the Consumer Protection Act and also serve as a confirmation of the conclusion of a distance contract in accordance with said Act.

- 2.6. Orders and payments can be made from any country. However, by agreeing to these General Terms and Conditions, a website user acknowledges that the products can be delivered only to the countries specified on the crypto shop website.
- 2.7. The visitors and buyers are familiar with and acknowledge the fact that the Seller is not obligated to accept any order that they place.

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Customer's Data

- 3.1. For completing a distance purchase, a crypto shop website user is obliged to enter the required information, including personal data, in the provided electronic form. By completing the form, the website user also confirms the accuracy and completeness of all the information entered therein.
- 3.2. Regarding natural persons, the Seller will collect only the following personal data on the crypto shop website:
 - Mandatory data: first and last name, e-mail, country, city, ZIP code, street and house number, mobile/telephone number, Ethereum wallet address,
 - Optional data: PIN, or VAT for foreign entities.
- 3.3. If necessary, at the Seller's request, the website user shall provide to the Seller, within a specified time limit, all the information required by the Seller for the purpose of fulfilling the obligations arising from applicable regulations.
- 3.4. The Seller undertakes to maintain confidentiality of personal data of all website users who are natural persons using the crypto shop website, and to handle it in accordance with the General Data Protection Regulation, the Act on Implementation of GDPR and other applicable regulations. The data will be available only to the employees requiring such data to perform their work. All employees and business partners of the Seller are liable for adhering to privacy protection principles.
- 3.5. Personal data collected in the manner described in the previous paragraphs of this Article will be processed and stored during and after the fulfillment of the Seller's obligations if there is a purpose of such processing (for instance, until the final settlement of a complaint or a dispute). The accompanying documentation pertaining to the fulfillment of the Seller's obligations will be stored until expiry of the time limits stipulated by the regulations governing the storage of archival and registered materials.
- 3.6. The Seller undertakes to provide the website users who are natural persons with access to their personal data, the right to rectification or erasure of personal data or restriction of processing, the right to lodge a complaint and the right to data portability in accordance with the conditions and method of submitting such requests and complaints as stipulated in the Personal Data Protection Policy of HP-Hrvatska pošta d.d. (Croatian Post) (hereinafter: the Policy) published at www.posta.hr. The Policy also regulates all other issues pertaining to personal data processing. A website user who is a natural person also has the right to lodge a complaint with the supervisory authority, the Croatian Personal Data Protection Agency.
- 3.7. The Seller will not use personal data for any purposes other than those specified, nor will it transfer the data to any third parties without the explicit consent of the website user. Any amendments to the Seller's Personal Data Protection Policy will be published on said website.

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Price

- 4.1. Product prices are indicated on the crypto shop website. By selecting and ordering a product, the Visitor (Buyer) confirms that he/she is familiar with the prices of the selected products indicated on the crypto shop website at the moment of placing an order and agrees thereto.
- 4.2. All prices indicated on the crypto shop website are stated in the official currency of the Republic of Croatia and include VAT, unless they are products that are exempt from VAT.
- 4.3. The Seller is authorised to change prices and special forms of sale (special offers, sale and end-of-season sale, sale of damaged goods) at any moment, in accordance with his/her own business judgments and the applicable regulations. The website user is familiar with the fact that price changes are published on the Seller's crypto shop website and undertakes to inform himself/herself thereof by examining the website before placing an order.
- 4.4. Prices, payment terms and special forms of sale apply to the product that has been ordered only at the moment when the Seller receives the order, provided that the Seller has accepted the order.
- 4.5. The Seller shall check if the price of each product on the website has been entered correctly. However, there is always a possibility of an error, because the prices are entered manually. If this happens, the Seller will inform the Buyer during the ordering process about the incorrect price of a certain product and the inability to deliver a specific order. If the Buyer has already sent the payment, the Seller will return the received funds to the Buyer.

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Payment Method

- 5.1. The price of a product ordered via the crypto shop website, including delivery costs, will be paid by the buyer to the Seller with the cryptocurrency that the buyer chooses among the options given when placing an order.
- 5.2. Payment can be made only with cryptocurrency and for that purpose, the Buyer will be redirected to a platform that will process the payment in the cryptocurrency chosen by the buyer. The platform is owned and controlled by the company ELECTROCOIN d.o.o., with a registered office in Zagreb, PIN: 45841695639 (hereinafter: the cryptocurrency exchange),

- 5.3. Processing means the conversion of a cryptocurrency to EUR (euro), based on the exchange rate of the cryptocurrency exchange at the time of processing, which is initiated by the Buyer for payment purposes and carried out by the cryptocurrency exchange.
- 5.4. By accepting these General Terms, the buyer confirms that he/she is familiar with the fact that the cryptocurrency exchange operates according to its terms and conditions for service users, over which the Seller has no control. Furthermore, the buyer acknowledges that the amount of the cryptocurrency used for the payment, in addition to the EUR counter value paid to the Seller, may also include service charges and/or exchange rate differences that the cryptocurrency exchange charges for its own account.

