

GENERAL CONDITIONS OF USE AND CONTRACT OF HOLADROP

These Terms and Conditions of Use and Contract (hereinafter Terms and Conditions) govern the use and access to the holadrop.com website, as well as through the 'holadrop' mobile application (hereinafter the Platform), owned by Network 2 Grow, LS (hereinafter, holadrop) for registered users (hereinafter, the user or users) as well as the contractual relationship between holadrop and the user during the process of under -treatment of the services offered by holadrop via the platform.

The service

holadrop is a service that offers its users the ability to log all types of packages that meet the requirements specified below, at any independent stores registered to the service ("drop points") that provide storage space available in their establishment, according to their opening hours, for the storage of packages under the conditions established by holadrop.

The users chooses the holder that suits them best via the map available on the Platform, to deposit the package (s) in its establishment in order to retrieve it later in the same establishment, after the agreed time.

The access to the platform implies the knowledge and acceptance of the present terms and conditions:

Access and registration

To be a platform user and access its services, it is essential that the following conditions are fulfilled:

- Have consented or be over 18
- Fill in precisely the mandatory fields of the registration form, in which personal data are requested

The user warrants that all information about his identity as well as the order provided to holadrop in its Platform registration forms is true, accurate and complete. He/she also undertakes to keep his/her data up to date. In the case that the user provides false, inaccurate or incomplete information or if holadrop believes that there are good reasons to doubt the veracity, accuracy and integrity of these, holadrop may refuse access and current or future use of the Platform or its contents and / or services.

When registering on the platform, the users must enter their full name, an e-mail as a user ID, and a contact telephone number (although optional) and select a password access (password). The password will be strictly confidential, personal and non-transferable. The user undertakes not to divulge the data relating to his account nor to make them accessible to third parties. The user will be solely responsible for the use of such data by third parties, including statements made on the platform, or any other action performed using a username and / or password.

holadrop allows registration in the platform by synchronization with third-party services (for example, login with a Facebook account). holadrop will always ask for the user's consent before registering on his website for synchronizing services between a third party and holadrop.

holadrop can not guarantee the identity of registered users. Therefore, it will not be responsible for using the identity of a registered user by unregistered third parties. The user is obliged to immediately inform holadrop of theft, disclosure or loss of his username or password, by sending it to info@holadrop.com.

Once the registration is complete, all users can access their profile and complete and / or modify it as they see fit. The user can change his personal data, his password or his phone.

By accepting the terms of use of the platform, the user agrees to receive emails informing him of relevant changes to his account (such as the creation of the user or the withdrawal of the user) or orders (such as an accepted order, a canceled order or a finished order).

Contraction and consignment service

The users can access the contraction of the services offered in holadrop via the platform, by following all the steps of the procurement procedure that the platform has defined for them.

The user who decides to subscribe a service via the platform will enter the following data to place the order:

- Number of packages to log.
- Date and time planned for the deposit, as well as for the collection.
- Select the drop point on platform's map.

The platform allows the user to place orders with a maximum of six (6) months in advance until the possibility to place the order at the same time as sending. The maximum time allowed for the deposit is eight (8) days from the time set for the deposit. If, after this maximum period, the user has not retrieved his package (s), holadrop will contact him to find a solution. This may result in additional costs to the user (for example, additional costs for mailing the package). If it is not possible to contact the user, the parcel (s) will be delivered to the "lost property" office of the municipality where the item is located.

The user will have a margin of 30 minutes in advance and a time limit in relation to the exact moment of deposit and collection of parcels in the store, always taking into account the opening hours of the store specified in the platform. If the user exceeds this temporary margin, holadrop will apply an additional surcharge corresponding to the current rate in accordance with current holadrop rates published on its website.

The user may also record the package (s) after the filing time and remove it before the time indicated for collection, provided that it is compatible with the drop point's published hours of operation on the platform. However, this can in no way be interpreted as a modification of the filing and collection times specified by the user at the time of

placing the order. Therefore, the user will not be entitled to any discount on the price paid by the user when ordering.

The user has the possibility to designate another person for the moment of collection of the package for which the user must inform holadrop of the full name and last names of the person who will perform the collection on behalf of the user. This person must present the original national ID or passport to the drop point next to the order number that the platform provided to the user.

At the moment the user logs a package into the drop point, it must be identified with the order data provided by holadrop via the platform:

- name and first name (s) of the delivering person,
- name and surname (s) of the person collecting (if 2 different people),
- order number,
- number of package on consignment, and
- time and date of delivery and collection.

