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**PUBLIC OFFER OF THE LIMITED LIABILITY COMPANY "IFC"  
FOR THE CONCLUSION OF A CONTRACT FOR THE PROVISION  
OF LEGAL SERVICES "ADVA"**

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"IFC" LLC (hereinafter the Contractor) in accordance with articles 633, 641 of the Civil code of Ukraine, announces a Public offer to conclude a contract for the provision of legal services "ADVA" (hereinafter referred to as a Public Offer) for providing legal services, the terms and conditions of which are defined in the Contract for the Provision of Legal services "ADVA" (hereinafter referred to as the Contract).

This public offer is available on the Contractor's website at: [www.adva.org.ua](http://www.adva.org.ua) (hereinafter referred to as the Website), comes into force from the date of its publication on the Website, and is valid until the date of publication of the application for revocation of the Public Offer on the Website.

The contractor, acting on the basis of articles 633, 641, 644 of the Civil Code of Ukraine, applies with this public offer and undertakes obligations to individuals and individual entrepreneurs who will accept it, to provide legal services in the manner and on the terms stipulated by the Contract.

Acceptance of the Public Offer confirms the Client's consent to conclude a Contract with the Contractor, purchase, and receive the Contractor's services.

The contract concluded on the basis of this Public Offer is considered to be concluded in writing.

The annexes to the Contract are:

Rules for the provision of legal services

"ADVA" service packages

**Director of IFC LLC**

**I. V. Bogush**



## TABLE OF CONTENT

<b>1.</b>	<b>DEFINITIONS OF THE CONTRACT.....</b>	<b>3</b>
<b>2.</b>	<b>SUBJECT OF THE CONTRACT.....</b>	<b>5</b>
<b>3.</b>	<b>THE PROCEDURE FOR CONCLUDING THE CONTRACT.....</b>	<b>5</b>
<b>4.</b>	<b>RIGHTS AND OBLIGATIONS OF THE CLIENT.....</b>	<b>6</b>
<b>5.</b>	<b>RIGHTS AND OBLIGATIONS OF THE CONTRACTOR.....</b>	<b>7</b>
<b>6.</b>	<b>PAYMENT FOR SERVICES PROCEDURE.....</b>	<b>8</b>
<b>7.</b>	<b>INTELLECTUAL PROPERTY RIGHTS.....</b>	<b>9</b>
<b>8.</b>	<b>LIABILITY OF THE PARTIES.....</b>	<b>9</b>
<b>9.</b>	<b>LIMITATION OF THE CONTRACTOR'S LIABILITY.....</b>	<b>10</b>
<b>10.</b>	<b>FORCE MAJEURE CIRCUMSTANCES.....</b>	<b>10</b>
<b>11.</b>	<b>DISPUTE RESOLUTION PROCEDURE.....</b>	<b>11</b>
<b>12.</b>	<b>CONFIDENTIALITY. PROTECTION OF PERSONAL INFORMATION. PARTICIPATION IN PROMOTIONAL EVENTS.....</b>	<b>11</b>
<b>13.</b>	<b>THE TERM OF THE CONTRACT. MAKING CHANGES AND ADDITIONS TO THE CONTRACT. TERMINATION OF THE CONTRACT.....</b>	<b>12</b>
<b>14.</b>	<b>ASSURANCES AND GUARANTIES.....</b>	<b>13</b>
<b>15.</b>	<b>BANK DETAILS OF THE CONTRACTOR.....</b>	<b>14</b>
	<b>Annex No. 1.....</b>	<b>15</b>
	<b>Annex No. 2.....</b>	<b>17</b>



## CONTRACT FOR THE PROVISION OF LEGAL SERVICES "ADVA"

### 1. DEFINITIONS OF THE CONTRACT

**The contractor** is a limited liability company "IFC" (EDRPOU code 41634922, place of registration: Pushkinskaya str., 48, 65048, Odessa).

**Specialist** is an employee of the Contractor who has the necessary qualifications and directly provides services under this Contract.