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Delivery

- 6.1. In case when the subject of delivery is a Crypto stamp, the provisions on delivery contained in this Article 6 only apply to the stamp as a physical product, while the so-called "Token" is delivered as described in Article 7 of these General Terms.
- 6.2. Delivery in the Republic of Croatia is performed by the Seller, exclusively to the delivery address indicated by the Buyer in the order. The Buyer can select the following delivery options in the national traffic: Delivery to the addressee, delivery to a post office, delivery to the parcel locker, all of which is provided for in more detail in item 6.8. of these General Terms and Conditions. International delivery is performed by a designated postal operator of the destination country pursuant to the applicable regulations of the destination country and in accordance with its own terms and conditions for the provision of services.
- 6.3. Delivery times are calculated from the date of conclusion of the Contract.
- 6.4. Deadlines for delivery to the requested address in the Republic of Croatia are as follows:
a) delivery to other parts of the Republic of Croatia (excluding islands) – within 5 business days,
b) delivery to islands – within 7 business days.
- 6.5. International delivery deadlines are as follows:
- Europe: within 7 business days*
- Other countries: within 12 business days*

*The above international delivery deadlines are an average of international delivery times and represent only estimates since they depend on the prescribed handling procedures, circumstances, and rules of transit and destination post offices and countries.

- 6.6. The following does not count toward the delivery deadlines specified in these General Terms:
- the day of receiving the order (all orders where orders were placed after 1 p.m. on a specific day are considered accepted on the next business day);
 - the day of placing the order for shipment;
 - delays caused by an incorrect and incomplete address of the Buyer;
 - delays due to the unavailability of products beyond the control of the Seller (technical reasons);
 - delays caused by a force majeure event or traffic congestion beyond the control of the Seller;
 - non-working days (Saturday, Sunday and holidays);
 - international mail – days required for customs clearance in the destination country.
- 6.7. The delivery costs are listed on the website of the crypto shop. The Buyer will be informed about the specific delivery costs during the process of ordering and prior to the conclusion of the Contract.
- 6.8. In case of the Delivery to address:
- An item will be delivered at the Buyer's address against signature;
 - an item is considered delivered as soon as it has been delivered or attempted to be delivered to the Buyer;
 - If the Buyer is not at the delivery address at the time of the attempted delivery of the item, the postman will leave an item arrival notification at the Buyer's address, stating the address of the Seller's post office or the address of a parcel locker where the item can be collected. If this occurs, the Buyer can collect the item at a post office or from a parcel locker, and the collection and other procedures will be carried out as usual when delivering to a post office or a parcel locker.

Delivery to post offices:

- A parcel will be delivered to the Buyer at the post office against signature;
- an item is considered delivered as soon as it has been delivered to a post office;
- the item will be delivered to the address of the Seller's post office selected by the Buyer;
- The Seller will notify the Buyer by SMS, e-mail or the social network used by the Seller about the time of delivery of the item at the post office, i.e. the time at which the item can be collected, provided that the Buyer has specified his/her mobile phone number in the contact form;
- The Buyer can collect the item within the period set out in the acts referred to in item 6.9. of these General Terms and Conditions, beginning the day following the day of receipt of the notification of arrival;
- If the Buyer does not collect the item within the specified time frame, the item will be returned immediately to the Seller's original address and the Seller shall inform the Buyer by e-mail that the item has been returned and request the Buyer to specify further action, as required.

Delivery to parcel lockers:

- an item can be delivered via parcel lockers, and their locations and descriptions are available at www.posta.hr;

- The item can be collected from a parcel locker by entering a PIN or scanning the parcel bar code;
- an item is considered delivered as soon as it has been delivered to a parcel locker;
- the Buyer will be notified about the delivery to a parcel locker by an SMS, e-mail or via the social network used by the Seller, provided that the Buyer has specified his/her mobile phone number in the contact form;
- The Buyer can collect the item within the period set out in the acts referred to in item 6.9. of these General Terms and Conditions, beginning the day following the day of receipt of the notification of arrival;
- If the Buyer does not collect the item within the specified time frame, the item will be returned immediately to the Seller's original address and the Seller shall inform the Buyer by e-mail that the item has been returned and request the Buyer to specify further action, as required.

