

## General terms and conditions

### Liability conditions

#### *Application*

These conditions are applicable to all services that Comet Consular Service AB (referred to below as "Company") provides, unless something else is specifically agreed upon in writing between the Company and the Customer. These conditions comprehensively regulate the Company's liability in the execution of the Company's services.

### Limitations of the Company's liability

#### *Liability for delays and errors*

The Company is liable for, with the limitations stated below, delays and errors that occur due to the Company's negligence.

If the Company does not execute the service within the proper time or if there are defects in the services executed, the Customer, in the event of the Company's negligence, may demand rectification, price deductions or cancellation. In the event of errors in the executed services the Customer shall, however, always give the Company the possibility to, within a reasonable amount of time, rectify the error before another sanction is demanded. Cancellation of an ordered service may only occur if the delay or error is of significant importance for the Customer and the Company has realized or must realize this.

The Company is not liable in any case for delays or errors that are due to embassies, consulates, authorities, transports or another third party. This also applies to third parties engaged or recommended by the Company.

#### *General liability*

The Company is liable, with the limitations stated below, for damages to, or loss of documents that are due to the Company's negligence.

The Company is liable, in the event of the Company's negligence, for damages to or loss of documents that the Customer has entrusted to the Company. Documents refers to passports, visas, export documents and other similar documentation. In the event of the stated damage or loss, the Company agrees to compensate for the Customer's direct costs for rectifying such damage or for the replacement of the lost documents. However, the Company's total liability is limited to SEK 5,000 (five thousand kronor) per assignment.

The Company is not liable in any case for damages to or loss of documents that concern the embassies, consulates, authorities, transporters or other third party. This also applies to third parties engaged or recommended by the Company.

#### *Indirect damages*

The Company is not liable for indirect damages in any case. Indirect damage refers to lost trading profits, lost income, damages as a result of services not being able to be rendered, breach of contract in other agreements, damages of a nonprofit nature and other similar damages.

#### *Claims*

If the Customer wants to propose demands for liability against the Company, he shall inform the Company in writing of this not later than two (2) weeks after the Company should have completed the contracted service. If the claim is not put forth within the prescribed time or the prescribed manner, the Customer loses the right to present a claim for liability to the Company.

### Comet Consular Service AB

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