It will be up to the user to verify, at the time of the deposit with the drop point, that the aforementioned data correspond well to the data of his order and are displayed next to his parcel.

Similarly, holadrop will inform the user, once the contract procedure has been completed, by e-mail, of all the relevant features of the outsourced service. If the user does not receive the confirmation email within twenty-four hours after finalizing the purchase, it will be the responsibility of the user to confirm to holadrop the approval of the transaction.

About the package

A package will be considered suitable for consignment provided that the following characteristics are fulfilled:

- Do not exceed dimensions greater than 2 meters high and 1 meter wide.
- Do not weigh more than 32 kg.
- Does not contain fragile items or is worth more than THOUSAND EURO (€ 1,000)
- Contains no money or products or tradable financial instruments.

If the package (s) exceeds one of the above characteristics, the user must contact in advance the drop point with whom he/she wishes to make the order so that the drop point can confirm the possibility or not to record a parcel with conditions different from those specified above. Provided that the user does not properly communicate the characteristics of his/her package at the time of placing the order, the keeper may refuse to record it in accordance with the cancellation conditions described below. The user assumes all responsibility resulting from the lack of precision in the communication of the characteristics of his package to the drop point or presenting characteristics superior to those mentioned previously.

holadrop recommends to the user to guarantee the non-opening of any package by means of a padlock or a similar mechanism before proceeding to its instruction.

holadrop expressly prohibits the consignment of parcels containing objects considered illegal, domestic animals or living beings as well as any object that could cause any type of risk to public health such as food and perishable products, sharp or flammable objects. The user is aware and agrees that the drop point will have the possibility to review the contents of a package, to verify the contents and the proper compliance with the conditions set out in this document.

Price and method of payment

The prices of the services offered in the platform include the value-added tax (VAT) or any other applicable taxes or fees and can be expressed in euros (€) and in other major currencies.

The price of the deposit will depend on the time and number of packages you want to record. The applicable prices will be those published automatically during the ordering process, in the last phase of it, according to the rates established by holadrop at any time (available on its website). The user will always be informed of the final price before the completion of the ordering process.

Holadrop uses the services of a financial intermediary to manage the payments, STRIPE, whose conditions of use must be read and accepted by the user before making the payment. The user must enter the information of his method of payment at the time of placing the order and holadrop will charge as a deduction the total amount of the order at the time of booking. The user can make the payment by debit or credit card and must register his data in his profile as usual means of payment.

Any payment made to holadrop will result in the issuance of a proof of payment together with a summary of the order on behalf of the user, in accordance with the information provided during the ordering process, which will be sent by e-mail to the address provided by the user. Similarly, users registered in the platform will have a section in their private area where they will be able to view all the orders placed so far in the platform. If a user wants to receive an invoice for the service, he will have to contact holadrop by e-mail at info@holadrop.com and the latter will provide it by e-mail.

Obligations of the user

The user is responsible for having the necessary services and materials to browse the Internet and access the platform. In case of incident or difficulty of access to the platform, the user can inform holadrop who will proceed with the analysis of the incident and give the user instructions on how to resolve it as soon as possible.

The user is entirely responsible for the access and the correct use of his profile and the other contents of the platform, in the respect of the laws in force, national or international, as well as the principles of good faith, morality, good customs and public order. And concretely, he undertakes to respect these conditions diligently.

Users will refrain from using their profile and the rest of the Platform's content for any unlawful purpose or effect that is prejudicial to the rights and interests of third parties, or that could in any way damage, disable or affect the Platform, its contents and services.

Similarly, it is prohibited to prevent the normal use or enjoyment of the platform by other users.

holadrop can not be considered editorial responsible and expressly declares that it does not identify itself with any of the opinions that platform users may have write in platform spaces that are specifically enabled for user comments, the consequences of which issuer is fully responsible. In particular with regard to the opinions expressed by the users on the quality of the services provided by the drop points.

Those who do not comply with these obligations will be responsible for any loss or damage caused. Holadrop can not be held responsible for the consequences or damages that may result from this access or illegal use by third parties.

In general, the user agrees, by way of example and without limitation, to:

- Do not use the Platform for illegal or unauthorized purposes;
- Not to host, store, disclose, publish, distribute or share any content that may imply an interference or an unlawful violation in any form of the fundamental rights to honor, image and the personal and private life of third parties and in particular minors;
- Not to alter or modify, in whole or in part, the Platform, to evade, disable or manipulate any other function or service thereof;
- Not to infringe the industrial and intellectual property rights nor the standards of protection of personal data;
- Do not use the platform to insult, defame, intimidate, violate the image itself or harass other users;
- Do not access the email accounts of other users;
- Do not introduce computer viruses, defective files or any other computer program that may damage or alter content or systems of holadrop or third parties;
- Do not send mass and / or repetitive e-mails to a plurality of people, or e-mail addresses of third parties without their consent;
- Do not carry out any advertising on a good or service without the prior consent of holadrop.

