
**PUBLIC OFFER FOR THE CONCLUSION OF A CONTRACT FOR
THE PROVISION OF LEGAL SERVICES "ADVA"**

PREAMBLE

**The procedure for concluding the Contract,
the parties to the Contract**

The document, the provisions of which are set out below, in accordance with Articles 633, 641 of the Civil Code of Ukraine is a Public Contract on the provision of legal services "ADVA" (hereinafter - the Contract).

This Contract is addressed to all individuals who wish to use the Services and have the technical ability to receive the Service.

The parties to the Contract are the Service Administrator, the Contractor and an able-bodied individual who has applied for the conclusion of the Contract (hereinafter - the Client).

The Client is acquainted with the Contract by posting its current version on the Site at: www.adva.org.ua or in the application for mobile devices.

The Contract shall enter into force on the date of its publication on the Site or in the application for mobile devices and shall be valid until the date of publication of the application for withdrawal of the Contract. This Contract may be unilaterally amended by the Service Administrator at any time.

Full and unconditional acceptance (acceptance) of the terms of this Contract is the implementation by the Client of implicit actions: registration on the Site or in the application for mobile devices, marking (ticking) of agreement with the terms of this Contract and prepayment for Services.

The annexes to the Contract are:

Rules for the provision of legal services

"ADVA" service packages



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CONTRACT FOR THE PROVISION OF LEGAL SERVICES "ADVA"

1. DEFINITIONS OF THE CONTRACT

Administrator of the Service - Limited Liability Company "ADVA Service" (USREOU code 44213033; location of the legal entity: Ukraine, 03057, Kyiv city, Hetman Vadym str., House 6, letter A, room GA6-02), which carries out the relevant program administration -hardware complex. The Service Administrator performs the following functions: filtering incoming Requests; interaction between the Client and the Contractor; settlement of disputes during the work on the Request; quality control of services provision; other functions necessary for the most efficient operation of the Service.

Contractor - a natural person-entrepreneur, self-employed lawyer or legal entity registered in accordance with the procedure established by law, who has the right to provide Services under this Contract independently or with the involvement of third parties on the basis of an agreement concluded with the Service Administrator.

Contract - an agreement between the Service Administrator, Contractor and the Client, which is concluded in the form of acceptance, by performing implicit actions: registration on the Site or in the application for mobile devices, marking (ticking) agreement with the terms of this Contract and prepayment for Services. The contract is concluded in writing on the basis of the provisions of Part 2 of Art. 642 of the Civil Code of Ukraine. Pursuant to the Contract, the Service Administrator is obliged to find a Contractor upon the Client's request to provide the Service, and the Contractor undertakes to provide the Service to the Client at his request.

Request for a Service (request) a request of the Client aimed at obtaining the Service, which contains all the necessary information for the provision of the Service.

The client is an individual who has purchased the Services.

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 message an electronic standardized document sent by the Service Administrator to the Client for registration and signing in order to: establish the Client's identification data; acceptance by the Client of the Contract.

Service is a software and hardware complex for providing a communication channel between Clients and Contractors for the purpose of providing Services on the Internet in real time (online) and the administrator of which is the Limited Liability Company "ADVA Service".

Services - ADVA services for the provision of the following types of legal services by the Contractor: package legal services; individual services.

Package legal services is a set of different types of legal services purchased as a package offer. Package legal services include: oral legal advice; a lawyer's call on behalf of the Client; preparation of draft documents; written advice; support for solving the client's problem; consulting and legal support on the registration of sole proprietor; legal audit for business; consulting and supervising inspections of regulatory authorities; consulting on current activities; solving the debt problems. The list, content, validity period and cost of package legal services is provided in Annex No. 2 to the Contract.

Individual services are one-time legal services aimed at solving Client's issues. Individual services include: initial legal consultation; legal analysis of the situation and oral consultation; legal analysis of the situation and written consultation; negotiations in the interests of the Client; preparation of a draft document; development of an action plan in the Client's situation. The validity period and the cost of individual services are provided in Annex No. 2 to the Contract.

