

Managed Account Policy Agreement

Terms and Conditions

The service provider offers Managed Accounts ("MA") Service to users. This service is provided through the SaleFreaks SAAS platform, but neither SaleFreaks nor Wolvan Hutley Limited are responsible for the service or the user's managed balance. The user uses this third-party service at their own risk, and the service provider's approval is required to use the services.

The service provider is not responsible for the quality, delivery times, type, size, price, color, condition, legality, or suitability of the product for the target audience at the time of shipping or after it arrives at the end customer. The user must examine and comply with all legal responsibilities and laws applicable to them as a seller on the trading platform (eBay or any other platform) when using the Managed Accounts services. Any claims or appeals regarding these issues will not be admissible, and the user will not have any request, claim, or demand against the service provider or SaleFreaks.

Neither the service provider nor SaleFreaks offer tax advice. The user is responsible for examining the tax implications of using the service throughout the period of service.

The service provider does not require or urge the user to use their services, and there is no obligation to use the services for any period. The user can stop receiving the services at any time in accordance with the policy regarding termination/cancellation of the service. The service provider can stop, change, limit, or suspend the provision of services or part of them at any time, and the user will not have any claim or demand against the service provider.

The cost of using the services depends solely on the service provider, and the service prices or accepted payment methods can change without prior notice to the user. Any policy changes or updates made by a third party or the retail source site are not the responsibility of the service provider.

The service provider will allocate all relevant resources to assist and help in certain cases but does not undertake to solve any problems or damage arising from the use of their services. If for any reason SaleFreaks' automated balance loading system fails to load funds to a user's balance, the user agrees that it may take 1-14 business days to manually load the funds to their balance after providing proof of transfer and confirmation by the service provider. Note that Friday and Saturday are not considered business days.

If a user transfers funds to the service provider's account on a platform like Payoneer or a bank account, and those funds are held or suspended for any reason preventing the service provider from using, sending, or refunding them, the user agrees not to make any claims or demands for those funds until they are released for use by the service provider. In this case, the service provider will not be able to provide services to the user until the funds are released. Even if there appears to be a balance in the user's account, they will not have any

claim or demand regarding these funds. The service provider will do their best to release the funds and provide the service in such cases.

Please note that the Managed Accounts system cannot fulfill orders above \$400.

Returns

To initiate a return, the user must use the original label provided by Salefreaks/Service Provider from the purchase site. Any returns made through other means will be rejected.

Returns must be requested within 30 days of the order date. Any return requests for orders older than 30 days will be rejected.

If one of the Amazon accounts managed by the MA service is locked, restricted, or suspended, it will not be possible to provide a return label or issue a refund for lost or undeliverable orders, or returns that have been sent. In this case, the user can either create a new Amazon account or use an existing one to attempt to make a gift return from Amazon, which has been successful in some instances.

If the service provider fails to provide a return label for any reason, the user cannot make any claims against the service provider.

If a return request is not fulfilled within 30 days, which means the buyer did not send the package back to the retail purchase site, the request will be canceled, and the user will no longer be eligible for a return or refund.

Cancellations

Cancellation Requests - Once an order is placed by the Auto-Order/MA system, if the User needs or requests to cancel it, we will make every effort to have it canceled. However, there is no guarantee that the retail store will approve the cancellation, and in this case, the user will not have any claim against the service provider. If a buyer claims that they did not receive the ordered item, a MA specialist will attempt to contact the support team of the purchase retail site through chat or email to request a resolution. This service is only available for orders that are less than 30 days old and are not associated with converted tracking numbers such as BlueCare Express or Aqualine tracking numbers, and more.

Fees and costs

1% loading fee for loading funds To - Payoneer

The cost of the service is **8% "Processing Fee" plus \$0.20 per order** for the work, the Service, order placing, and the system management.

The 8% Fee is calculated from the Product Cost -

"Product Cost - "The final purchase cost of the product from the retail source site.

Examples:

Product cost EX: 24\$ + 0\$(Tax) + 6\$(Shipping) = 30\$ Product cost

Processing Fee Cost EX: $8\% \times \text{Product Cost} = 8\% \times 30\$ = 2.4\$$

Product cost + Processing Fee EX: $30\$ + 2.4\$ = 32.4\$$

The user acknowledges and agrees that in the event of a return or cancellation of an order, the "Processing Fee" will not be refunded to the user's balance and will be considered payment in full for the service and work provided.

Refunds

If a cancellation or return is approved by the service provider, the user will only receive a refund of the "**Product Cost**" and not the "**Processing Fee**" which covers the work of the service provider team/system for placing or cancelling/returning the order. The refund will be issued to the original payment method/card used for the transaction and cannot be refunded to a different payment method. Refunds will be processed no earlier than 14 days after the original transaction.

General

We can provide information on an order only if the Amazon account is active. Orders fulfilled more than three months ago will not be accessible. If a product is not eligible for return or refund by the retail source site, such as Amazon, the return request will be rejected. It is the user's responsibility to ensure that the products they want to list or fulfill with MA Service are eligible for return and refund by the retail source site. In such cases, the user will not have any claim against the service provider.

If a user wishes to cancel, disconnect, or stop using the service and request a refund, the refund will usually be returned to the same account from which it was sent, such as a Payoneer account. In these cases, the collected fees will not be refunded.