



GENERAL TERMS OF SERVICE INSPECTOHUB SP. Z O.O.

Version: EN-IH-TOS-2026.07.03

Publication Date: 03.07.2026

Effective Date: 03.07.2026

§1. DEFINITIONS

1. The following terms used in these Terms of Service (the "TOS") shall have the meanings set forth below:

- a) "InspectoHub" or "IH" means InspectoHub spółka z ograniczoną odpowiedzialnością, having its registered office at ul. Wita Stwosza 48, unit 105, 02-661 Warsaw, Poland, VAT ID (NIP): PL5214100629, providing product inspection, supplier audit and related services;
- b) "Client" means a business entity using InspectoHub's services in connection with its trade, business or professional activities;
- c) "Supplier", "Manufacturer" or "Factory" means an entity responsible for the production, storage, preparation or supply of products subject to Inspection;
- d) "Inspection" means a product inspection or supplier audit performed by InspectoHub;
- e) "Product Inspection" means the inspection of products, components, packaging or production lots performed in accordance with the scope agreed for a particular order;
- f) "Supplier Audit" means an assessment of a company, manufacturing facility, warehouse or other entity designated by the Client;
- g) "Inspector" means a person performing an Inspection on behalf of InspectoHub, including a Product Inspector or Auditor;
- h) "Product Inspector" means an Inspector performing a Product Inspection;
- i) "Auditor" means an Inspector performing a Supplier Audit;
- j) "InspectoApp" or "IA" means the online platform provided by InspectoHub for submitting orders, obtaining quotations, managing services and accessing reports;
- k) "Inquiry" means a request for quotation submitted by the Client;
- l) "Quotation" means a commercial offer issued by InspectoHub;
- m) "Confirmed" means the status indicating that a Quotation has been accepted by the Client;
- n) "Pending" means the status indicating that the Inspection is awaiting execution;



- o) "Completed" means the status indicating that the service has been completed;
- p) "Report" means a document prepared by InspectoHub containing the results of an Inspection;
- q) "Checklist" means a list of requirements, criteria or parameters provided by the Client and accepted by InspectoHub;
- r) "AQL" means Acceptable Quality Limit, a statistical sampling methodology used during Product Inspections;
- s) "MD" (Man-Day) means one working day of an Inspector;
- t) "Business Day" means any day from Monday to Friday (and, in exceptional circumstances, Saturday or Sunday), excluding public holidays applicable in the country where the Inspection is performed.

- 2. The services provided by InspectoHub are informational and inspection-based in nature.
- 3. InspectoHub is not a certification body, testing laboratory or governmental authority and does not issue administrative decisions.
- 4. The results of services provided by InspectoHub do not constitute a guarantee of product quality, product certification, or assurance of commercial or regulatory compliance.
- 5. InspectoHub's services are intended exclusively for business customers. InspectoHub does not provide services to consumers.

§2. GENERAL PROVISIONS

- 1. These TOS set out the terms and conditions governing the provision of services by InspectoHub and the use of InspectoApp.
- 2. Any person registering an account, accepting these TOS, submitting or accepting orders, or otherwise using InspectoHub's services represents and warrants that they act on behalf of and for the benefit of the Client and possess the necessary authority to bind the Client in connection with the use of InspectoHub's services. Any person acting without the required authority shall be liable for any consequences arising therefrom.
- 3. The Client shall be responsible for the actions and omissions of its employees, contractors, representatives, agents, authorised users and any other persons using InspectoHub's services on the Client's behalf.
- 4. Acceptance of these TOS is a prerequisite for using InspectoHub's services.
- 5. By accepting these TOS, the Client confirms that:
 - a) it acts in the course of its trade, business or professional activities;
 - b) it has full legal capacity and authority to enter into binding agreements;
 - c) it has read and understood these TOS;
 - d) it accepts and agrees to be bound by all provisions of these TOS.
- 6. In the event of any conflict between these TOS and an individually accepted Quotation, the provisions of the Quotation shall prevail solely to the extent expressly covered by such Quotation.