Services are provided in the following areas: family law, labor law, social security, inheritance law, housing law, real estate transactions, the activities of associations of co-owners of apartment buildings and housing cooperatives, road traffic accidents and administrative liability, business and tax law, credit relations, criminal law, procedural law.

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.

The service "Preparation of documents drafts" is the service provided by the Contractor to the Client, as the result of which the Client receives a document draft:

an agreement, a letter, an application, a request prepared on the basis of information and documents provided to the Contractor by the Client.

"Written consultation" is the service provided to the Client by the contractor, the result of which is the Specialist's conclusion in writing on the substance of the legal norms governing relations on the request sent by the Client, as well as, if necessary, on possible risks and ways to solve the problem posed by the Client

"Preparation of draft documents" is the service provided to the Client by the Contractor, the result of which is the Specialist's opinion in writing on the substance of the legal norms governing relations on the request sent by the Client, as well as, if necessary, on possible risks and ways to solve the problem posed by the Client.

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.

"Consulting and legal support on the registration of sole proprietor" is the service provided to the Client by the Contractor orally and/or in writing, which includes information about: established by the legislation of Ukraine requirements to an individual for the state registration of a sole proprietor; the procedure for state registration of sole proprietor; the list of documents (requirements), served in the state registration authority for state registration of a sole proprietor; filling in data and submission of applications for state registration of a sole proprietor as well as the activities of the Contractor on the legal support of the Client at each stage of state registration of a sole proprietor.

"Legal audit for business" is the service provided to the Client by the Contractor on an internal comprehensive legal analysis of the business activities of the sole proprietor, individual activities, as well as specific instruments or agreements for compliance with the current legislation of Ukraine, the current economic and judicial practice with the aim of identifying potential risks to the sole proprietor as a result of the application of sanctions for failure to comply with economic and civil liabilities; failure of contractors; claims by regulatory authorities; involvement of a sole proprietor or his employees, etc.

"Consulting and support during inspections of controlling authorities" is the service provided to the Client by the Contractor, which includes informing about the proper behavior and actions of the sole proprietor and his employees during the inspection carried out by the controlling authorities; providing the Client assistance in the preparation of written responses, documents on request of the authorities considering all the relevant requirements.

"Consulting on the current activities" is the service provided to the Client by the Contractor which includes the following: explanation of the provisions of the tax,

economic, labor, civil law; preparing written responses to Client's issues; providing advice on building the business model of the Client considering its specifics; legal advice on building contractual relationships with contractors, as well as goods-money relations; providing information about changes in the legislation of Ukraine and changes in the judicial practice on commercial disputes.

"Solving the debt problem" is oral consultation of a lawyer aimed at providing the Client with advice and legal conclusions regarding possible options for repayment of the credit; telephone conversations of a lawyer with a bank/financial company in order to achieve favorable conditions for the Client; preparation of draft documents for providing them to a financial company.

"Primary legal advice" is the service provided to the Client by the Contractor orally and includes an explanation of the general legal provisions on the Client's issue and doesn't involve a precise study of the Client's documents and specifics of the Client's situation. During the consultation, the Contractor explains to the Client which information and legal services are needed for the solution of the problem. The duration of the initial legal consultation is up to 20 minutes.

"Legal analysis of the situation and oral consultation" is the service provided to the Client by the Contractor orally, which results in an explanation of all the details of the situation, analysis of the problem, of the documents and data provided by the Client, the search for legal norms and possible judicial practice regulating the Client's issues. The Specialist compares the Client's issue to the applicable law and the legal practice on similar issues and provides the Client with recommendations related to the possible solutions of the issue, makes an action plan, sets the terms, explains the details that should be considered, specifies the organizations to which the Client should apply and the documents that should be prepared.