Any user can signal to another user that he / she does not respect these conditions. All users can inform holadrop of any abuse or violation of these terms, via email info@holadrop.com. holadrop will verify this report as soon as possible and will take the measures it deems appropriate, reserving the right to withdraw and / or suspend any user of the platform for non-compliance with these conditions. Similarly, holadrop reserves the right to remove and / or suspend any message with illegal or offensive content, without prior notice or notification.

Responsibility for services

In the consignment service, holadrop does not intervene in the execution of this service, the drop point being solely responsible for the correct provision of the service. The user is aware and agrees that the drop point is solely responsible for the proper storage and maintenance of packages during the consignment period. Therefore, holadrop can not be held responsible for any type of damage or theft that a package could suffer. The user releases holadrop from all liability and the administrators, agents, subsidiaries, associates

and employees of holadrop in the event of a claim or damage of any nature whatsoever that may occur during the deposit of a package contained in a drop point.

The descriptions of the establishments and the characteristics of the drop points announced through the platform are strictly based on the information provided by the drop points. Therefore, holadrop will not respond to any inaccuracies in these descriptions in relation to the reality of drop points.

Responsibility for the use of the platform

Holadrop has no obligation to verify and don't verify the identity of the users, nor the veracity, validity, completeness and / or authenticity of the data provided. Holadrop has no obligation to control and does not control the use that users make of the platform and, therefore, does not guarantee that users use the platform in accordance with the terms, or that they use it diligently and / or use it cautiously.

Holadrop excludes all liability for damages of any kind that may be due to the illegal use of the Platform by users or that may be due to the lack of veracity, validity, completeness and / or authenticity of information that users provide to other users about themselves and, in particular, the services offered to enter into contracts via the platform, as well as for damages of any kind that may be due to the usurpation of the personality of a third party by a user in any type of communication established via the platform.

In spite of the foregoing, holadrop reserves the right to limit, in whole or in part, access to the Platform to certain users, as well as to cancel, suspend, block or delete certain types of content, by means of technological tools adapted for this purpose, if holadrop believes that there are good reasons to doubt its veracity, accuracy and integrity or that the activity or information stored is illegal or it damages the property or the rights of a third party. In this sense, holadrop will be able to establish the necessary filters in order to prevent illegal or harmful content from being put on the network through the service.

holadrop will not respond in the event of service interruptions, connection errors, lack of availability or malfunctions of the Internet access service, interruptions of the Internet network or for any other reason beyond its control.

holadrop is not responsible for any security errors that may occur or damage the user's computer system (hardware and software), files or documents stored there, due to:

- The presence of a virus in the user's computer system or mobile terminal used to connect to the services and content of the platform;
- A malfunction of the browser;
- Use of non-updated versions.

Dispute Resolution

In the event of a dispute between a user and a drop point, holadrop requests that its customer service channel be used previously by sending an email to the following email address: info@holadrop.com detailing the reasons for the dispute and providing all documents that may be of interest. Holadrop will analyze the reasons and reasoning provided by both parties and will provide a solution as soon as possible.

Right of withdrawal and cancellation terms

As a general rule, the services offered for placing the order via the Platform will not be subject to the right of withdrawal in accordance with Article 103 a) of Royal Legislative Decree 1/2007 of 16 November, which approves the text Consolidation of the Law Consumer and User Advocate General, which states that once a service is contracted and the payment of the amount is made as a reservation, the execution of the service is considered to have begun. Therefore, the user will not have the right to waive or recover the amount of the booking.

However, in order to avoid any unforeseen incidents related to the correct provision of the service, the user is entitled to cancel an order within a maximum of ONE HOUR (1 hour) before the time set for the start of the consignment service, and may recover the entire amount paid as a reservation. If the user does not cancel ONE HOUR (1 hour) before the time set for the start of the consignment service, it will be considered as having blocked a space of the time reserve of the drop point and the user will not have the right to recover the amount paid for the reservation.

If the drop point cancels an order at any time, whether for no reason or refusing to accept the contents of a package, as it does not comply with the provisions of these Terms (see section "About the package "), The user can request a change of drop point to holadrop or request a refund of the total amount paid as a reservation.

