

By checking the box for concluding the user agreement and the applicable general terms and conditions and making the payment that activates the direct debit, you agree to this user agreement. This includes:

1. Services
  2. Prices and other conditions
  3. e-tailize Conditions
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## 1. Services

### **Connect**

Our Software-as-a-Service (“SaaS”) services include the provision of e-tailize's Connect module. This is an integration software that makes it possible to centrally manage products for multiple marketplaces. It is also possible to connect to your website or fulfillment software. The integrations connected to the Connect module can be found on our website [here](#). The functionalities that are included can be found in the table at [this](#) page on our website.

As indicated in the table, your price includes an unlimited number of marketplaces, products, integrations, projects and orders. We apply a fair-use policy.

### **Growth**

Our Software-as-a-Service (“SaaS”) services include the provision of the Growth module of e-tailize. The Growth module includes the Connect module plus Advertize. The features included can be found in the table on [this](#) page on our website. The Advertize integrations may differ from the Connect module.

### **Apex**

Our Software-as-a-Service (“SaaS”) services include the provision of the Apex module of e-tailize. The Apex module includes the Growth module plus Analyze. The features included can be found in the table on [this](#) page on our website. The Analyze integrations may differ from the other modules.

An agreement with e-tailize can start on any day of a month and is entered into for a definite period of time or for an indefinite period.



### **Definite period or indefinite period**

If one of the four discount packages is chosen (see ad 2 'Prices and other conditions' below), the agreement has been entered into for a certain period of time. After the end of this agreement, this agreement will automatically be extended for the same period (and with the same discount percentage), unless you or e-tailize cancel the agreement in writing with due observance of a notice period of at least one calendar month before the end of the relevant period. Suppose we start the agreement on June 1 for a period of 3 months (discount package no. 1). The term of the agreement is then from 1 June to 1 September. You want to stop at the end of this period. Written notice of termination must then be given before 1 August. Then the agreement ends on September 1 and the last invoice will be sent on August 2. Another example. Suppose we start the agreement on June 15 for a period of 3 months (discount package no. 1). The term of the agreement is then normally from 15 June to 15 September. You want to stop at the end of this period. Written notice of termination must then be given before 1 August. In that case, however, the agreement does not end on September 15, but on September 30, because the contract on the 2 the last invoice to be sent in September always refers to that entire calendar month.

An agreement that has been entered into for an indefinite period (if one of the four discount packages has not been chosen) can be canceled in writing by you or by e-tailize with due observance of a notice period of at least one calendar month. Termination will always take place at the end of a calendar month. Suppose we start the agreement on June 1 for an indefinite period and you want to end the agreement as of September 1. Written notice of termination must then be given before 1 August. Then the agreement ends on September 1 and the last invoice will be sent on August 2. Another example.

Suppose we start the agreement on June 15 for an indefinite period and you want to terminate the agreement as of September 15. Written notice of termination must then be given before 1 August. In that case, however, the agreement does not end on September 15, but on September 30, because the contract on the 2 the last invoice to be sent in September always refers to that entire calendar month.

## 2. Prices and other conditions

The turnover of the total of orders that come in at e-tailize - via the user-connected integrations (excluding CMS links: eg: WooCommerce, Shopify, etc.) - is extrapolated on an annual basis every month on the last day of the month. Based on that turnover, the price for the following month is adjusted.

Tier	Revenue* (€)	Connect (€)	Boost (€)	Growth (€)
1	0 up to 100.000	99	149	249
2	100.000 up to 250.000	149	249	349
3	250.000 up to 500.000	249	349	475
4	500.000 up to 1.000.000	349	475	625
5	1.000.000 up to 2.500.000	475	625	825
6	2.500.000 up to 5.000.000	625	825	1125
7	5.000.000 +	825	1125	1475

\*Revenue through the connected marketplaces extrapolated to a yearly basis.

*Example: on August 31, 2022, €15,000 in orders were received at e-tailize whilst using the 'Connect' module in the month of August: €15,000 x 12 = €180,000. So the price for next month is \$149. This amount will be invoiced in advance, on September 2, 2022.*



**Why do we calculate our price based on turnover?**

At e-tailize we want to make the current price, but also the future price of our platform, as predictable and transparent as possible for our customers. In addition, companies that generate more turnover also use more functionalities and resources. That is why we choose to reduce all factors that contribute to determining the price to one variable: turnover.

**Important to know:**

- We adjust the price tier every month based on your turnover (up or down), **regardless of the type of discount**.
- You may use multiple companies within your e-tailize environment **PROVIDED** that all these companies (Chamber of Commerce numbers) are directly or indirectly fully owned by the main user. We reserve the right to charge additional subscription costs for Chamber of Commerce numbers within your account that are not fully owned by the primary user.
- We apply a fair use policy. If excessive use is made of the integrations, number of products, number of orders, number of projects or number of freeriding companies, e-tailize reserves the right to charge extra costs for this pro rata.
- We reserve the right to change the price scales (tiers). We will always let our users know one month in advance when we do this and what the new prices will be.
- Our platform is directly linked to the Bol.com systems. This link is essential for the functionality of our platform. You are therefore not allowed to disconnect from the systems of Bol.com without our permission.

**When one of the four discount packages is chosen:**

We offer four standard types of discount, namely:

- 5% discount when a minimum of 3 months are purchased
- 10% discount when a minimum of 6 months are purchased
- 15% discount when a minimum of 12 months are purchased
- 20% discount when a minimum of 24 months is purchased

**Conditions:**

- The discount applies to the monthly amount, this monthly amount depends on your turnover. Choosing a discount does **not** mean that the monthly amount is fixed. This can still fluctuate, a discount will be calculated on the applicable monthly amount.
- Signing for a longer number of months does not mean that the amount must be paid in advance, but that the user cannot cancel earlier.
- A discount that falls outside one of these four types will still have to meet the aforementioned conditions.
- Invoicing: the fee due for the coming month will be sent on the 2<sup>nd</sup><sup>of</sup> each calendar month.
- Payment: each calendar month in advance by direct debit. The relevant invoice amounts will be automatically debited from the IBAN account number within 14 days of the invoice date. The user must ensure that there is sufficient balance in its bank account at all times to pay amounts due. If a paid amount is reversed, e-tailize is entitled to block the account after three working days.
- When making a chargeback for the first time, an additional €50 will be charged. Every time after that €250 will be charged.



### **3. Terms and Conditions**

The e-tailize Conditions apply to our services, to the exclusion of any other conditions. The terms of this user agreement take precedence over the e-tailize Terms. The e-tailize Conditions can be found on the e-tailize website [here](#).