"Legal analysis of the situation and written consultation" is the service provided to the Client by the Contractor in writing, which results in an explanation of all the details of the situation, analysis of the problem, of the documents and data provided by the Client, the search for legal norms and possible judicial practice regulating the Client's issues. The result of the consultation is provided to the Client in writing as a legal conclusion. The Specialist compares the Client's issue to the applicable law and the legal practice on similar issues and provides the Client with recommendations related to the possible solutions of the issue, makes an action plan, sets the terms, explains the details that should be considered, specifies the organizations to which the Client should apply and the documents that should be prepared.

"Negotiations in the interests of the Client" is the service provided to the Client by the Contractor, the result of which is a call of a Specialist (lawyer) to a third party specified by the Client, in which the lawyer on behalf of the Client conducts a dialogue with his opponents, using his experience and legal skills to resolve the Client's issue. 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.

"Development of an action plan in the Client's situation" is the service provided to the Client by the Contractor, the result of which is the analysis of the situation provided by the Client, the development of a strategy for working on the Client's issue, the definition of specific stages of work, explanation of their implementation to achieve the goal set by the Client.

The specialist is an employee of the Contractor or a third person engaged by the Contractor on the basis of a separate service agreement, who has the necessary qualifications and directly provides services under this Contract.

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 with clients on the Internet www.adva.org.ua

The period of receipt of services is the period during which the Client has the right to apply to the Service Administrator for the Services of the Contractor, the course of which begins from the date of receipt by the Service Administrator of payment for the selected Services under this Contract.

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 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 terms and conditions of this Agreement, the Service Administrator is obliged to find a Contractor upon the Client's request to provide the Service, and the Contractor undertakes to provide the Service to the Client at his request.

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.

3. THE PROCEDURE FOR DRAWING UP THE CONTRACT

3.1. To enter into the Contract, by using the information and telecommunication system of the Service Administrator (Site or mobile application), the Client must read the terms of the Contract and accept.

4. RIGHTS AND LIABILITIES OF THE CLIENT

4.1. The Client has the right to:

4.1.1. receive proper quality services from the Contractor;

4.1.2. notify the Service Administrator of all cases of non-provision of Services or provision of Services of improper quality.

4.2. The Client undertakes to:

4.2.1. make payment for the ordered services in the amount established by the agreement;

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

4.2.3. use the purchased Services of the Contractor personally;

4.2.4. do not allow unauthorized persons to use the Services;

4.2.5. not resort to the Service Administrator for obtaining services for legal relations in which the counteractant is a partner of the Service Administrator or Contractor and/or the Service Administrator or 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 Service Administrator or Contractor and/or the Service Administrator or Contractor;

at the same time, "conflict of interests" means those cases of providing Services when the Service Administrator knows or should know that the Client's question is asked about the actual situation of the legal relationship, the parties to which are a partner (contractor) of the Service Administrator or the Contractor and the Client, or Services related to the representation of the Client's interests before the partner (contractor) of the Service Administrator or Contractor, when the Service Administrator knowingly knows that the party (legal entity) is a partner (contractor) of the Service Administrator or Contractor (hereinafter - "conflict of interest");

4.2.6. get acquainted with the content of this Contract, including in open access on the Internet Website or in the mobile application;

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

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

5. RIGHTS AND OBLIGATIONS OF THE SERVICE ADMINISTRATOR

5.1. The Service Administrator has the right to:

5.1.1. receiving from the Client in advance payment of remuneration for the provision of Services;

5.1.2. refusal of the Client (without additional notice) to provide the Services after the expiration of the Term for receiving the Services;

5.1.3. make changes and additions to the terms of the Contract and its annexes;

5.1.4. store and process the information he receives from the Client;

5.1.5. to record audio telephone conversations, record oral and video consultations with the Client when he addresses the Contractor, when the Specialists address the Client, as well as to use audio and video recordings to confirm the fact of such a request. By joining this Contract, the Client provides the Service Administrator with irrevocable written consent to make such sound and video recording.