Parcel responsibility and declaration of status

The user agrees, in cases where this is required by the drop point, to complete a declaration of status at the time of recording the parcel in the establishment of the drop point. In such cases, the user will make a statement about the value of the content and the status of the package which must be agreed between the drop point and the user. If the user does not fill out this form, he disclaims all liability in the event of damage or alleged theft of the contents that may have been suffered during the consignment service and that the drop point ensures that it does not make part of the contents of the package. If during the return of the package to the user, the drop point recognizes that there has been deterioration or theft of the content during its consignment service, the user may require liability and compensation.

Terms of use for promotional coupons

Users may apply any of the different promotional coupons to benefit from existing holadrop offers, provided they have been issued or validated by holadrop and are within its validity period.

All promotional coupons are limited to the exclusive use of the user. In particular, promotional coupons will be limited to a single holder of means of payment, account and telephone number. Holadrop reserves the right to ask the user for additional documentation in case he or she suspects a risk of duplication of accounts intended to benefit from a promotion of the same user.

User disconnection

The user can unsubscribe from the platform by sending an email to the following address: info@holadrop.com.

Update and modification of the platform

holadrop may modify these Terms at any time by email, via the platform's internal messages section or by posting the amended terms in the Platform. All modified terms will automatically become effective 30 days after publication.

In addition, Holadrop reserves the right to make, at any time and without notice, updates, modifications or deletions of the information contained in its Platform when configuring and presenting this and the terms and access conditions, without assuming any responsibility for that.

Intellectual Property of Holadrop

holadrop is the owner or licensee of the intellectual and industrial property rights pertaining to the text, graphics, navigation structure, testing, presentation and all the functionalities of the platform. Accordingly, holadrop will be responsible for the exclusive exercise of exploitation rights, and in particular rights of reproduction, distribution, public communication and processing, in accordance with Spanish legislation on intellectual and industrial property rights.

The access authorization of the Platform to the user does not imply resignation, transmission, license or total or partial transfer of intellectual or industrial property rights by holadrop.

It is forbidden to delete, avoid or manipulate in any way the content of the platform holadrop, it is also prohibited to modify, copy, reuse, exploit, reproduce, communicate publicly, create second or subsequent publications, download files, send by mail, transmit, use, process or distribute in any manner all or part of the content of the platform holadrop for public or commercial purposes, if you do not have the express written permission of holadrop or, as the case may be, the owner of the rights to which it corresponds.

Data protection :

For the purposes of the provisions of Organic Law 15/1999 of 13 December on the protection of personal data, personal data that you provide to us by e-mail or in the various sections of the site are protected by the law of organic protection of data of character 15/1999 (LOPD) and other related data protection regulations. In compliance, the personal data processed on the website are declared in a private file with the Spanish Data Protection Agency, in order to answer questions, manage our services or send information about our services and Promotions provided that the user did not object to such use.

The file manager is Network 2 Grow, L.S. domiciled at Carrer de Montserrat, 8, 08001 in Barcelona. At the same address, or by sending an e-mail to info@holadrop.com, the party concerned can exercise the rights of access, rectification, cancellation and opposition of the data, by sending a written and signed request including name, last names, a

photocopy of the ID, action requested and address to send you confirmation of your action based on your request.

In any case, holadrop guarantees the protection of the confidentiality and the security of the personal data by having adopted the security measures legally required which makes it possible reasonably to ensure the protection of your personal data and to prevent any loss, misuse, alteration, processing or unauthorized access to your data.

Independence of clauses

If any provision of these Terms is null and void, it will be deemed not to be so. This declaration of invalidity will not void the rest of the Terms, which will maintain its validity and effectiveness between the parties.

If any provision of these Terms is declared, in whole or in part, null or void, such voidness or ineffectiveness will only affect the provision or part of it that is void or ineffective, and the Terms will survive for all other matters, having such disposition or the portion thereof affected by the non-display.

Applicable Legislation

These Terms will be governed by Spanish law, which will be applicable in the non-provisions of these Terms in terms of interpretation, validity and performance. Both parties also submit, expressly waiving any other jurisdiction, to the courts and tribunals of Barcelona.

The European Commission has recently made the online dispute resolution platform available to consumers in the European Union to resolve disputes related to electronic commerce amicably (Article 14 (1) of Regulation (EU) 524/2013). Therefore, users of the platform have the right to submit claims via the following link:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=ES>.