**Client** is an individual entrepreneur or a legal entity who has purchased a Package of services of the Contractor, including one who purchased a package of services when receiving a banking service from an Agent.

**Request for a Service (request)** is a Client's request to the Contractor in oral form or in the form of electronic correspondence aimed at receiving the Service in accordance with this Contract and the purchased package of services, which contains all the information necessary for the provision of the Service and is drawn up in a form that meets the requirements established by the Contractor.

**Internet** is a worldwide public access information system that is logically connected by a global address space and is based on an Internet protocol defined by international standards.

**Website** is the official communication channel of the Contractor with clients on the Internet [www.adva.org.ua](http://www.adva.org.ua).

**Contract** is this contract for the provision of legal services "ADVA" between the Client and the Contractor, under which the Client makes a payment for the right to demand from the Contractor the provision of Services included in the Package of Services purchased by the Client, and the Contractor undertakes to provide Services to the Client at his Request. The conclusion of the Contract is carried out in the manner provided for by this Contract.

**Services** are the following types of ADVA legal services provided by the Contractor: oral consultation of a lawyer; oral consultation of an accountant; a lawyer's call on behalf of the Client; preparation of a draft document; support for solving the Client's problem.

The services are provided in the following branches of law: entrepreneurship and tax law, credit relations, economic, labor, civil law; modeling the Client's entrepreneurial activity taking into account its specifics; modeling the Client's contractual relations with contractors, as well as modeling goods-money relations; changes in the legislation of Ukraine and changes in judicial practice for the consideration of economic disputes.

*The service "Oral legal consultation"* is the service provided by the Contractor to the Client in oral form, it consists in explaining the essence of the legal norms, governing relations on request, possible risks, methods of solving them in accordance with the current legislation of Ukraine.

*The service "Lawyer's call on behalf of the Client"* is the service provided by the Contractor to the Client, which results in the communication between the Specialist (lawyer) with a third party specified by the Client (subject to the communication on the telephone), regardless of the result, provided that the Specialist (lawyer) took the necessary and sufficient efforts to resolve the situation in favor of the Client. If it is impossible to conduct a conversation with a third party (the phone is disconnected, the subscriber does not answer, the third party refuses to talk to a Specialist (lawyer)), the Service is considered provided in the absence of the Contractor's fault.

*Service "Preparation of draft documents"* is service provided by the Contractor to the Client, which includes the preparation of a draft document necessary to resolve the Client's issue (application, complaint, letter, claim, etc.) and explanations regarding the further use of such a document.

*Service "Problem resolution support"* is the Contractor's legal analysis of information, providing Customer with verbal recommendations on possible solutions to problematic issues and algorithm of actions for each of the options, as well as the legal support (communication by telephone) at each stage of the negotiated procedure for the solution of problematic issues.

**A package of services** is a certain set of services provided by the Contractor to the Client on the basis of this Contract, has its own characteristics, terms of service, validity period, the price which is set by Annex. No. 2 to the Contract.

**The message** is an electronic standardized document that is sent by the Contractor to the Customer for registration and signing with the purpose of establishing the Client's identification data; implementing the Client's Acceptance of the Contractor's Public Offer to conclude a Contract by joining this Contract.

**The agent** is an individual or legal entity acting on behalf of and in the interests of the Contractor on the basis of an agency agreement concluded.

**Acceptance** is the Client's actions indicating the full, unconditional acceptance by the Client of the Contractor's Public Offer for the conclusion of the contract, which is carried out by signing and submitting to the Agent an Application for joining the Contract for the purchase of a package of services (conclusion of the Contract with the help of the Agent's services).

**The period of receipt of services** is the period during which the Client has the right to receive Services provided by the Contractor according to the selected package of services, the period which begins from the date of receipt of payment for the selected package of services under this Contract by the Contractor.



**SMS** is short message service, a technology that allows to send and receive text messages using the services of a mobile operator by using corresponding mobile (cellular) phone.