5.1.6. communicate with the Client through the Client's Personal Account on the Site, as well as using available communication channels: telephone calls, SMS messages, mailings, e-mails, through social networks, messengers, etc .;

5.1.7. to check the information provided by the Client, as well as the fulfillment by the Client of the terms of this Contract;

5.1.8. suspend the provision of Services to the Client for the period of verification of the Client's compliance with the terms of the Contract upon detection of reasonable suspicion of violation by the Client of the provisions of this Contract;

5.1.9. refuse to provide the Client with the Services in cases when:

5.1.9.1. The Client violates the terms of this Contract;

5.1.9.2. receipt of Services is caused by illegal interests of the Client;

5.1.9.3. provision of the Service will cause violation by the Service Administrator and the Contractor of the requirements of the current legislation of Ukraine, as well as the norms of morality accepted in the society;

5.1.9.4. the provision of Services violates the rights and legitimate interests of the Service Administrator and the Contractor;

5.1.9.5. the provision of Services will cause a "conflict of interest" (clause 4.2.5 of the Contract).

5.1.10. The Service Administrator reserves the right at any time and without explanation to refuse to provide the Services to the Client, and to return the funds paid by the Client for the purchased Services.

5.2. The Service Administrator also has other rights provided by this Contract and/or current legislation of Ukraine and/or rights that correspond to the obligations of the Client provided by this Contract and/or current legislation of Ukraine.

5.3. The Service Administrator is obliged to:

5.3.1. to involve the Contractor for the provision of Services to the Client and to transfer to him the prepayment received from the Client for the Services;

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

6. RIGHTS AND OBLIGATIONS OF THE CONTRACTOR

6.1. The Contractor has the right to:

6.1.1. transfer from the Service Administrator of the prepayment received from the Client for the provision of Services;

6.1.2. receiving from the Service Administrator and the Client the information necessary for fulfillment of their obligations under the Agreement.

6.3. The Contractor is obliged to:

6.2.1. to provide quality and timely services to the Client;

6.2.2. to pay the Service Administrator a commission in the manner and amount established by a separate agreement between the Service Administrator and the Contractor.

7. PAYMENT FOR SERVICES PROCEDURE

7.1. 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 using an information and telecommunications system on the Website or in a mobile application, or through the cash desk of a banking institution using the details of the Service Administrator specified in section 15 of the Contract.

Such payment is made by transferring the amount of funds specified in the first paragraph of this clause directly to the Service Administrator's account by the Client.

7.2. 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.

7.3. In case of termination of the Contract in accordance with clause 14.4. The Service Administrator is obliged to return the amount of payment for services received in accordance with clause 7.1 of the Agreement within thirty calendar days from the date of receipt of a written request from the Client to terminate the Agreement.

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

8. INTELLECTUAL PROPERTY RIGHTS

8.1. The Client has the right to use the information and documents received by him as a result of providing the Services by the Contractor exclusively for personal purposes and for his own needs.

8.2. 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.

9. LIABILITY OF THE PARTIES

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

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

9.3. 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.

9.4. 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.

10. LIMITATION OF THE CONTRACTOR'S LIABILITY

10.1. 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.

10.2. 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.

11. FORCE MAJEURE CIRCUMSTANCES

11.1. 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.

11.2. 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.

11.3. 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.

11.4. 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.

11.5. 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.

11.6. 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.

12. DISPUTE RESOLUTION PROCEDURE

12.1. 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 Service Administrator's address and consideration by the Service Administrator), then all disputes between the Service Administrator and the Client are reviewed in court in accordance with the current legislation of Ukraine.

12.2. 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.

13. CONFIDENTIALITY. PROTECTION OF PERSONAL INFORMATION. PARTICIPATION IN PROMOTIONAL EVENTS

13.1. 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.

13.2. The Client unconditionally and without restrictions provides the Service Administrator 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 this Agreement, the Client confirms that he/she has been informed by the Service Administrator about his/her rights as a personal data subject.