HOLADROP SERVICE CONDITIONS FOR DROP POINTS

These holadrop Terms of Service for drop points (hereinafter, Conditions) govern the terms of service membership offered by the website holadrop.com as well as the mobile application 'holadrop' (hereinafter Platform), owned by Network 2 Grow, LS (hereinafter, holadrop) for platform providers who wish to offer the parcel service (hereinafter, the drop point) to the users of the platform (hereinafter, the user or users) in accordance with the following features and conditions.

The service

holadrop is a service that offers its users the ability to log all types of packages that meet the requirements specified below, at any independent store attached to the service ("drop points") that offer storage space available in their establishment, depending on their opening hours, for the storage of packages under the conditions established by holadrop.

The user chooses the holder that suits him best via the map available on the Platform, to deposit the package (s) in his establishment in order to retrieve it later in the same establishment, after the agreed time.

Access and registration

In order to be a drop point and choose to offer deposit services via the platform, it is essential that the following conditions are met:

- Have one or more establishments open to the public that meet all necessary administrative and legal permits according to the planned time schedule.
- Specifically allocate space in the facility for parcel consignment.
- Fill in the fields of the registration form with the public information of the drop point profile corresponding to:
 - maximum number of packages that can be accepted in the establishment,
 - address of the establishment (s),
 - opening hours to the public and the attention of the holadrop user,
 - telephone and contact numbers of the drop point and the establishment if they are different or if there is more than one establishment,
 - physical description of the establishment and the services offered to the public through it,
 - possible promotions and special offers for the users who record in the establishment.

The drop point ensures that all data provided to holadrop in its platform registration forms is true, accurate and complete. He also undertakes to keep his data up to date. In the event that the drop point provides false, inaccurate or incomplete information or if holadrop believes that there are reasonable grounds to doubt the veracity, accuracy and integrity of such information, holadrop may refuse access and the current or future use of the platform or its contents and / or services.

When registering on the platform, the drop point must enter a username and password to access his profile. The password will be strictly confidential, personal and non-transferable. The drop point undertakes not to divulge the data relating to its account nor to make them accessible to third parties. The drop point will be solely responsible for the use of such data by third parties, including statements made in the platform, or for any other action performed using its holadrop profile.

holadrop allows registration in the platform by synchronization with third-party services (for example, login with a Facebook account). holadrop will always ask for the drop point's permission before registering on its website for the synchronization of services between a third party and holadrop.

Once the registration is complete, the drop point can access its profile and complete and / or modify it if it deems it appropriate. The drop point can modify their contact information, their access password and other information about their establishment, such as the opening time or the number of packages they can accept.

By accepting the terms of use of the platform, the drop point agrees to receive emails informing it of relevant changes made to its account (such as the creation or validation of its account) or corresponding orders (order pending or canceled order).

User contraction procedure

The drop point will be able to display at any time in the control panel of the platform the following information about the user who wishes to make a consignment in his establishment:

- Full name of the user.
- Full name of the person who collects the package (if it is a different person).
- Number of packages you want to log.
- Order number (reference).
- Date and time of the consignment and collection

The platform allows the user to place orders with a maximum of six month in advance until the opportunity to place the order at the same time as the consignment.

The maximum time allowed by the platform will be eight (8) days from the time set for the consign. If, after this maximum period, the user has not retrieved his package (s), the drop point must inform holadrop through the platform so that holadrop can contact the user to find a solution.

The drop point must give the user a 30-minute margin in advance with respect to the exact time of the consign, as well as a delay of 30 minutes late with respect to the exact time of the consign, always taking into account the working hours of the drop point specified in the platform. If the user exceeds this temporary margin, the drop point must mark the platform as a package not collected by the user and holadrop will apply an additional charge corresponding to the rate, in effect at that time, for users.

Similarly, the drop point must allow the user to log the package (s) after the consignment time and to retrieve the package (s) before the collection time specified in the order, provided that it is compatible with the opening hours of the drop point published on the platform. However, this type of action can in no way be interpreted as a modification of the delivery and collection times specified by the user at the time of placing the order. Therefore, the user can not claim any type of discount on the fare paid.

The user has the possibility to designate another person for the moment of the collection of the parcel for which the user must inform by means of the platform of the full name and the last names of the person who will carry out the collection for the account of this user. In these cases, the drop point must require that the person acting on behalf of the user shows him the original national identity document or passport next to the order number that the platform has provided to the user.

At the moment when the user makes the order of a parcel in the store, it must be identified with the order data provided by holadrop via the platform:

- Name and first name (s) of the person delivering the parcel,

- Surname and first name of the person collecting the parcel (in the case of 2 different persons),
- Order number,
- Number of packages remaining on consignment, and
- Time and date of delivery and collection.

