

§01/ MIKO™solutions (service provider) ensures:

- Development of the website according to the Client's requirements, using modern technologies and design tailored to business needs. The website includes basic functionalities agreed upon at the time of the service order. Any additional features not initially agreed upon may be charged separately.
- Regular technical maintenance of the website, including security updates and basic technical support. Basic technical support includes up to 3 hours per month, covering repairs, technical explanations, and minor site updates. Maintenance does not include frequent content changes, which may be charged additionally if exceeding the standard service scope. Technical support is available via email or other agreed communication channels, as per prior arrangement.
- Timely responses to Client inquiries within a reasonable timeframe. Communication is conducted via email, phone, or other agreed methods. The service provider is not responsible for delays caused by untimely responses or delayed delivery of materials by the Client.
- Provision of hosting space for website storage and domain registration for the first year of service. After this period, continuation of these services is subject to additional charges according to applicable rates.
- Website development according to the highest security standards to ensure data protection and system stability. All sites have an active SSL/TLS certificate enabling secure data encryption and visitor protection. Although the service provider applies security measures, full protection against hacking attacks or unforeseen technical issues cannot be guaranteed; however, all necessary steps will be taken to resolve such issues promptly.
- The Client has the right to basic content changes, such as text or photo updates, within reasonable limits. Frequent content changes or addition of new functionalities will incur extra charges. All changes are carried out within the agreed timeframe after the Client provides the required information.
- Website delivery within the agreed deadline, provided the Client supplies all necessary materials on time. If the Client delays material submission, development deadlines may be extended. The service provider is not responsible for delays caused by untimely Client responses or external factors. If the service provider fails to meet the deadline, compensation for the delay or a refund may be arranged by agreement with the Client.

§02/ Client's Obligations:

- The Client is obligated to provide all necessary materials for the website development, including basic company information, high-quality photos, video content, and other required data. Failure to deliver materials on time may result in project delays. The service provider is not responsible for delays caused by the late submission of content.
- The Client agrees to pay a 10% deposit of the total service price to initiate the project. The remaining balance must be paid before the final website launch. The 10% deposit confirms the order and covers initial work on the project. In case of cancellation by the Client, this amount is non-refundable, as it

compensates for time and resources already spent during planning and early development.

- The Client guarantees that all provided materials (texts, images, logos) are either their property or that they have the necessary rights to use them. The service provider is not liable for any third-party copyright infringements. In case of legal issues related to copyrights, responsibility lies solely with the Client.
- The Client commits to providing clear and precise instructions during the website creation process. All communication should be professional, without offensive language or unreasonable demands. Inappropriate behavior may be grounds for termination of cooperation.
- The Client understands that basic content changes are included during the first year of service, while frequent changes will incur additional charges. Any modifications requiring significant design or functionality changes may be contracted separately. Changes will be implemented according to technical capabilities and available resources.
- The Client is responsible for the accuracy and legality of the information published on the website. The service provider does not verify the truthfulness of the data provided by the Client. In case of legal issues related to website content, responsibility rests solely with the Client.
- The Client may terminate the cooperation at any time, with an obligation to provide written notice at least 15 days in advance. The notice should be sent via email or other agreed communication methods. In case of termination, the Client bears any costs related to domain transfer and website migration, according to the hosting provider's applicable fees.

§03/ Payment for Website Development Services

- All services are provided based on a contract that defines obligations, deadlines, and payment terms.
- The price of services depends on the complexity and scope of work. Below is the minimum price for simple websites up to three pages and a few products or services. Website development services can be paid either as a one-time full payment or monthly installments, according to prior agreement.

§04/ Website Development Process and Domain Transfer

- The service provider exclusively offers the creation of new websites and does not take over existing websites for renovation or repurposing.
- Websites created by MIKO™solutions may include a discreet backlink as a copyright signature, which is considered standard practice unless otherwise agreed.
- The Client may transfer a domain they already own, but all domain transfer costs are solely the Client's responsibility. All procedures related to domain transfer must be previously agreed upon and carried out in accordance with the rules of the relevant authorities.

§05/ Website Development Pricing

- For the most affordable service option priced at €720, the service provider delivers a modern and functional

minimalist website of up to three pages, content creation, hosting space rental for the website, and registration of one local or international domain of the Client's choice (subject to availability), as well as technical maintenance including security updates and basic support. This price does not include additional services such as frequent content changes, product additions, or development of advanced functionalities. These services are billed separately under the following terms.

- Additional services include frequent content updates, adding new products, implementation of advanced features, or any other requests not covered by the basic contract, and are charged at €50 per hour based on the actual time spent on their completion.
- All additional services will be agreed upon with the Client in advance in the form of a proposal or contract.
- Management fees for Google advertising are calculated as a percentage of the Client's monthly budget: 30% for budgets under €2,500, 20% for budgets between €2,500 and €5,000, 10% for budgets between €5,000 and €10,000, and negotiable for budgets exceeding €10,000.