6.9. For all matters regarding the delivery of goods, unless expressly provided otherwise in these General Terms and Conditions, the Seller's General Terms and Conditions for the provision of other postal services and the Seller's Terms and Conditions for the use of self-service parcel lockers, available at www.posta.hr, shall apply accordingly. However, they shall apply only with regard to the manner and operational conditions of the delivery of the item to the recipient, as well as to the obligations and responsibilities of the recipient (Buyer) during delivery or acceptance of postal items, and to the consequences of the recipient's (Buyer's) actions and omissions during the delivery process, for example, returning the item to the sender, etc.

6.10. If the ordered product cannot be shipped/delivered or that the estimated delivery date is pushed back due to a reason attributable to the Seller, the Seller will inform the buyer about the issues that have arisen by e-mail or phone and a new delivery date will be agreed upon. In this case, the Seller will not be liable for such events.

6.11. At the moment of delivery, the buyer also receives all the documents accompanying the purchased product depending on the type of the product (e.g., a user manual), an invoice, and a receipt note, which the buyer must sign.

7 Special provisions for the delivery of "tokens"

7.1. The crypto stamp consists of the physical part as well as of the corresponding virtual part, the token ("non-fungible token"; "NFT"; hereinafter: token), created on the Ethereum network using the "blockchain" technology in accordance with the ERC721 standard. Further information on the crypto stamp can be found on the website of the crypto shop, in particular, at the following link: <https://kripto.posta.hr/marka/upute>. The token will be delivered to the Buyer on a one-time basis via blockchain technology to the Ethereum address that the Buyer shared with the Seller during the order of the product, in accordance with the instruction provided on the crypto shop website at the link provided here, as well as in accordance with the Terms and Conditions published on the Ethereum platform.

7.2. A token, compared to so-called virtual currencies (cryptocurrency), does not constitute a digital representation of value and can not be a means of exchange or payment, however, it can represent a collectible item. Furthermore, the said crypto stamp does not constitute a thing with digital elements within the meaning of the definition set forth in the regulations regulating obligations and/or consumer rights, given that its absence as digital content prevents the physical part of crypto stamp from functioning, given that it consists of a postage stamp that can be used in such case in accordance with its purpose and the regulations governing postal services.

7.3. By accepting these General Terms and Conditions, the Buyer confirms and accepts that the activation of the crypto stamp incurs an additional cost that the Buyer shall pay to the Ethereum network in accordance with the terms of that network, and that the Seller has no insight into this cost nor is in any way related to it.

8 Liability of the Seller and the Buyer

8.1. The Seller is not liable for any call charges, internet costs or any other expenses that may arise while placing an order/submitting a request or viewing/searching the crypto shop website. Furthermore, the Seller is not liable for any damage that may arise due to internet disconnections occurring while using the online shopping service.

8.2. Cryptocurrency payment is carried out via the cryptocurrency exchange in accordance with the terms and conditions applied by the cryptocurrency exchange service provider to the persons making a cryptocurrency payment. In the process of making a payment for the products ordered from the crypto shop website, the Seller does not represent the cryptocurrency exchange service provider, nor does it act as a mediator between the cryptocurrency exchange service provider and the person making the payment. Therefore, the Seller is in no way liable for the cryptocurrency exchange service provider's actions nor for the terms and conditions of the legal and business relationship between him and the Buyer. Moreover, the Seller does not guarantee, nor does he/she take on the liability for a successful completion of the purchase and sale process in cases when such process depends on the provision of services not controlled directly by the Seller. The Seller is not and cannot be liable for the relationships developed between the buyer and the cryptocurrency exchange, including, but not limited to, damages. The Buyer is obligated to familiarize himself/herself with the terms and conditions of the cryptocurrency exchange on his/her own.

8.3. The Buyer, who is not a customer, is obligated to examine the delivered goods immediately after collection (delivery/receipt) check the delivered product for any visible external damage to the shipment and/or package, and/or the products inside the shipment. In the event of such damage or defect, the Buyer shall immediately, but no later than 8 (eight) days, file a complaint with the delivery agent or the Seller. If a parcel is externally damaged, the Buyer can refuse to accept it, which will be documented in the protocol.

