

## General conditions of Sale

### 1. Field of application

The present General Conditions of Sale detailed below determine exclusively the contractual relations between the customer and ANM IT & MANAGEMENT CONSULTING, UNIP LDA, hereinafter referred to as ANM Connection, Marketing & Web Specialists.

The general conditions of sale are the only ones to apply and replace all other conditions, except with prior agreement, express and in writing. We consider that when a project is awarded, the client is automatically accepting our general terms of sale.

### 2. Product and price information

We offer several products, whose characteristics and budgets respect the provisions of [www.anmconnection.pt](http://www.anmconnection.pt). However, we develop customized web solutions tailored to the needs of customers, subject to personalized quotes.

### 3. Availability and Delivery Time

The delivery time complies with the following criteria:

3.1. Activation of the project by paying an award of 20% to 50% of the total order. Subsequently, to a monthly payment and / or the final tariff of the remainder at delivery, upon proposal in question.

3.2. In the first 48 hours after the activation of a project, a meeting will be held, for briefing, and collection of contents.

3.3. After the first 7 days, the project evolution report must be submitted by ANM Connection, Marketing & Web Specialists.

3.4. The completion of the project should take place, in normal circumstances, 6 to 8 months after the date of its activation.

3.5. Delivery times are indicative and, therefore, to be considered valid when there are no physical or structural impediments (for example: incorrect information, new requests for non-contractual

functions and not present in the proposal by agreement of ANM Connection, Marketing & Web Specialists, or force majeure setbacks).

#### 4. Guarantee of services provided

4.1 Our websites benefit from a 5-year warranty.

4.2 The following are excluded from the Warranty:

4.2.1 Deteriorations resulting from adaptations or alterations (except for the usual functioning presented in backoffice formation) of the product without the written agreement of ANM Connection, Marketing & Web Specialists;

4.2.2 Expenses related to the maintenance requested by the customer;

4.2.3 Product malfunctions and damage resulting from misuse, including:

- a) Inappropriate use or that does not respect the instructions for use and maintenance of the same;
- b) A software installation not performed by ANM Connection, Marketing & Web Specialists;

4.2.4 Damage caused by repairs carried out by programmers who do not belong to the staff of ANM Connection, Marketing & Web Specialists;

#### 5. Litigation and liability

For the resolution of any and all disputes arising from the interpretation or execution of these General Conditions, the court for the place of domicile of ANM Connection, Marketing & Web Specialists will be competent. However, in the case of an action to be taken by the client, the client may choose the court in his domicile.

ANM Connection, Marketing & Web Specialists is not responsible for delays or contractual non-compliance for reasons of force majeure, requests for extra programming functions or design not included in the proposal and for ANM's agreement since new contracts are not accounted for. extra functions during the development of the project, disturbance, total or partial strike, postal services and means of transport or communication, flood, fire or war. ANM Connection, Marketing & Web Specialists is not responsible for any indirect damage. ANM Connection, Marketing & Web Specialists

will then not be able to see its responsibility compromised by any loss that is not the result of its professional activity.

## 6. Protection of personal data

ANM Connection, Marketing & Web Specialists is the sole holder of the information that concerns customers. Only ANM Connection, Marketing & Web Specialists can send information within the framework of precise and timely promotional operations.

## 7. Intellectual Property

All content of projects developed by ANM Connection, Marketing & Web Specialists (illustrations, texts, titles, brands, images, videos) is the property of ANM Connection, Marketing & Web Specialists, its co-contractors or partners. The partial or total reproduction of the content through any procedure and on any medium is subject to the prior and express authorization of ANM Connection, Marketing & Web Specialists. All information, content, documents and software offered by our services are protected by Portuguese and international legislation, with regard to intellectual property and copyright. ANM Connection, Marketing & Web Specialists cannot authorize the copying, presentation or distribution of content for which it does not have the intellectual property right. Any fraudulent use of the rights obtained by third parties constitutes an offense of counterfeiting, severely sanctioned by the Intellectual Property Code. ANM Connection, Marketing & Web Specialists will not be responsible, in any way, for the violation of a user's rights obtained by third parties and perpetrated by the activities of the latter in the projects developed by ANM Connection, Marketing & Web Specialists.