7. InspectoHub may engage third parties, partners, contractors or subcontractors in the performance of its services without obtaining any additional consent from the Client.
8. InspectoHub reserves the right to refuse any order or service request at its sole discretion and without providing any reason.

§3. INSPECTOAPP

1. InspectoApp is an online platform designed for:
 - a) submitting Inquiries;
 - b) obtaining Quotations;
 - c) placing orders for services;
 - d) managing ongoing services;
 - e) accessing and downloading Reports;
 - f) operational communication.
2. The use of InspectoApp is free of charge.
3. Fees are charged exclusively for services performed by InspectoHub.
4. The Client shall keep its login credentials confidential and secure.
5. The Client shall be fully responsible for all activities conducted through its account.
6. InspectoHub does not guarantee uninterrupted availability or operation of InspectoApp.
7. InspectoHub may, at its sole discretion:
 - a) perform maintenance and servicing activities;
 - b) temporarily restrict the availability of the platform;
 - c) modify platform functionalities;
 - d) develop, update or otherwise modify the platform.
8. InspectoHub shall not be liable for:
 - a) failures of telecommunications networks;
 - b) failures of internet service providers;
 - c) hosting or server outages;
 - d) errors, malfunctions or limitations of the Client's devices or software;
 - e) loss of data;
 - f) disruptions resulting from cyberattacks;
 - g) acts or omissions of telecommunications, hosting or other service providers, or any other circumstances beyond the reasonable control of InspectoHub;
 - h) Force Majeure events affecting the operation of the platform.
9. Orders for services may be submitted exclusively through InspectoApp unless InspectoHub decides otherwise.

§4. ORDER PLACEMENT

1. An order may be created:
 - a) by the Client through InspectoApp;
 - b) by an employee or representative of InspectoHub based on instructions received from the Client;
 - c) by an employee or representative of InspectoHub based on operational information provided by a Supplier designated by the Client.
2. The creation of an order does not constitute acceptance of the order by InspectoHub.



3. InspectoHub shall provide the Client with a Quotation specifying the scope of services and applicable fees, including in particular:
 - a) the type of service;
 - b) the location of performance;
 - c) the number of MDs;
 - d) the number of Reports;
 - e) the price;
 - f) any additional charges, if applicable.
4. Acceptance of a Quotation may be effected in particular by:
 - a) acceptance through InspectoApp;
 - b) clicking an “Accept”, “Confirm”, “Approve” or equivalent button made available to the Client in an e-mail containing the Quotation;
 - c) an e-mail confirming the performance of the service;
 - d) a written confirmation of the performance of the service;
 - e) any other clear and unambiguous statement made by the Client or a person acting on the Client’s behalf confirming the request for the service.
5. Acceptance of a Quotation by the Client, regardless of the form of such acceptance, shall constitute:
 - a) the conclusion of a binding agreement for the relevant service;
 - b) acceptance of the then-current version of these TOS;
 - c) confirmation of the accuracy and completeness of the information provided for the performance of the service.
6. The service shall be performed after:
 - a) acceptance of the Quotation by the Client;
 - b) fulfilment of the payment conditions applicable to the relevant order.
7. Once accepted, the order shall receive the status “Confirmed” and subsequently “Pending”.
8. As a general rule, an Inspection may be scheduled no earlier than two (2) Business Days following confirmation of the order.
9. Any execution timelines are indicative only and depend on:
 - a) the availability of Inspectors;
 - b) the location of the Inspection;
 - c) the Supplier’s readiness;
 - d) logistical conditions.

§5. SCOPE OF SERVICES

1. InspectoHub provides, in particular, the following services:
 - a) Supplier Audits;
 - b) Product Inspections;
 - c) related services connected with supplier and quality assessment.
2. A Supplier Audit may include:
 - a) verification of basic company information;
 - b) assessment of the organizational structure and operations;
 - c) assessment of manufacturing conditions;
 - d) assessment of declared production capabilities and capacity;
 - e) assessment of working conditions;



- f) photographic documentation;
- g) preparation of a Report.
- 3. A Product Inspection may include:
 - a) inspection of a production lot or shipment;
 - b) sampling in accordance with AQL methodology;
 - c) visual inspection;
 - d) dimensional verification;
 - e) weight verification;
 - f) packaging inspection;
 - g) functional testing;
 - h) verification against the applicable Checklist;
 - i) preparation of a Report.
- 4. The scope of each service shall be determined individually for the relevant order.
- 5. InspectoHub shall perform its services with reasonable professional care and skill; however, InspectoHub does not guarantee the achievement of any particular commercial, business, operational or quality-related result.