8.4. In the case referred to in the previous paragraph, the Buyer, who is also a consumer, is not obliged to immediately inspect the goods, but must notify the Seller about the visible defects within 2 (two) months from the date of their identification, and

no later than 2 (two) years from the date of delivery. However, it is recommended that the Buyer - consumer inspect and open the product immediately upon delivery and check for any visible damage or other defects on the product, and should any be found, report it immediately to the delivery agent. Not doing so will probably significantly complicate proving when the damage occurred and, thus, the liability for the damage.

- 8.5. By signing the report of receipt of the item/shipment, the Buyer acknowledges that the shipment with the item and its packaging has been delivered in intact condition.
- 8.6. If the Buyer orders a product and refuses to collect it with no justification, the Seller has the right to invoice the amount of the direct costs of delivery and return of the product in cases provided for this purpose, and to retain this amount or a part of the invoiced amount on behalf of the purchase price.
- 8.7. If the Buyer received a product different from the purchased product, the Buyer shall be entitled to be supplied with the product actually ordered and, if this is impossible, the Buyer shall be entitled to a refund of the product price paid and the delivery price, if any, and shall return the erroneously delivered product. Such return must be notified by contacting customer service at 072 303 304 or by sending an e-mail to: kripto@posta.hr
- 8.8. The Seller shall try to ensure that the data published on the crypto shop website is up-to-date and accurate. Nevertheless, product properties, time of shipment (delivery) or prices may change, so the Seller may fail to update the information on the website. Should this occur, the Seller will inform the Buyer of the changes and allow the Buyer to cancel the order or exchange the ordered product.
- 8.9. The Seller and the Buyer are not liable for failure to fulfill any commitment arising from the Contract and/or these General Terms and Conditions and/or for any delays if the failure or delay is caused by force majeure – circumstances beyond their control and beyond their will, which could not have been foreseen, prevented, avoided or eliminated, which directly affects the fulfillment of their commitments. Force majeure includes, but is not limited to: Natural disasters, martial law, strikes, a pandemic or an epidemic and/or related protective measures, embargoes, and restrictions.

9 Information on the consumer rights arising from liability for material defects

- 9.1. If the Buyer is a consumer, the Seller's liability for material defects of products is subject to the provisions of the Civil Obligations Act and the related provisions of the Consumer Protection Act. Furthermore, these General Terms and Conditions govern the basic rights of the Buyer as well as the information required to enable the Buyer to exercise his/her rights.
- 9.2. In accordance with the provisions of Article 8.3. and 8.4. of these General Terms and Conditions, the Buyer has the right to exercise his/her rights against the Seller on the grounds of material defects of the products purchased in the crypto shop (product complaint).
- 9.3. A material defect exists, for instance, if a product does not correspond to its description provided on the crypto shop website, lacks functionality, compatibility, interoperability and other features as specified in the description provided on the ePost store website, cannot be used in the customary manner, is not delivered with all accessories and instructions (if such are available), has been wrongly installed or assembled (if such applies to the product), and in other cases in accordance with the relevant regulations.
- 9.4. The Seller shall be liable for those material defects of the goods which were present at the time of passing the risk to the Buyer, specifically for those defects which were present or occurred by the time the goods were handed over to the Buyer.
- 9.5. The Seller shall not be liable for any material defects of the product caused after delivery of the product to the Buyer (e.g. if the material defect is a consequence of another defect existing at the time of delivery to the Customer). The Buyer is liable for any impairment of the product resulting from the product handling other than that which is necessary to determine the nature, features, and functionality of the product.
- 9.6. The Buyer cannot rely on material defects if the Seller had explicitly and unequivocally informed the Buyer of the existing material defect and the Buyer accepted this.
- 9.7. In principle, the Buyer who has duly and timely notified the Seller of the material defect is entitled to choose between having the product repaired or replaced, however, due to the nature of the products that are the subject of sale in the crypto shop (crypto stamp), the product can normally only be replaced.
- 9.8. The Seller may refuse to repair the material defect in the manner requested by the Buyer if the repair and replacement of the product are impossible or would involve disproportionate costs for the Seller, considering all circumstances.
- 9.9. The Buyer is entitled to a price reduction or termination of the contract, provided, however, that the Seller fails or refuses to repair the defect or fails to repair the defect in accordance with the applicable regulations, if the defect still exists despite the Seller's attempt to repair it, if the Seller declared that it will not repair the defect or if it is clear from the circumstances that it will not repair the defect within a reasonable period of time, or without significant inconvenience to the Buyer, and if the defect is so substantial that it would justify an immediate price reduction or termination of the contract.
- 9.10. The Buyer's right to terminate the Contract due to a material defect is not without conditions and is governed by the provisions of the applicable Obligations Act.