**The personal account** is a personal section, located on the Website, accessible only to the Client. Personal Account is available to the Client during the term of the Agreement and after its expiration.

If, in order to provide the Service, a Specialist needs to study specific materials (documents, other materials) related to the Client's legal situation and/or additional data is needed for a request previously specified by the Client, the Client sends these materials and data at the request of the Contractor via Personal Account.

**The Customer Service Center (CSC)** is a 24-hour communication channel accessible by phone: 0-800-75-03-54. Payment for making calls to the specified phone number is made by the Client according to the tariffs of the Client's telephone operator.

All other terms, the meaning of which is not defined by this Contract, are used in this Contract in the meanings that are defined in accordance with the regulatory legal acts of Ukraine.

## **2. SUBJECT OF THE CONTRACT**

2.1. In accordance with the procedure and under the terms of this Contract, the Contractor undertakes to provide the Client with Services according to the package of services purchased by the Client by Acceptance, and the Client undertakes to pay the Contractor for services and fulfill other obligations under this Contract.

2.2. The provision of services is carried out in accordance with the Rules for the Provision of Legal services "ADVA" (hereinafter - Rules), which are Annex No. 1 to this Contract.

2.3. The period of receipt of services is determined by the validity period of the package of services, which begins from the date of receipt of payment for the package of services under this Contract by the Contractor.

## **3. THE PROCEDURE FOR CONCLUDING THE CONTRACT**

### **3.1. The procedure for concluding a Contract using the services of an Agent:**

3.1.1. To conclude a Contract, the Client must familiarize himself with the terms of the Contract published on the Website or located in paper form at the Agent's, and accept it.

3.1.2. The Client joins the Contract after signing and submitting a Payment Order to the Agent, which contains information about the Client's joining the Contractor's offer and consent to the processing of personal data, the form of which is approved by the Contractor.

3.1.3. The purchase of a package of services confirms the Client's acceptance of the offer to conclude a contract.

## **4. RIGHTS AND OBLIGATIONS OF THE CLIENT**

### **4.1. The Client has the right to:**

4.1.1. receive proper quality services from the Contractor;

4.1.2. receive information from the Contractor about other services provided by the Contractor;

4.1.3. receive other services from the Contractor on the basis of a separate agreement concluded with the Contractor.

### **4.2. The Client undertakes to:**

4.2.1. make payment for the ordered package of services in the amount and within the terms specified by the Contract;

4.2.2. provide the Contractor with complete, reliable information necessary for the latter to identify the Client and provide him with Services under the Contract;

4.2.3. use the purchased Services of the Contractor personally;

4.2.4. not allow unauthorized persons to use the Services included in the package of services purchased by the Client;

4.2.5. not resort to the Contractor for obtaining services for legal relations in which the counteractant is a partner of the Contractor and/or the Contractor, as a result of the provision of which a "conflict of interests" may arise and/or damage may be caused to the partner of the Contractor and/or the Contractor;

at the same time, "conflict of interests" means those cases when the Contractor provides services included in the service packages, when the Contractor knows or should know that the Client's question is asked for a real situation of legal relations in which the partner of the Contractor (or the Contractor himself) and the Client, or the provision of services included in the service packages, on issues related to the representation of the Client's interests before the Contractor's partner (or the Contractor's), when the Contractor consciously knows that his partner or he himself is a party to the legal relationship (hereinafter referred to as the "conflict of interests");

4.2.6. get acquainted with the content of this Agreement, including in open access on the Internet Website;

4.2.7. not violate the requirements of the legislation of Ukraine, as well as generally accepted norms of morality when appealing to the Contractor for receiving services.

4.2.8. inform the Contractor within two working days about changes in the information provided by the Client at the conclusion of this Agreement (postal address, contact details, mobile phone number, email address, etc.) and which were specified by him when registering on the Website;

4.2.9. comply with other duties stipulated by this Agreement and the legislation of Ukraine.