§6. INSPECTION METHODOLOGY

- 1. Inspections are performed on a sampling basis.
- 2. Unless otherwise agreed by the parties, Product Inspections shall be conducted in accordance with the AQL methodology or another generally accepted statistical sampling method.
- 3. Not all products, units or items within a production lot are subject to inspection.
- 4. Inspection results relate solely to the sample selected and inspected.
- 5. The Report reflects the condition of the products, documents or facility solely at the time the Inspection is performed.
- 6. The Supplier shall provide the Inspector with unrestricted access to the product lot subject to Inspection.
- 7. Measuring instruments used during an Inspection may be provided by the Supplier.
- 8. InspectoHub shall not be liable for:
 - a) the technical condition of measuring instruments;
 - b) their calibration;
 - c) their accuracy;
 - d) their suitability for any particular purpose.
- 9. InspectoHub shall have the right to classify non-conformities as:
 - a) Critical Defects;
 - b) Major Defects;
 - c) Minor Defects,

in accordance with its professional judgment, methodology and industry experience, unless otherwise agreed by the parties in writing.

- 10. Visual inspections are performed:
 - a) under standard lighting conditions;
 - b) from a customary inspection distance;
 - c) using the naked eye, unless otherwise agreed.



11. Micro-defects or imperfections that are not visible during a standard visual inspection may not be classified as non-conformities.
12. Reports are generally delivered to the Client within two (2) Business Days following completion of the Inspection.
13. Where additional analysis is required, the delivery of the Report may be delayed, in which case the Client shall be informed accordingly.

§7. REPORTS

1. The result of an Inspection is a Report prepared by InspectoHub.
2. Unless otherwise agreed by the parties in writing, the delivery of the Report constitutes full performance of the service covered by the relevant order.
3. The Report shall be delivered to the Client:
 - a) in electronic form;
 - b) via e-mail and/or InspectoApp.
4. The Report is provided solely for informational purposes.
5. The Report:
 - a) does not constitute a quality guarantee;
 - b) does not constitute a certificate or certification;
 - c) does not constitute an expert opinion;
 - d) does not constitute legal advice or a legal opinion;
 - e) does not constitute confirmation of compliance with laws, regulations or requirements applicable in the country where the products are sold;
 - f) does not constitute confirmation of conformity of the entire production lot or shipment.
6. The Report reflects solely the findings and observations made by the Inspector at the time and place of the Inspection.
7. Any business decisions made by the Client on the basis of the Report, including decisions regarding:
 - a) payment for goods;
 - b) shipment of goods;
 - c) acceptance of goods;
 - d) continuation of business relations with a Supplier,

shall be made solely at the Client's own risk.

8. Photographs, graphic materials and attachments form an integral part of the Report.
9. Where a Report is issued in more than one language, the English-language version shall prevail unless InspectoHub expressly decides otherwise.
10. The interpretation of Inspection results and the classification of non-conformities shall be determined exclusively by InspectoHub.
11. The Client shall not modify the Report or present any part of the Report in a manner that may mislead third parties.

