HOLOX – General Terms and Conditions

Terms of Service for https://www.holox.com · Version 1.0 · Effective from 17 November 2026

Introduction

These General Terms and Conditions (the "Terms") apply to the use of the website https://www.holox.com, including all of its subpages (such as the Holoverz section) and subdomains (the "Website") and to every offer made and every contract concluded through the Website between HoloX Global Holding B.V. ("HOLOX", "we", "us") and the User.

Contracts are concluded exclusively by electronic means and in the English language. HOLOX stores the order data. After conclusion of the contract, HOLOX sends the User a confirmation of the contract together with these Terms by e-mail (on a durable medium). HOLOX does not subscribe to any code of conduct. These Terms are available at https://www.holox.com/terms-page and can be downloaded and printed from there.

1. Definitions

User: any natural or legal person who uses the Website or concludes a contract with HOLOX through it.

Consumer: a User who is a natural person acting for purposes outside his or her trade, business, craft or profession.

Business Customer: a User acting in the course of his or her trade, business, craft or profession.

Contract: a distance contract concluded between HOLOX and the User through the Website.

Durable medium: any instrument (including e-mail) that enables the User to store information addressed to him or her personally in a way that allows future reference and unchanged reproduction.

Withdrawal period: the period within which the Consumer may exercise the right of withdrawal.

2. Details of the Provider

Company name: HoloX Global Holding B.V.

Statutory seat: Zaltbommel, the Netherlands

Address (also for complaints and claims): De Virieusingel 6, 5301 GB Zaltbommel, the Netherlands

Chamber of Commerce (KvK) number: 95137254

VAT (BTW) identification number: NL866503705B01

E-mail: company@holox.com

Customer service e-mail: customerservice@holox.com

Language of the contract: English

Website hosting / e-commerce platform: Shopify International Limited, 2nd Floor 1-2 Victoria Buildings, Haddington Road, Dublin 4, D04 XN32, Ireland

3. Applicability and amendments

3.1. These Terms apply to every offer by HOLOX and to every Contract. Any general terms of a Business Customer are expressly rejected and do not apply unless HOLOX has accepted them in writing.

3.2. Matters not regulated in these Terms are governed by Dutch law, in particular Book 6 and Book 7 of the Dutch Civil Code (Burgerlijk Wetboek, "DCC") and the rules on distance contracts implementing Directive 2011/83/EU. Mandatory statutory provisions apply in any event, including the mandatory consumer protection rules of the country in which a Consumer has his or her habitual residence, where applicable.

3.3. These Terms are effective from 17 November 2026 until withdrawn. HOLOX may amend these Terms (for example due to changes in legislation, shipping costs, business circumstances or the company). Amendments are published on the Website, and registered Users and previous customers are notified by e-mail. Amendments do not apply to Contracts concluded before the amendment takes effect.

4. Registration and accuracy of data

4.1. The User must provide true and accurate data when ordering or registering. HOLOX is not liable for any consequence of a User acting on behalf of another person, or with another person's data, without authorisation.

4.2. HOLOX is not liable for delays or errors in delivery caused by incorrect or incomplete data provided by the User. Incorrectly entered data can be corrected after consultation with, and clear identification of, the User.

4.3. The User must keep his or her password confidential. HOLOX is not liable for damage resulting from a lost password or from access by unauthorised persons, unless this is attributable to HOLOX.

5. Products, services and prices

5.1. Through the Website HOLOX offers holographic products both to Consumers (webshop) and to Business Customers (B2B). The products and services displayed on the Website can be ordered online only. The Website states the name, main characteristics and price of each product. Images are for illustration and may differ from the actual product.

5.2. Prices are stated in euros (EUR). Prices for Consumers include the applicable VAT. Delivery costs, if any, are shown separately before the order is placed; no separate packaging costs are charged.

5.3. Where a promotion applies, HOLOX states the promotional conditions and its exact duration.

5.4. HOLOX is not bound by an offer containing an obvious error or mistake (for example a price of EUR 0 or EUR 0.01 caused by a system error), where the User understood or reasonably should have understood that the offer contained an error. In such a case HOLOX may offer delivery at the correct price, which the User is free to refuse; any amount already paid will then be refunded in full.

6. Ordering process

6.1. The User may order with or without registering. The User selects the product(s) and quantity, places them in the shopping basket, enters the delivery and billing details and chooses the payment method.

6.2. Until the order is submitted, the User can review and correct all entered data at any time, change quantities or remove items from the basket.

6.3. By clicking the button "Order with obligation to pay" the User submits a binding order and acknowledges that this creates an obligation to pay.

6.4. HOLOX confirms receipt of the order by e-mail without delay. This automatic confirmation of receipt does not yet constitute acceptance. The Contract is concluded when HOLOX confirms acceptance of the order and its expected fulfilment by a separate e-mail. If the User does not receive the confirmation of receipt within 48 hours, the User is no longer bound by the order.