It will be up to the user to check, at the time of the consignment at the drop point, that the aforementioned data correspond to the data of his order and are displayed next to his parcel.

About the package

A package will be considered suitable for consignment provided that the following characteristics are met:

- Do not exceed dimensions greater than 2 meters high and 1 meter wide,
- Do not exceed 32 kg of weight,
- It contains no fragile objects or worth more than € 1,000.
- It does not contain money and tradable financial products or instruments.

In the event that a user wishes to log a package that exceeds one of the above characteristics, he must contact directly and previously the drop point so that he approves or refuses the consignment of this package.

In the case of small parcels that fit in the palm of the hand (for example, a small bag, a small bag for shopping, etc.), the drop point must allow the user to group them together so that they are considered as one and the same package, provided that it does not exceed the above characteristics and remain united with each other in a manner that can not be easily detached.

If the user does not correctly communicate the characteristics of his / her package, the drop point may refuse to record it in accordance with the cancellation conditions described below.

holadrop recommends to the user to guarantee the non-opening of any package by means of a padlock or a similar mechanism before proceeding to its deposit. However, the drop point can add any type of additional mechanism that it deems appropriate for packages.

holadrop expressly prohibits the consignment of parcels containing objects considered illegal, domestic animals or living beings as well as any object that could cause any type of risk to public health such as food and perishable products, sharp or flammable objects. The drop point will have the right to review the contents of a package to verify its contents and proper compliance with the conditions set out in this document.

Rates and billing

The rates of the consignment service are fixed by holadrop and will depend on the time and number of packages to be consigned. The fee paid by the user is comprised of two equal parts: the part to settle for the deposit service or package consignment that corresponds to the drop point and the part to settle for the publishing and advertising services of the consignment's location, capacity and availability to store packages and the booking and payments facilities offered to users by the platform which corresponds to holadrop.

The drop point accepts the conditions and rates established by holadrop and accepts to receive its payments by bank transfer. Holadrop reserves the right to modify the rates for without prior notice. In case of disagreement due to the variation in the rates, the drop point may unsubscribe from the service by informing holadrop by e-mail and the drop point will only be required to finalize the orders that were reserved prior to the date and time in which it communicated holadrop its wish to unsubscribe.

Holadrop will retain the total amount of payments made by users of the Platform during each billing period. A billing period is the time between the first and the last day of each month, as long as the billing exceeds 50 euros (50 €). If the monthly income comprising finalized orders add less than 50 euros (50 €) , the amount will accumulate with successive periods until the 50 euros (50 €) are reached.

The drop point will issue an invoice to holadrop in the first days following the end of the billing period. The invoice will include the total finalized consignment orders during the period(s), including value added tax-VAT as well as the possible withholdings that result from applicable tax regulations. To facilitate this task, holadrop will send by email a summary document comprising all completed orders during the billing period(s) to the drop point. Holadrop will then transfer the revenue amount to the bank account provided by each drop point in the following days.

The drop point is aware of its entire and sole responsibility for the correct declaration of the revenues obtained through the platform with regard to its tax obligations, without being able to assume any responsibility on the part of drop point.

Drop point bonds

The drop point undertakes not to harm in any way whatsoever the image and the prestige of holadrop being able to use the mark "HOLADROP" to identify itself as a drop point registered to the Platform by any means that the drop point uses for its own promotions.

The drop point is committed to serving users well and helping them as much as possible to make their consignment service experience as simple and enjoyable as possible.

The drop point undertakes to put all its care in the processing of parcels that remain in the deposit and commits to:

- Do not stack packages,
- Do not force packages to enter confined spaces,
- Do not accept too many parcels jeopardizing the good conservation of the rest, and
- Keep the storage space closed or guarded and if restricted access to the public, clean and tidy.

The drop point undertakes to verify that each package left and that the package includes all package related information provided through the platform (full user name, order number, time and date of delivery and collection, etc.)

The drop point agrees to ask the user for an official ID (national identity document (DNI), passport, foreign identity number (NIE)) at the time of the consignment of each package.

The drop point will be required to provide holadrop with all the documentation, photographs and information necessary for holadrop to place its services on the platform with the maximum of detail and possibilities of adaptation to reality.

Responsibility for services

In the consignment service, holadrop does not intervene in the execution of this service, the drop point being solely responsible for the correct provision of the service. The user is aware and agrees that the drop point is solely responsible for the proper storage and maintenance of packages during the consignment period. Therefore, holadrop can not be held responsible for any type of damage or theft that a package could suffer.