§8. ORGANIZATION OF INSPECTIONS

1. The Client shall be responsible for ensuring that the Supplier and the products are ready for the Inspection.



2. The Client shall provide accurate and complete information necessary for the performance of the service.
3. The Supplier shall provide:
 - a) access to the Inspection site;
 - b) access to the products;
 - c) access to documents within the scope of the Inspection;
 - d) cooperation of its personnel;
 - e) the ability to conduct the Inspection without interference.
4. The Supplier shall provide the technical assistance necessary to perform the Inspection, including in particular:
 - a) unpacking of products;
 - b) preparation of samples;
 - c) operation of production equipment;
 - d) provision of basic tools and equipment.
5. InspectoHub shall not be liable for any incorrect location information provided by the Client or the Supplier.
6. In the event of a lack of cooperation by the Client or the Supplier, the Inspection may be:
 - a) limited in scope;
 - b) suspended;
 - c) terminated without being completed.
7. In the circumstances described in Section 6 above, InspectoHub shall have the right to issue a Report describing the circumstances encountered during the Inspection.
8. The Client acknowledges that a lack of cooperation by the Supplier may affect the scope, quality or feasibility of the Inspection.
9. InspectoHub may perform services directly or through partners, contractors or subcontractors.
10. Personal data, contact details and operational information relating to Inspectors shall not be disclosed to the Client unless InspectoHub decides otherwise.

§9. SAMPLING AND INSPECTION PROCESS

1. Unless otherwise agreed, samples for Inspection shall be selected independently by the Inspector.
2. Sampling shall be conducted in accordance with:
 - a) the AQL methodology;
 - b) any individual requirements accepted by InspectoHub.
3. The Supplier shall not influence the selection of samples.
4. The following actions are prohibited:
 - a) concealing products;
 - b) presenting pre-selected or specially prepared products for inspection;
 - c) restricting access to the production lot or shipment;
 - d) exerting pressure on the Inspector.
5. Any attempt to influence the Inspection process may result in:
 - a) the incident being recorded in the Report;
 - b) suspension of the Inspection;
 - c) termination of the Inspection.



6. InspectoHub shall not be liable for any corrupt, fraudulent, dishonest or criminal acts committed by the Supplier or any third party.
7. Where InspectoHub reasonably suspects manipulation, interference or other improper conduct affecting the Inspection process, InspectoHub may refuse to continue performing the service.

§10. ORDER CANCELLATIONS AND RESCHEDULING

1. The Client may cancel an order or request rescheduling of an Inspection prior to its commencement.
2. A "Late Cancellation" shall mean:
 - a) cancellation of an order; or
 - b) rescheduling of an order,

made less than twenty-four (24) hours before the scheduled start time of the Inspection, based on the local time at the place where the service is to be performed.

3. In the event of a Late Cancellation, the Client shall pay a fee of USD 130 for each scheduled MD.
4. In addition to the fee specified in Section 3 above, InspectoHub may charge the Client for any additional organizational, travel, accommodation, transportation or other costs actually incurred in connection with the cancelled or rescheduled service.
5. The Client shall be liable for the full cost of the order if:
 - a) the Inspector arrives at the service location and the products are not ready for Inspection;
 - b) the Supplier refuses access to the facility;
 - c) the Supplier refuses to cooperate;
 - d) the Client or the Supplier provides incorrect information preventing the performance of the Inspection;
 - e) performance of the service becomes impossible for reasons attributable to the Client or the Supplier.
6. In the circumstances described above, InspectoHub may deem the service completed to the extent reasonably possible under the circumstances.

§11. PRICING, PAYMENTS AND INVOICING

1. The United States Dollar (USD) shall be the reference currency for all services provided by InspectoHub.
2. All prices quoted by InspectoHub are exclusive of VAT and any other applicable taxes unless expressly stated otherwise.
3. VAT and any other applicable taxes shall be added in accordance with applicable laws and regulations.
4. InspectoHub may issue Quotations and invoices in currencies other than USD.
5. Payment terms shall be determined individually for each Client or order.
6. InspectoHub may require:
 - a) full prepayment;
 - b) partial prepayment;
 - c) payment after completion of the service.
7. The invoice issuance date shall be determined individually.



8. In the event of late payment, InspectoHub shall be entitled to charge statutory interest applicable to commercial transactions or, where applicable, the maximum interest permitted by law.
9. In the event of outstanding payments, InspectoHub may:
 - a) refuse to accept new orders;
 - b) suspend the performance of services;
 - c) block access to Reports;
 - d) suspend access to InspectoApp.
10. Upon the Client's request, InspectoHub may agree to accept payment from the Supplier.
11. If the Supplier fails to make payment within seven (7) days following the payment due date, the Client shall remain fully liable for payment of all fees and amounts due to InspectoHub.
12. Any complaint, dispute or claim relating to a service shall not relieve the Client of its obligation to make payment when due.