13.3. The Client agrees to the Service Administrator 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 Service Administrator is not responsible for the risks associated with sending information to the address specified by the Client.

13.4. The Client gives his consent to the Service Administrator to use the Service Administrator's information on the Client's location for his marketing purposes, provided that the Client has previously given permission to use information about his geolocation while using the Site or mobile application.

13.5. The Client provides the Service Administrator with his consent to receive information and advertising materials about the Contractor's services, promotions, and events related to the Service Administrator'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 Service Administrator 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.

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

13.7. More detailed information concerning section 13 of this Contract is available on the Contractor's Website in the "Privacy Policy" section.

14. THE TERM OF THE CONTRACT. MAKING CHANGES AND ADDITIONS TO THE CONTRACT. TERMINATION OF THE CONTRACT

14.1. This Agreement is considered concluded between the Service Administrator and the Client after the Client has accepted the Contract.

14.2. 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.

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

14.3.1. 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 Service Administrator unilaterally.

14.3.2. The Service Administrator publishes a list of changes and/or additions to the terms of the Contract or a new version of the Contract on the Website.

14.3.3. 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.

14.3.4. 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 Service Administrator's Website.

14.4. 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 Service Administrator 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.

14.5. The Service Administrator 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.

15. ASSURANCES AND GUARANTIES

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

15.1.1. 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;

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

15.1.3. 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;



15.1.4. The Client does not intentionally misinform the Service Administrator 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;

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

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

15.1.7. 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;

15.1.8. 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 Service Administrator, considers them fair, adequate, intelligent and has no objections.

16. BANK DETAILS OF THE CONTRACTOR

ADVA Service Limited Liability Company

Code of the Unified State Register of Enterprises and Organizations of Ukraine
44213033

Location of the legal entity: Ukraine, 03057, Kyiv city, street Hetman Vadim, house
6, letter A, room GA6-02

Postal address: **Pushkinskaya str., 48 - 6/5, Odessa region, 65048, Odessa**

Bank details:

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to the Contract on the provision of legal services "ADVA"**RULES
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, the Service Administrator 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 in a mobile application, 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 or in a mobile application:

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 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 Service Administrator.

2.3.4. The Service Administrator forwards the Client's Request to the Contractor, whose Specialists directly provide the Services to the Client.

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

2.4.1. 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.

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

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

2.4.4. 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, then transmits the Client's Request to the Contractor, whose Specialists directly provide the Services to the Client.

2.5. 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.

2.6. 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.

2.7. 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.

2.8. 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.

2.9. 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 Service Administrator monitors the quality of services provided by the 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 Service Administrator with a complaint using the means of telephone communication or e-mail published on the Website.



4. Final provisions

4.1. The Service Administrator 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 Service Administrator 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

Title	The list and number of services	Validity period	Cost (UAH)
OPTIMAL	Oral legal advice – 2 Written consultation of a lawyer – 1	1 month	500.00
ANTI-DEBT-COLLECTOR	Support for the settlement of debt problems (Oral legal advice; telephone negotiations of a lawyer with a bank/financial company; preparation of draft documents for the client by a lawyer) – 1	1 month	1000.00
PREMIUM	Oral legal advice – 2 Call from a lawyer on behalf of a Client – 2 Written consultation of a lawyer – 2 Support for solving the client's problem – 1	1 month	1500.00
FOR ENTREPRENEURS	Consulting and legal support on the registration of sole proprietor – 1 Legal audit for business – 1 Consulting and support during inspections of regulatory authorities – 1 Consulting on current activities – 5	1 month	3000.00

Individual ADVA services

Type	Validity period	Cost (UAH)
Initial legal consultation (up to 20 minutes)	1 year	150.00
Legal analysis of the situation and written consultation	1 year	300.00
Negotiations in the interests of the client	1 year	350.00
Legal analysis of the situation and oral consultation	1 year	400.00
Draft of a document	1 year	700.00
Action plan in the certain situation	1 year	1000.00