The descriptions of the establishments and the characteristics of the drop points announced through the platform are strictly based on the information provided by the drop points. Therefore, holadrop will not respond to any inaccuracies in these descriptions with respect to the drop point reality.

In no event will holadrop be held responsible for:

- The level of quality of service provided by the drop point.
- The consequences of the non-execution of the service by the drop point.
- Cancellation of a service by a user of the platform.
- Any type of material damage, personal or of any nature whatsoever, which may occur during the provision of a consignment service.

The drop points releases holadrop and its officers, agents, affiliates, subsidiaries, associates and employees in the event of a claim for damage of any nature whatsoever that may occur during the deposit of a package contained in a drop point.

Responsibility for the use of the platform

The drop point is responsible for having the necessary services and materials to browse the Internet and access the platform. In the event of an incident or difficulty accessing the Platform, the drop point can inform holadrop who will analyze the incident and give instructions on how to resolve it as quickly as possible.

The drop point will refrain from using its profile and the rest of the platform content for any illicit purpose or effect detrimental to the rights and interests of third parties, or which could in no way damage, disable, affect or damage the platform, its contents and services. Similarly, it is prohibited to prevent the normal use or enjoyment of the platform by other users.

As a general rule, the drop point commits, by way of example and without being limited to:

- Do not use the Platform for illegal or unauthorized purposes.
- Not to host, store, disclose, publish, distribute or share any content that may imply an interference or an unlawful violation in any form whatsoever of the fundamental rights to honor, image and the private and family life of third parties and in particular minors;
- Not to post any unlawful, racist, xenophobic, obscene, pornographic, abusive, defamatory, deceptive, fraudulent or unethical comments or information in any part of the Platform, in your profile or in another user's profile or public order;
- Not to alter or modify, in whole or in part, the Platform, bypassing, disabling or manipulating the functions or services of any other;
- Not to infringe industrial and intellectual property rights or standards for the protection of personal data;
- Do not use the Platform to insult, defame, intimidate, violate your own image or harass other users.
- Do not access the email accounts of other users;
- Do not introduce computer viruses, defective files or any other computer program that may damage or alter the content or systems of holadrop or third parties;
- Do not send mass and / or repetitive e-mails to a plurality of people, or e-mail addresses of third parties without their consent;
- Do not perform advertising actions on goods or services without the prior consent of holadrop.

In spite of the foregoing, holadrop reserves the right to limit, in whole or in part, access to the Platform, as well as to cancel, suspend, block or eliminate certain types of content, through the use of technological tools adapted to that use, if it suspected the activity or information stored is illegal or that it affects the property or the rights of a third party. In this sense, holadrop will be able to establish the necessary filters in order to prevent illegal or harmful content from being put on the network through the service.

holadrop will not respond in the event of service interruptions, connection errors, lack of availability or malfunctions of the Internet access service, interruptions of the Internet network or for any other reason beyond its control.

holadrop is not responsible for any security errors that may occur or damage to the computer system of the drop point (hardware and software), files or documents stored there, due to:

- The presence of a virus in the computer system or mobile terminal of the drop point used to connect to the services and content of the platform;
- A malfunction of the browser;
- Use of non-updated versions.

Responsibility for user comments

holadrop can not be considered editorial responsible and expressly declares that it does not identify with any of the notices that platform users may issue in the platform spaces specifically enabled for user comments, the consequences of which are entirely responsible for the issuer of them. Especially with regard to the opinions expressed by the users on the quality of the services provided by the drop points.

The drop point is aware that, for reasons of transparency and holadrop's service quality, it will not be allowed to issue an evaluation of its own service or to issue an evaluation of the service provided by the other drop points of the platform, both positive or negative.

Dispute Resolution

In the event of a dispute between a user and a drop point, holadrop requests that its dispute resolution channel be used beforehand by sending an email to the following email address: info@holadrop.com detailing the reasons for the dispute and providing all documents that may be of interest. holadrop will analyze the reasons and reasoning provided by both parties and will provide a solution as soon as possible.

Right of withdrawal and cancellation terms

As a general rule, the services offered for placing the order via the Platform will not be subject to the right of withdrawal in accordance with Article 103 a) of Royal Legislative Decree 1/2007 of 16 November, which approves the text Consolidation of the Law Consumer and User Advocate General, which states that once a service is contracted and the payment of the amount is made as a reservation, the execution of the service is considered to have begun. Therefore, the user will not have the right to waive or recover the amount of the booking.