§12. LIMITATION OF LIABILITY

1. InspectoHub shall perform its services with reasonable professional care and skill; however, InspectoHub shall not be responsible for any commercial, business, financial or operational results achieved by the Client.
2. InspectoHub's liability shall be limited exclusively to direct losses actually suffered by the Client and directly caused by the wilful misconduct or negligence of InspectoHub.
3. The aggregate liability of InspectoHub arising out of or in connection with any order, regardless of the legal basis of the claim, shall be limited to the lower of:
 - a) five (5) times the net fees paid for the relevant order;or
 - b) USD 5,000.
4. The limitation of liability set out in Section 3 above shall apply to all claims arising from or related to the relevant order in the aggregate.
5. InspectoHub shall not be liable for:
 - a) loss of profits;
 - b) loss of revenue;
 - c) loss of customers;
 - d) loss of contracts;
 - e) loss of business opportunities;
 - f) loss of reputation or goodwill;
 - g) loss of data;



- h) indirect damages;
- i) consequential damages;
- j) contractual penalties;
- k) compensation, damages or claims payable to third parties;
- l) storage costs;
- m) logistics costs;
- n) transportation costs;
- o) product recall costs;
- p) consumer complaints;
- q) product returns;
- r) product replacement costs;
- s) re-manufacturing or re-production costs;
- t) delivery delays;
- u) loss of sales opportunities.

6. InspectoHub shall not be liable for any acts, omissions or decisions of the Supplier.
7. InspectoHub shall not be liable for any losses arising from inaccurate, incomplete or misleading information provided by the Client or the Supplier.
8. InspectoHub shall not be liable for:

- a) the technical condition of equipment or measuring instruments provided by the Supplier;
- b) their calibration;
- c) their accuracy;
- d) their suitability for any particular purpose.

9. InspectoHub shall not be liable for corruption, fraud, manipulation, concealment of information or any other dishonest, improper or unlawful conduct by the Supplier.
10. InspectoHub shall not be liable for the compliance of any products with:

- a) patents;
- b) trademarks;
- c) industrial designs;
- d) copyrights;



e) any other intellectual property rights.

11. The Client acknowledges that an Inspection constitutes only a limited assessment of a particular sample of products or the condition of a business at the time the Inspection is performed.

§13. NO QUALITY GUARANTEE

1. The Report is provided solely for informational purposes.
2. InspectoHub makes no representations, warranties or guarantees whatsoever regarding:
 - a) the quality of any products;
 - b) the conformity of products with the Client's requirements;
 - c) the conformity of products with any purchase order, specification or agreement;
 - d) the compliance of products with applicable laws or regulations;
 - e) the fitness of products for any particular purpose.
3. The Report does not constitute:
 - a) a quality certificate;
 - b) a quality guarantee;
 - c) a conformity guarantee;
 - d) an assurance that products are free from defects;
 - e) confirmation of conformity of an entire production lot or shipment.
4. Any decision regarding:
 - a) shipment of goods;
 - b) acceptance of goods;
 - c) payment for goods;
 - d) commencement or continuation of business relations with a Supplier,shall be made solely by the Client and at the Client's own risk.
5. The Client acknowledges that even a favorable Inspection result does not eliminate the possibility of defects, non-conformities or quality issues being present in the products.
6. InspectoHub does not guarantee that products will not become subject to complaints, claims, returns, recalls or other quality-related issues after sale, distribution or use.