## **5. RIGHTS AND OBLIGATIONS OF THE CONTRACTOR**

### **5.1. The Contractor has the right to:**

5.1.1. receive remuneration for the provision of services from the Client as an advance payment;

5.1.2. refuse to provide services to the Client (without additional warning) after the expiration of the Period for receiving services;

5.1.3. independently set the cost of services, as well as additional services provided by the Contractor;

5.1.4. make changes and additions to the terms of the agreement and its annexes;

5.1.5. store and process the information that he receives in the process of providing services to the Client;

5.1.6. keep sound recordings of telephone conversations, record oral and video consultations with the Client provided by the Contractor or the Contractor's specialists, as well as use sound and video recordings to confirm the fact of such an appeal. By joining this Agreement, the Client provides the Performer with an irrevocable written consent to the implementation of such sound and video recordings.

5.1.7. contact the Client through the Client's Personal Account on the Website, as well as using available communication channels: phone calls, SMS, mailing lists, e-mail messages, via social networks, etc.;

5.1.8. involve third parties (partners, contractors) to provide services to the Client;

5.1.9. include in the service packages related non-legal services, the provision of which is carried out by the Contractor's partners, in accordance with the rules for the provision of services defined by these partners and published in them on the sites in open access. In this case, the Client is provided with links to the partner's resources and all the necessary contact information to receive the service;

5.1.10. check the information provided by the Client, as well as the Client's compliance with the terms of this Agreement;

5.1.11. suspend the provision of services to the Client for the period of verification of the Client's compliance with the terms of the Agreement if there is a reasonable suspicion that the Client has violated the provisions of this Agreement;

5.1.12. refuse to provide services to the Client in cases where:

5.1.12.1. The Client violates the terms of this Agreement;

5.1.12.2. the receipt of services is caused by the illegal interests of the Client;

5.1.12.3. the provision of the Service will lead to a violation by the Contractor of the requirements of the current legislation of Ukraine, as well as the norms of morality accepted in society;

5.1.12.4. the provision of services violates the rights and legitimate interests of the Contractor;

5.1.12.5. the provision of services will entail a "conflict of interest" (clause 4.2.5. of the Contract).

5.2. The Contractor also has other rights provided for in this Agreement and/or the current legislation of Ukraine and/or rights that correspond to the obligations of the Client provided for in this Agreement and/or the current legislation of Ukraine.

### **5.3. The Contractor is obliged to:**

5.3.1. provide Services to the Client in a timely and high-quality manner according to the package of services purchased by the Client;

5.3.2. inform the Client about any circumstances that prevent the provision of services in accordance with the terms of this Agreement.

## **6. PAYMENT FOR SERVICES PROCEDURE**

### **6.1. The procedure for making payment for services when concluding a Contract using the services of an Agent:**

6.1.1. Payment for services under this Agreement is made by the Client in the form of advance payment in the amount of 100% of the cost of the package of services and is determined according to Annex No. 2 to the Contract.

Payment is made through the cash desk of a banking institution using the Contractor's details specified in section 15 of the Agreement. Such payment is made by transferring the amount of funds specified in the first paragraph of this clause directly to the Contractor's account by the Client.

6.1.2. If the Client misses the Deadline for receiving services for any reason, it is considered that the Contractor has provided the Services to the Client in full. The Client's failure to use the Services during the Period for receiving the services is not



a reason for using the funds that were paid by the Client to receive other services by the Contractor.

6.1.3. In case of termination of the Contract in accordance with clause 13.4. of the Contract, the Contractor is obliged to return the amount of payment for the package of services received in accordance with clause 6.3.1. Of the Contract within thirty calendar days from the date of receipt of a written request from the Client to terminate the contract.

The payment is returned to the Client's bank (card) account specified in the written request for termination of the Contract.

## **7. INTELLECTUAL PROPERTY RIGHTS**

7.1. All Contractor's intellectual property rights (including copyright and related rights, as well as the rights defined by Article 424 of the Civil Code of Ukraine) arising within the performance of this Contract and the provision of services to the Client, are reserved for the Contractor. The Client has the right to use the information and documents received by him as provided services by the Contractor exclusively for personal purposes and for his own needs.