However, in order to avoid any unforeseen incidents related to the correct provision of the service, the user is entitled to cancel an order within a maximum of ONE HOUR (1 hour) BEFORE the time set for the start of the consignment service, and may recover the entire amount paid as a reservation. If the user does not cancel ONE HOUR (1hour) before the time set for the start of the consignment, it will be considered as having blocked a space of the time reserve of the drop point and the user will not have the right to recover the amount paid for the reservation.

If the drop point cancels an order at any time, whether for no reason or refusing to accept the contents of a package, as it does not comply with the provisions of these Terms (see section "About the package "), The user can request a change of drop point to holadrop or request a refund of the total amount paid as a reservation.

Parcel responsibility and declaration of status

holadrop prompts the user and the drop point to complete a status statement when placing the package order in the drop point establishment. The user has the possibility to make a declaration on the value of the contents and the status of the parcel, which must be accepted by mutual agreement between the drop point and the user. If the user does not fill out this form, he/she disclaims all liability in case of damage or alleged theft of the contents that the package could have suffered during the consignment service and that the drop point ensures that it has not open the contents of the package. If during the return of the package to the user, the drop point recognizes that there has been

deterioration or theft of the content during its consignment service, the user may require liability and compensation.

Drop point disconnection

The drop point can unsubscribe from the platform by sending an email to the following address: info@holadrop.com or via its drop point panel.

holadrop reserves the right to limit access to the Platform, as well as to cancel or suspend the drop point account, if it really knows that the drop point activity is not proceeding according to the obligations preceding.

Update and modification of the platform

holadrop may modify these Terms at any time by email, via the platform's internal messages section or by posting the amended terms in the Platform. All modified terms will automatically become effective 30 days after publication.

In addition, holadrop reserves the right to make, at any time and without notice, updates, modifications or deletions of the information contained in its Platform when configuring and presenting this and the terms and access conditions, without assuming any responsibility for that.

Intellectual Property of Holadrop

holadrop is the owner or licensee of the intellectual and industrial property rights pertaining to the text, graphics, navigation structure, testing, presentation and all the functionalities of the platform. Accordingly, holadrop will be responsible for the exclusive exercise of exploitation rights, and in particular rights of reproduction, distribution, public communication and processing, in accordance with Spanish legislation on intellectual and industrial property rights.

The access authorization of the Platform to the user does not imply resignation, transmission, license or total or partial transfer of intellectual or industrial property rights by holadrop.

It is forbidden to delete, avoid or manipulate in any way the content of the platform holadrop, it is also prohibited to modify, copy, reuse, exploit, reproduce, communicate publicly, create second or subsequent publications, download files, send by mail, transmit, use, process or distribute in any manner all or part of the content of the platform holadrop for public or commercial purposes, if you do not have the express written permission of holadrop or, as the case may be, the owner of the rights to which it corresponds.

Data protection :

For the purposes of the provisions of Organic Law 15/1999 of 13 December on the protection of personal data, personal data that you provide to us by e-mail or in the various sections of the site are protected by the law of organic protection of data of character 15/1999 (LOPD) and other related data protection regulations. In compliance, the personal data processed on the website are declared in a private file with the Spanish

Data Protection Agency, in order to answer questions, manage our services or send information about our services and Promotions provided that the user did not object to such use.

The file manager is Network 2 Grow, L.S. domiciled at Carrer de Montserrat, 8, 08001 in Barcelona. At the same address, or by sending an e-mail to info@holadrop.com, the party concerned can exercise the rights of access, rectification, cancellation and opposition of the data, by sending a written and signed request including name, last names, a photocopy of the ID, action requested and address to send you confirmation of your action based on your request.

In any case, holadrop guarantees the protection of the confidentiality and the security of the personal data by having adopted the security measures legally required which makes it possible reasonably to ensure the protection of your personal data and to prevent any loss, misuse, alteration, processing or unauthorized access to your data.

Independence of clauses

If any provision of these Terms is null and void, it will be deemed not to be so. This declaration of invalidity will not void the rest of the Terms, which will maintain its validity and effectiveness between the parties.

If any provision of these Terms is declared, in whole or in part, null or void, such voidness or ineffectiveness will only affect the provision or part of it that is void or ineffective, and the Terms will survive for all other matters, having such disposition or the portion thereof affected by the non-display.

Applicable Legislation

These Terms will be governed by Spanish law, which will be applicable in the non-provisions of these Terms in terms of interpretation, validity and performance. Both parties also submit, expressly waiving any other jurisdiction, to the courts and tribunals of Barcelona.