§14. DISPUTES BETWEEN THE CLIENT AND THE SUPPLIER

1. InspectoHub is not a party to any commercial, supply, purchase, manufacturing or other agreement entered into between the Client and the Supplier.
2. InspectoHub does not participate in commercial negotiations between the Client and the Supplier.
3. InspectoHub shall not be liable for:
 - a) the Supplier's performance of any order or contract;
 - b) the quality of products supplied by the Supplier;
 - c) delivery schedules or timeliness of deliveries;
 - d) conformity of products with any order, specification or agreement;
 - e) any acts, omissions or conduct of the Supplier.
4. InspectoHub does not provide mediation services between the Client and the Supplier.
5. InspectoHub does not represent either the Client or the Supplier in any dispute.
6. The Client agrees not to designate, call, request or otherwise involve InspectoHub, its employees, contractors, partners, subcontractors, Inspectors or representatives as witnesses, experts or advisors in any dispute, claim, arbitration, litigation or other proceeding involving the Supplier.
7. If the participation of InspectoHub is required by a competent court, governmental authority or other legally authorized body, the Client shall reimburse InspectoHub for all reasonable costs, expenses and professional fees incurred in connection with such participation.
8. The Report does not constitute an expert report, expert opinion or forensic assessment intended for use in judicial, arbitration, administrative or similar proceedings.
9. The Client irrevocably waives and releases any claims against InspectoHub arising directly or indirectly out of any dispute, claim or disagreement between the Client and the Supplier.

§15. COMPLAINTS

1. The Client may submit a complaint regarding a service performed by InspectoHub.
2. Any complaint must be submitted within seven (7) Business Days from the date on which the Report is received by the Client.
3. Complaints shall be submitted to:

office@inspectohub.com

or to any other contact address designated by InspectoHub.

4. A complaint should include:

a) the order number;



- b) a description of the issue or objection;
- c) supporting justification;
- d) documents or evidence supporting the circumstances described in the complaint.

5. Failure to submit a complaint within the period specified in Section 2 above shall constitute:

- a) unconditional acceptance of the service;
- b) acceptance of the Report;
- c) waiver of any objections relating to the performance of the service.

- 6. InspectoHub shall have the right to conduct a further review of the documentation and records relating to the Inspection.
- 7. InspectoHub shall review the complaint within a reasonable period, not exceeding thirty (30) days from receipt of a complete complaint submission.
- 8. Submission of a complaint shall not relieve the Client of its obligation to pay for the service when due.
- 9. Any claim against InspectoHub arising out of or relating to a service shall be permanently barred unless asserted within thirty (30) days from the date of completion of the Inspection.
- 10. Upon expiration of the period specified in Section 9 above, the Client shall irrevocably lose the right to bring, pursue or enforce any claim arising out of or relating to the relevant service.

§16. CONFIDENTIALITY

- 1. The parties shall keep confidential all information obtained in connection with the performance of the services.
- 2. Confidential Information shall include, in particular:
 - a) commercial information;
 - b) Supplier information;
 - c) Client information;
 - d) terms of cooperation;
 - e) prices and Quotations;
 - f) Reports;
 - g) photographic documentation;
 - h) operational information;
 - i) technical information;



j) information relating to the organization and operation of either party's business.

3. The Client shall not disclose Reports or their contents to any third party without the prior consent of InspectoHub, except where such disclosure is required by applicable law or is necessary for the conduct of the Client's business activities.
4. InspectoHub may use anonymized data, statistics, photographs and excerpts from Reports for marketing, training, analytical and promotional purposes, provided that neither the Client nor the Supplier can be identified.
5. The confidentiality obligations set out in this Section shall remain in force for a period of five (5) years following termination of the cooperation between the parties.

§17. INTELLECTUAL PROPERTY AND NON-CIRCUMVENTION

1. All intellectual property rights relating to the business, services and operations of InspectoHub shall remain the exclusive property of InspectoHub or its respective licensors, partners or affiliates.
2. Such protection applies in particular to:
 - a) InspectoApp;
 - b) Reports;
 - c) forms and templates;
 - d) Checklists;
 - e) inspection methodologies;
 - f) operational documentation;
 - g) internal procedures;
 - h) training materials;
 - i) databases;
 - j) trade names, trademarks and other distinctive signs.
3. Information relating to Inspectors, partners, contractors and other entities cooperating with InspectoHub constitutes trade secrets and confidential business information of InspectoHub.
4. The Client shall not:
 - a) obtain or attempt to obtain the contact details of Inspectors;
 - b) contact Inspectors directly outside the InspectoHub structure;
 - c) engage or attempt to engage Inspectors outside the InspectoHub structure;
 - d) take any action intended to circumvent the business model of InspectoHub.