7.2. The Client does not have the right, without the written consent of the Contractor, to place in the public domain (otherwise distribute) the results of the provision of the Contractor's services, as well as to use them for commercial purposes.

## **8. LIABILITY OF THE PARTIES**

8.1. The Client and the Contractor are responsible for violating the terms of this Agreement in accordance with the current legislation of Ukraine.

8.2. The Contractor is not responsible for the quality of the services provided if the information received from the Client is false and/or incomplete.

8.3. The Contractor does not guarantee the absolute faultlessness of the Services and does not guarantee that any information in the provided services is faultless. The Contractor shall make all reasonable efforts and take measures to prevent this. If the Client discovers mistakes or inaccuracies in the received information that occurred due to the fault of the Contractor, the Contractor will correct the mistakes made free of charge as soon as possible.

8.4. The Contractor is not responsible for direct or indirect damage caused to the Client as a result of the use or inability to use the Services or incurred as a result of mistakes, inaccuracies, defects, violation of deadlines, delays in the provision of services or data transmission and for other reasons. The Client assumes full responsibility and risks associated with the use of the services received, including responsibility for evaluating the accuracy, completeness, and usefulness of the services received.

## **9. LIMITATION OF THE CONTRACTOR'S LIABILITY**

9.1. The Contractor under no circumstances claims or provides an official interpretation of the provisions of the legislation of Ukraine and provides all services based on the accumulated experience of his or his specialist's, based on the provisions of the legislation of Ukraine, as well as the established practice of law enforcement. The Contractor's services are exclusively advisory in nature.

9.2. The Client understands and acknowledges that the discrepancy between the result of providing a particular service and the result that the Client wanted to get when applying for the corresponding service is not in itself the fact that the Contractor provided the Service of inadequate quality.

## **10. FORCE MAJEURE CIRCUMSTANCES**

10.1. The Parties are released from liability to each other for non-performance or improper performance of the terms of this Contract, if such non-performance or improper performance occurred during the period of force majeure.

10.2. Force majeure circumstances are circumstances that arose as a result of events of an extraordinary nature that could not be foreseen and which the Parties could not prevent, for example, fires, floods, storms, dust storms, earthquakes, droughts, or other natural phenomena, as well as wars, restrictions or sanctions of any states that occurred de jure or de facto, actions or refusals of any state authorities, blockades, strikes, sabotage, disorder, riots, flight delays, other actions or events, provided that these circumstances affect the fulfillment of contractual obligations by the Party and there is no fault of the Party in their occurrence preventing Parties from fulfilling their duties under this Contract.

10.3. If force majeure circumstances arise for one of the Parties under this Contract, it is obliged to inform the other party in writing about the presence of such circumstances that prevent the implementation of this Contract no later than seven days from the date of their occurrence. In case of opposite party's disagreement in attributing circumstances to force majeure, the issue of determining these circumstances as force majeure should be resolved by a specially authorized body (the Chamber of Commerce and Industry of Ukraine) by providing an act of confirmation of force majeure.

10.4. If there is no notification of force majeure, the Parties lose the right to refer to force majeure in case of non-fulfillment of their obligations under this Contract.

10.5. The deadline for the Party to fulfill its obligations under this Contract is postponed accordingly for the period during which such circumstances and their consequences were in effect.

10.6. If the force majeure circumstances last more than 14 (fourteen) days, each Party has the right to terminate this Contract unilaterally, having previously notified

the other Party at least 7 (seven) days in advance. In this case, the Parties lose the right to demand compensation from each other for possible damage.

## **11. DISPUTE RESOLUTION PROCEDURE**

11.1. All disagreements or disputes that may arise in relation to the conclusion and execution of this Contract will be resolved through negotiations. If an agreement for any reason is not reached during the pre-trial settlement (it necessarily includes, in addition to negotiations, the Client's submission of a claim in writing to the Contractor's address and consideration by the Contractor), then all disputes between the Contractor and the Client are reviewed in court in accordance with the current legislation of Ukraine.