10 Contract duration

- 10.1. A product purchase contract will be in effect until the fulfillment of the obligations stipulated by the contract – delivery of the product on the part of the Seller and payment on the part of the Buyer. These General Terms and Conditions constitute an integral part of the Contract.

11 Right to Unilateral Termination of the Contract by the Buyer, who is also the consumer

- 11.1. In accordance with these Terms and Conditions, the Buyer is not entitled to unilaterally terminate the Product Purchase Contract, given that the token is automatically activated upon the purchase of a crypto stamp on the website of the crypto shop. By agreeing to these General Terms, the Buyer simultaneously confirms that he/she is familiar with the fact

that a “token” represents a delivery of digital content which is not delivered on a physical medium and that it cannot be returned to the Seller after the delivery. Moreover, the Buyer therefore gives his/her prior consent for the performance of the contract to start immediately upon conclusion of the contract by virtue of, among other things, delivering the “token” to the Buyer’s Ethereum address. Finally, the Buyer acknowledges the fact that he/she will therefore lose the right to unilaterally terminate the contract.

12 Complaints

- 12.1. In accordance with the Consumer Protection Act, the Seller allows the buyers to submit written complaints. A complaint is to be submitted in writing and addressed to: HP-Hrvatska pošta d.d., 10410 Velika Gorica, P.O. 514, or handed in at the Seller’s points of sale, or sent by e-mail to kripto@posta.hr. The facts and evidence substantiating the complaint must be provided therein.
- 12.2. The Seller shall confirm the receipt of the Buyer's written complaint by e-mail without postponement and give a written response to the complaint within 15 (fifteen) days of its receipt, clearly stating whether the complaint is valid or not.
- 12.3. The buyer may initiate a court or an out-of-court action regarding a complaint only after exhausting the procedures set forth in the previous paragraphs of this Article.
- 12.4. In the event of a dispute between the Buyer and the Seller, a complaint may be lodged before the Court of Honor of the Croatian Chamber of Economy or the Court of Honor of the Croatian Chamber of Trades and Crafts, or a mediation proposal can be lodged with mediation centers. The proceedings before the courts of honor are carried out in accordance with the Rule Book of the Court of Honor of the Croatian Chamber of Economy and the Rule Book of the Court of Honor of the Croatian Chamber of Trades and Crafts, which stipulate that the members of the Councils of said Courts, besides independent legal experts, and the Seller’s representatives, also include consumer representatives. Mediation proceedings before mediation centers are carried out in accordance with the Mediation Act and the Rules on Mediation of the mediation center.
- 12.5. Under Regulation (EU) No. 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes, since 15 February 2016, any disputes pertaining to online shopping can be resolved using the Online Dispute Resolution (ODR) platform anywhere in the EU. The platform can be used by consumers and retailers, and complaints can be lodged in any of the official EU languages. The link to the platform is: <https://ec.europa.eu/consumers/odr/>

13 Confirmation of the Contract Concluded

- 13.1. In case of distance purchasing, the Seller delivers to the Buyer a Confirmation of the concluded contract in accordance with item 2.5 of these General Terms.

14 Final Provisions

- 14.1. The applicable Seller's Code of Conduct and its amendments shall be published on the website of the Service Provider at www.posta.hr
- 14.2. These General Terms are available on the crypto shop website in Croatian and English.
- 14.3. The Seller reserves the right to amend these General Terms at any time in accordance with the regulations and by publishing a notice on the crypto shop website.
- 14.4. The buyer is obligated to stay informed about these General Terms by examining the crypto shop website.
- 14.5. The Seller and the Buyer shall attempt to amicably resolve any disputes arising in relation with the implementation and execution of these General Terms. In the event of a court dispute, the competent court shall be the court of territorial jurisdiction in Zagreb. The relationship between the Seller and the website user regulated by these General Terms, as well as any issues related thereto, are governed by the Croatian law.
- 14.6. These General Terms and Conditions shall enter into force and apply from 09. September 2024.
- 14.7. On the day of application of these General Terms and Conditions, the General Terms and Conditions of the HP Crypto Shop Products Sale that apply from 15. December 2022 shall cease to be valid.

HP-Hrvatska pošta d.d.

Member of the Management Board

Hrvoje Parlov

President of the Management Board

Ivan Čulo