5. The Client agrees that, for a period of twenty-four (24) months following completion of the last service performed by InspectoHub, the Client shall not, directly or indirectly:

- a) employ or engage any Inspector cooperating with InspectoHub;
- b) instruct, retain or procure such persons to perform services competing with those provided by InspectoHub;
- c) solicit, induce or attempt to solicit such persons to cooperate outside the InspectoHub structure.

6. In the event of a breach of this Section, the Client shall pay InspectoHub a contractual penalty of USD 10,000 for each separate breach and for each individual affected by such breach.
7. Payment of the contractual penalty shall not limit InspectoHub's right to seek damages exceeding the amount of the contractual penalty.

§18. LATENT DEFECTS AND POST-INSPECTION EVENTS

1. The Client acknowledges that any Inspection is limited in nature and cannot detect all possible defects in products.
2. InspectoHub shall not be liable for:

- a) latent defects;
- b) defects not visible during a standard Inspection;
- c) defects discovered after completion of the Inspection;
- d) defects revealed during the use of products;
- e) defects resulting from manufacturing or technological processes that are not verified during the Inspection.

3. InspectoHub shall not be liable for any changes made after completion of the Inspection.

4. In particular, InspectoHub shall not be liable for:

- a) substitution of products;
- b) substitution of components;
- c) changes to materials;
- d) changes to packaging;
- e) repackaging of products;
- f) changes in product quantities;



- g) changes in product quality;
- h) shipment of products other than those inspected;
- i) any manipulation occurring after completion of the Inspection.

5. InspectoHub shall not be liable for any loss, damage or deterioration occurring during:

- a) Inspection activities;
- b) loading;
- c) transportation;
- d) transshipment;
- e) storage;
- f) distribution of products.

The Client acknowledges that Inspection activities may require opening packaging, unpacking products, performing functional tests, taking measurements and carrying out other actions reasonably necessary for the performance of the services.

6. Risk relating to the products shall pass in accordance with the commercial terms agreed between the Client and the Supplier, and InspectoHub shall not assume any responsibility arising from such allocation of risk.

§19. REGULATORY COMPLIANCE

- 1. Unless otherwise expressly agreed in writing by the parties, InspectoHub's services do not include any assessment of a product's compliance with laws, regulations or legal requirements applicable in the country where the product is sold, imported, distributed or used.
- 2. InspectoHub shall not be responsible for compliance of products with:
 - a) CE requirements;
 - b) RoHS;
 - c) REACH;
 - d) FDA requirements;
 - e) CPSIA;
 - f) UKCA;
 - g) national standards;



- h) industry standards;
 - i) requirements imposed by governmental, regulatory or administrative authorities.
3. The Client shall bear sole responsibility for ensuring that products comply with all laws, regulations and requirements applicable in the intended markets.
 4. The absence of any finding, observation or non-conformity in a Report shall not be construed as confirmation that a product complies with any regulatory, legal or compliance requirement.

§20. FORCE MAJEURE

1. InspectoHub shall not be liable for any failure to perform, delay in performance or improper performance of its services resulting from a Force Majeure Event.
2. For the purposes of these Terms of Service, a Force Majeure Event means any event beyond the reasonable control of InspectoHub, including, without limitation:
 - a) war;
 - b) riots;
 - c) terrorist acts;
 - d) epidemics;
 - e) pandemics;
 - f) lockdowns;
 - g) actions of governmental authorities;
 - h) administrative restrictions;
 - i) natural disasters;
 - j) earthquakes;
 - k) floods;
 - l) fires;
 - m) strikes;
 - n) transportation disruptions;
 - o) failures of telecommunications infrastructure.
3. In the event of a Force Majeure Event, the time for performance of the services shall be extended for a period corresponding to the duration of the Force Majeure Event and its consequences.