11.2. The term for review of the Client's claim (other appeal) is 30 (thirty) calendar days from the date of receipt of the claim (other appeal) by the Contractor.

## **12. CONFIDENTIALITY. PROTECTION OF PERSONAL INFORMATION. PARTICIPATION IN PROMOTIONAL EVENTS**

12.1. The Parties undertake not to disclose confidential information that relates to this Agreement. For the purposes of this Agreement, confidential information is considered to be classified in accordance with the current legislation of Ukraine, as well as directly designated by the other Party as confidential in writing. Obligations on non-disclosure of confidential information do not apply to cases when disclosure of confidential information is required in accordance with the legislation of Ukraine.

12.2. The Client unconditionally and without restrictions provides the Contractor with consent:

- according to Article 6 of the Law of Ukraine on Personal Data Protection, to process and use his personal data for the provision of services, as well as for the purpose of providing/offering him other services not provided for in this Contract;
- according to Article 14 of the Law of Ukraine on Personal Data Protection, to transfer a partial or full right to process and use his personal data by other subjects of relations involved by the Contractor on a contractual basis in the process of servicing the Contract in other cases provided for by the legislation of Ukraine.

By accepting the Contractor's Public Offer to conclude this Contract, the Client confirms that he/she has been informed by the Contractor about his/her rights as a subject of personal data.

12.3. The Client agrees to the Contractor to send information to the phone number, email and/or postal address specified during registration on the Website, in accordance with the terms of this Contract. The Contractor is not responsible for the risks associated with sending information to the address specified by the Client.

12.4. The Client provides the Contractor with his consent to receive information and advertising materials about the Contractor's services, promotions, and events related to the Contractor's activities by sending the relevant SMS messages and messages to the Client's e-mail.

The Client agrees to the free use of the information about himself provided to the Contractor for marketing and/or any other purpose by methods that do not contradict the current legislation of Ukraine (including by transferring to third parties), in particular, to the free use of the Client's name, surname, interviews or other materials about him for advertising/marketing purposes, including the right to publish (including his name) in the media, any printed, audio and video materials, interviews with the media, as well as for transmitting information, messages (including advertising) on the territory of Ukraine during the validity of the Contract, and such use will not be reimbursed by the Contractor and/or any third party.

The provision of such consent is considered within the meaning of Articles 296, 307, 308 of the Civil Code of Ukraine, Article 8 of the Advertising Act of Ukraine.

12.5. By joining this Contract, the Client provides the Contractor with his consent to participate in any promotional event held by the Contractor and related to his activities.

12.6. More detailed information concerning section 12 of this Contract is available on the Contractor's Website in the "Privacy Policy" section.

### **13. THE TERM OF THE CONTRACT. MAKING CHANGES AND ADDITIONS TO THE CONTRACT. TERMINATION OF THE CONTRACT**

13.1. This Agreement is considered concluded between the Contractor and the Client after the Client has accepted the Contractor's Public Offer.

13.2. The parties irrevocably confirm that this Contract was concluded on the basis of the principle of "freedom of contract", defined by Articles 6, 627 of the Civil Code of Ukraine. The Parties also irrevocably confirm that the provisions of this Contract are clear to them, are reasonable and fair.

13.3. The parties agreed on the application of the following procedure for changing and/or additions to the terms of the contract:

13.3.1. Changes and/or additions to the terms of the Contract, the revision of the Contract in a new version can only be carried out by the Contractor unilaterally.

13.3.2. The Contractor publishes a list of changes and/or additions to the terms of the Contract or a new version of the Contract on the Website.

13.3.3. The changes and/or additions to the Contract or the new version of the Contract apply to all clients, including those who have concluded the Contract and

purchased the Services, but did not use them before the entry into force of the changes and/or additions to the Contract.

