Information on the Right of Withdrawal and Model Withdrawal Form

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Service provider: Mikołaj Zienkowicz, ul. Długa 45A/2, 66-210 Zbąszynek, Poland, NIP (tax ID) 9271966162, REGON 388791452, e-mail contact@cointrack.pl, phone +48 881 583 586

This is an English translation provided for convenience. Only the Polish version is legally binding.

Annex 2 to the CoinTrack Terms of Service.

Who has the right of withdrawal

The right of withdrawal is available to consumers and to sole traders who bought a Paid Plan for a purpose that is not of a professional nature for them (Article 7aa(1) of the Polish Consumer Rights Act). It applies to contracts for the Plus Plan and the Premium Plan - monthly and yearly, including extensions and top-ups to a higher Plan - bought in CoinTrack (payment via Przelewy24).

Information on withdrawal

Right of withdrawal

You have the right to withdraw from the contract within 14 days without giving any reason.

The withdrawal period expires 14 days after the day the contract was concluded, i.e. the day Przelewy24 confirmed your payment. The period ends at the end of the 14th day (midnight Polish time) - the day the contract was concluded is not counted. If the 14th day falls on a Saturday, a Sunday or a public holiday in Poland, the period ends at the end of the next day that is not a Saturday, a Sunday or such a holiday. You can see the exact date in Settings → Subscription.

To exercise the right of withdrawal, you must inform us - **Mikołaj Zienkowicz, ul. Długa 45A/2, 66-210 Zbąszynek, Poland, phone +48 881 583 586, e-mail: contact@cointrack.pl** - of your decision by an unequivocal statement. You can do this:

- **in the app:** click "Odstąp od umowy tutaj" ("Withdraw from the contract here") (Settings → Subscription, or the link in the purchase confirmation e-mail). A form opens with your details already filled in: the subject "Odstąpienie od umowy" ("Withdrawal from the contract"), your Account e-mail, the Plan and Plan Period, the purchase date, the order number and the refund amount. You may give your full name, another e-mail address for a copy of the confirmation, and a note, but you do not have to. We always send the confirmation to your Account e-mail. Then click "Potwierdź odstąpienie od umowy" ("Confirm withdrawal from the contract"). The button is visible for the whole period in which you can withdraw - including after the end of the Plan Period - and requires no contact with support and no extra steps;
- by e-mail to contact@cointrack.pl;
- by post to: Mikołaj Zienkowicz, ul. Długa 45A/2, 66-210 Zbąszynek, Poland.

You may use the model form below, but it is not obligatory. It is enough to give your Account e-mail address and state that you are withdrawing from the contract. If you make your statement in the app,

we will confirm receipt without delay by e-mail (on a durable medium), with the content of the statement and the date and time of receipt. We confirm a statement made by e-mail or by post in the same way, giving its content in brief – to your Account e-mail and to the address you wrote from or gave in your letter (details: Terms § 10(2)).

To meet the deadline, it is sufficient to send your communication of withdrawal before the withdrawal period expires.

Effects of withdrawal

If you withdraw from the contract, we will refund all payments received from you under that contract without undue delay and in any event no later than 14 days from the day we received your statement. We will make the refund using the same means of payment you used (we order it through Przelewy24 - to the card or to the account you paid from), unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the refund. If the refund by this route fails (e.g. the account has been closed), with your consent we will refund the money by bank transfer to an account you indicate, at no cost.

When ordering, you requested that we start providing the service before the withdrawal period expired, so that you could use the Plan straight away. The right to withdraw from a service contract expires only when the service has been fully performed. The Plan Period lasts a month or a year, so the service will not be fully performed within 14 days and you can withdraw throughout that period. **We do not reduce the refund by the value of the period in which you used the Plan - we refund the full amount.** For a top-up to a higher Plan we refund the whole top-up also if the Plan Period ended before the 14 days passed.

After withdrawal your Family moves to the Free Plan. After withdrawal from an extension that has not started yet, the current Plan Period continues. If you withdraw only from a top-up to a higher Plan, the Family returns to the previous Plan until the end of the Plan Period. If you withdraw from the Plan contract during whose period you paid a top-up to a higher Plan, the top-up contract expires together with it and we refund both amounts. Budget Data stays on the Account - data above the Free Plan limits is available read-only.

Refund guarantee (voluntary)

Independently of the right of withdrawal, we refund the full amount of the first payment for a Paid Plan to every User who asks within 14 days of that payment - businesses included. Use the "Poproś o zwrot" ("Request a refund") button in Settings → Subscription or write to contact@cointrack.pl. The guarantee does not cover extensions or top-ups. If during the Plan Period covered by the guarantee you paid a top-up to a higher Plan, we also refund the whole top-up.

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract; the Polish wording of the form in the Polish version may be used as well)

- To: Mikołaj Zienkowicz, ul. Długa 45A/2, 66-210 Zbąszynek, Poland, phone +48 881 583 586, e-mail: contact@cointrack.pl
- I/We(*) hereby give notice that I/we(*) withdraw from my/our(*) contract for the provision of the following service: ☐ Plus Plan ☐ Premium Plan; Plan Period: ☐ 1 month ☐ 1 year / ☐ only

the top-up to the Premium Plan

- Date the contract was concluded: .....
- Name of consumer(s): .....
- Address of consumer(s): .....
- CoinTrack Account e-mail address (helps us find the contract, optional): .....
- Signature of consumer(s) (only if this form is sent on paper): .....
- Date: .....

(*) Delete as appropriate.

Information with the form to download (PDF): withdrawal-1.0.pdf