§21. GOVERNING LAW AND JURISDICTION

1. These Terms of Service shall be governed by and construed in accordance with the laws of Poland.
2. Any disputes arising out of or in connection with these Terms of Service or the services provided by InspectoHub shall be submitted to the court having jurisdiction over the registered office of InspectoHub.
3. Before commencing court proceedings, the parties shall make reasonable efforts to resolve the dispute amicably.

§22. CHANGES TO THE TERMS OF SERVICE

1. InspectoHub reserves the right to amend these Terms of Service at any time.
2. The current version of the Terms of Service shall be published in InspectoApp and on the InspectoHub website.
3. The Client undertakes to review the current version of the Terms of Service on a regular basis.
4. Acceptance of a Quotation after the effective date of a new version of the Terms of Service shall constitute acceptance of the then-current version of the Terms of Service.
5. The version number and publication date of the Terms of Service are indicated within the document.

§23. ELECTRONIC ACCEPTANCE

1. Acceptance of these Terms of Service through InspectoApp shall have legal effect equivalent to entering into an agreement in documentary form.
2. Acceptance of the Terms of Service may occur by selecting the appropriate checkbox during account registration, login or submission of an order.
3. InspectoHub retains records evidencing acceptance of the Terms of Service, including in particular:
 - a) date;
 - b) time;
 - c) user identifier;
 - d) version of the Terms of Service.
4. The Client acknowledges and agrees that electronic acceptance of the Terms of Service is legally binding.

§24. TERMINATION OF COOPERATION

1. The Client may cease using InspectoHub's services at any time.
2. Discontinuation of the use of the services shall not affect any obligations arising prior to termination of the cooperation, including, without limitation, the obligation to pay for services already performed, commenced or ordered.



3. InspectoHub may, at its sole discretion, refuse to accept a new order, refuse to perform an order or terminate its cooperation with the Client with immediate effect.

InspectoHub shall not be required to provide reasons for such decision.

In particular, the above right may be exercised in the event of:

- a) a breach of these Terms of Service by the Client;
- b) delayed or outstanding payments;
- c) provision of false, incomplete or misleading information;
- d) actions detrimental to the interests of InspectoHub;
- e) attempts to circumvent InspectoHub or establish direct cooperation with Inspectors outside the InspectoHub structure;
- f) unlawful activities;
- g) activities that may expose InspectoHub to legal, financial or reputational risk.

4. Termination of the cooperation shall not affect the validity or enforceability of provisions relating to:

- a) limitation of liability;
- b) confidentiality;
- c) intellectual property;
- d) complaints;
- e) governing law and jurisdiction,

which shall survive termination of the cooperation.

5. Termination of the cooperation shall not constitute grounds for requesting reimbursement of fees paid for services performed prior to the date of termination.

§25. FINAL PROVISIONS

1. In the event of any inconsistency between:
 - a) a Quotation;
 - b) these Terms of Service;
 - c) correspondence exchanged between the parties,

the following order of precedence shall apply: the Quotation, then these Terms of Service, and finally any other correspondence.



2. If any provision of these Terms of Service is held to be invalid, illegal or unenforceable, the remaining provisions shall remain in full force and effect.
3. Failure by InspectoHub to exercise any right or remedy under these Terms of Service shall not constitute a waiver of such right or remedy.
4. These Terms of Service constitute the entire agreement between the Client and InspectoHub with respect to the services provided, subject to any specific arrangements expressly agreed by the parties.
5. The Client may not assign, transfer or otherwise dispose of any rights or obligations arising under these Terms of Service or any agreement concluded with InspectoHub without the prior written consent of InspectoHub.
6. These Terms of Service shall enter into force on the date of their publication by InspectoHub.
7. The current version of these Terms of Service is available through InspectoApp and on the InspectoHub website.
8. In the event of any discrepancy between the Polish and English versions of these Terms of Service, the Polish version shall prevail.

Copyright and Intellectual Property

This document constitutes the intellectual property of InspectoHub Sp. z o.o. and is protected under applicable copyright laws. Any unauthorized copying, reproduction, distribution, or use of this document, in whole or in part, without prior written consent of InspectoHub Sp. z o.o., is strictly prohibited. InspectoHub reserves all rights not expressly granted herein.