13.3.4. The Client assumes the risks and the obligation to independently monitor the list of changes and/or additions to the terms of the Contract or the new version of the Contract on the Contractor's Website.

13.4. The Client has the right to terminate the Contract within fourteen calendar days from the date of its conclusion.

To terminate the contract and get the refund, the Client applies to the CSC, whose responsible person sends the necessary form to the Client to fill out (<https://support.adva.org.ua/>) and explain the procedure for filling it out.

If for any reason the Client is unable to fill out the required form, he has the right to apply to the Contractor with a written request for termination of the contract and refund, a signed scan of which is sent by the Client to the Contractor's e-mail address, or send a letter to the Contractor's postal address indicating full bank details, using the Ukrainian Postal Service or other postal services.

13.5. The Contractor has the right to terminate the Contract unilaterally at any time and without explaining the reasons, provided that the funds paid by the Client for the purchased package of services are returned to the Client.

## **14. ASSURANCES AND GUARANTIES**

14.1. By signing this Contract, the Client guarantees that at the time of conclusion of this Contract:

14.1.1. the Client's legal capacity is not limited in any way and he has the full, unlimited right to conclude and fulfill this Contract and be responsible for his obligations;

14.1.2. no actions are performed against the Client by judicial authorities, state executive service institutions, private executors, law enforcement and any other institutions, services, officials, legal entities or individuals that may lead to non-fulfillment or improper fulfillment by the Client of obligations under this contract, its recognition as invalid or not concluded, in particular, if economic or arbitration court issued a decision (resolution) to recover funds from the Client in favor of a third party;

14.1.3. all the Client's documents provided to the Contractor related to this Contract were submitted in their last completed state, and as of the date of their submission are completely reliable;

14.1.4. The Client enters into this Contract, not under the influence of wrong belief, deception regarding circumstances that are of significant importance, as well as not under the influence of a difficult circumstance for him; the Client considers the terms of this Contract to be beneficial for himself; a misconception about the nature of this



Contract, the rights, and obligations of the parties is essential; a mistake regarding the motives of the Contract is not essential;

14.1.5. The Client does not intentionally misinform the Contractor about circumstances that are of significant importance; deception occurs if the party denies the existence of circumstances that may prevent the commission of the authorized person, or if it suppresses their existence;

14.1.6. The Client enters into this Contract in accordance with his present expression of will without any physical or mental pressure from the Contractor or from third parties;

14.1.7. The Client does not conclude this Contract as a result of a malicious agreement;

14.1.8. all actions that are necessary for him to conclude this Contract and fulfill his obligations under it in accordance with the current legislation of Ukraine are duly performed;

14.1.9. before signing, the Client has read all the terms of this Contract properly and in an accessible form, he understands them completely and equally with the Contractor, considers them fair, adequate, intelligent and has no objections.

## **15. BANK DETAILS OF THE CONTRACTOR**

### **LIMITED LIABILITY COMPANY "IFC"**

EDRPOU code 41634922

Postal address: Pushkinskaya str., 48, Odessa region, 65048, Odessa

#### Bank details:

IBAN UA07 320649 00000 26002052681951

in the LC Commercial Bank "PRIVATBANK", MFO 320649

**Annex No. 1****to the Contract on the provision of legal services "ADVA"****RULES****for provision of legal services "ADVA"****1. General Terms and Conditions**

1.1. These Rules for the provision of legal services "ADVA" (hereinafter - the Rules) are developed in accordance with the norms of the current legislation of Ukraine.

1.2. These Rules use the terms defined in the Contract for the Provision of Legal Services (hereinafter referred to as the Contract), to which these Rules are attached.

1.3. These Rules regulate the relations that arise between the Client and the Contractor and related to the conclusion of the contract and to the provision of services to the Client.

**2. The procedure for the provision of Services**

2.1. The services are provided by the Contractor around the clock.

2.2. To receive a certain Service from the Package of Services, the Client marks the Service that he wants to receive in his Personal Account on the Website, or contacts the Contractor's Customer Service Center (CSC) by telephone.

2.3. When a Client requests to receive a certain Service from the Package of Services using a Personal Account on the Website:

2.3.1. In the dialog box " Your problem (question)", which appears after choosing the Service, the Client briefly describes the essence of the request (question).

2.3.2. With the "Attach a file" function, the Client, if necessary and depending on the selected Service, can send the Contractor the document necessary to provide him with the selected Service.

2.3.3. After performing the described actions, the Client uses the "Contact" button to send a request to receive the selected Service to the Contractor.

2.5. When a Client applies to receive a certain Service from the Package of Services via the CSC:

2.5.1. The CSC checks the Client's compliance with the Deadline for receiving services and whether the Client has an unused right to receive the ordered Service from the purchased package of services.

2.5.2. In case of non-compliance by the Client with the Deadline for receiving services, the CSC informs the Client about this.

2.5.3. If the Client receives the Services from the purchased package of services in full for the request, the CSC informs the Client about this.

2.5.4. If the Client applies within the Period for receiving services, if the Client has a right to receive the ordered Service from the purchased package of services, the CSC offers the Client to describe his request.

2.6. If the Service requested by the Client requires a minor study of the circumstances (less than 30 minutes), the norms of current legislation and law enforcement practice, the Service is provided by the Contractor within 24 hours from the moment the Client sends the corresponding request.

2.7. If the Service requested by the Client requires a more significant study of the circumstances (up to 60 minutes), the norms of current legislation and law enforcement practice, the Service is provided within 36 hours from the moment the Client sends the corresponding request.

2.8. If the Service requested by the Client requires a more significant study of the circumstances (more than 60 minutes), the norms of current legislation and law enforcement practice, the Service is provided within 48 hours from the moment the Client sends the corresponding request.

2.9. The provision of the Service is carried out by a Specialist identified as responsible for providing the Service to the Client. Communication with the Client is carried out via the Client's Personal Account on the Website and/or by using telephone communication and/or e-mail.

2.10. The provision of the Service to the Client is confirmed by sending a notification to the Client via the Personal Account, after which the Service provided is written off according to the list of unused Services from the Package of Services purchased by the Client in the Client's Personal Account on the Website.

### **3. Control over the quality of services**

3.1. The Contractor monitors the quality of services provided by the Contractor's specialists and their compliance with the general standards for the provision of legal services.

3.2. If the Client considers the Services provided to him of low quality and/or if the provided services do not meet the general standards for the provision of legal services, the Client has the right to appeal to the Contractor with a complaint using the means of telephone communication or e-mail published on the Website.

### **4. Final provisions**

4.1. The Contractor has the right to unilaterally make changes and/or additions to these Rules at any time. Changes and/or additions to these Rules are made by the Contractor in accordance with the procedure for making changes and/or additions to the Contract.

4.2. The changes and/or additions to the Rules that have entered into force apply to all customers, including those who have concluded a contract and purchased a package of services, but did not fully use the Services from the package of services before the changes and/or additions to the Rules came into force.



## Annex No. 2

## to the Contract on the provision of legal services "ADVA"

**"ADVA" SERVICE PACKAGES**

<b>Type</b>	<b>List and number of services</b>	<b>Validity period</b>	<b>Cost (UAH)</b>
<b>ADVA Basic</b>	Oral legal advice – 2 Preparation of draft documents – 1	12 months	275.00
<b>ADVA Standard</b>	Oral legal advice – 4 Preparation of draft documents – 2 Call from a lawyer on behalf of a Client – 1	12 months	500.00
<b>ADVA Advanced</b>	Oral legal advice – 4 Preparation of draft documents – 2 Call from a lawyer on behalf of a Client – 2 Support for solving the client's problem – 1	12 months	900.00
<b>ADVA Advanced +</b>	Oral legal advice – 4 Preparation of draft documents (including the statement of claim) – 2 Call from a lawyer on behalf of a Client – 2 Support for solving the client's problem – 1	12 months	1199.00