6.5. HOLOX is not responsible for a confirmation not arriving because the User provided an incorrect e-mail address or because the User's mailbox is full.

7. Payment

7.1. Available payment methods: the payment methods offered at checkout through Shopify Payments. Payments are processed through the secure systems of the respective payment service providers; HOLOX does not receive or store full card details.

7.2. A Consumer may choose to pay the full price at checkout. Under Dutch law a Consumer cannot be obliged by general terms to pay more than 50% of the price in advance.

7.3. Business Customers pay within 14 days of the invoice date, unless agreed otherwise. In case of late payment by a Business Customer, statutory commercial interest (Article 6:119a DCC) is due.

8. Delivery and passing of risk

8.1. Orders are processed on business days. The expected delivery time is stated separately on the page of each product. Unless agreed otherwise, HOLOX delivers no later than 30 days after conclusion of the Contract.

8.2. If HOLOX fails to deliver on time, the Consumer may set HOLOX a reasonable additional period. If HOLOX fails to deliver within that period, the Consumer may dissolve the Contract. The Consumer may dissolve the Contract immediately if HOLOX has refused to deliver or if timely delivery was essential.

8.3. If a product is not available, HOLOX informs the User without delay and refunds any amount paid within 14 days at the latest.

8.4. For Consumers, the risk of loss or damage passes when the product is delivered to the Consumer or to a third party designated by the Consumer (other than the carrier). If the Consumer has appointed a carrier not offered by HOLOX, the risk passes upon delivery to that carrier.

8.5. The User is requested to check the package on delivery and to report any visible damage to the carrier and to HOLOX as soon as possible. This does not affect the Consumer's statutory rights.

9. Right of withdrawal (Consumers only)

9.1. A Consumer may withdraw from a distance contract for the purchase of goods without giving any reason within 14 days. The withdrawal period begins on the day after the Consumer, or a third party designated by the Consumer (other than the carrier), receives the product. If several products ordered together are delivered separately, the period begins on the day after receipt of the last product.

9.2. If HOLOX has not informed the Consumer of the right of withdrawal, the withdrawal period ends 12 months after the end of the original 14-day period. If the information is provided within those 12 months, the period ends 14 days after the Consumer received the information.

9.3. The Consumer may exercise the right of withdrawal before the product is received.

9.4. To withdraw, the Consumer must inform HOLOX by an unequivocal statement (for example by e-mail to company@holox.com or by post), or by using the model withdrawal form attached to these Terms, or the online withdrawal function on the Website. It is sufficient to send the statement before the withdrawal period expires.

9.5. The Consumer must return the product without undue delay and no later than 14 days after notifying the withdrawal, to the address stated by HOLOX. The deadline is met if the product is sent before the 14 days have expired. The direct cost of returning the product is borne by the Consumer.

9.6. HOLOX refunds all payments received, including the cost of standard delivery, without undue delay and no later than 14 days after receiving the withdrawal notice. HOLOX may withhold the refund until it has received the product back or the Consumer has supplied proof of having sent it back, whichever is earlier. Additional costs resulting from the Consumer's choice of a delivery method other than the least expensive standard delivery offered are not refunded.

9.7. The refund is made using the same means of payment as used for the original transaction, unless the Consumer expressly agrees otherwise; the Consumer will not incur any fees as a result.

9.8. The Consumer is liable only for any diminished value of the product resulting from handling beyond what is necessary to establish its nature, characteristics and functioning.

9.9. The right of withdrawal does not apply, among others, to: products made to the Consumer's specifications or clearly personalised; sealed products which are not suitable for return for health protection or hygiene reasons once unsealed; products which after delivery are inseparably mixed with other items; sealed audio, video or software products unsealed after delivery; digital content not

supplied on a tangible medium where performance has begun with the Consumer's express prior consent and acknowledgement of losing the right of withdrawal; and services fully performed with the Consumer's express prior consent and acknowledgement of losing the right of withdrawal.

9.10. The right of withdrawal applies only to Consumers and not to Business Customers.

10. Conformity, statutory warranty and guarantees

10.1. Consumers

HOLOX guarantees that the products conform to the Contract, to the specifications stated on the Website and to the reasonable expectations of soundness and usability, and to the statutory requirements in force on the date of the Contract (Article 7:17 DCC).

- If a product does not conform to the Contract, the Consumer may at his or her choice demand repair or replacement, unless this is impossible or cannot reasonably be required of HOLOX. If repair or replacement is not possible, not carried out within a reasonable time or causes serious inconvenience, the Consumer may demand a proportionate price reduction or dissolve the Contract (unless the defect is minor).
- The Consumer must notify HOLOX of the defect within two months of discovering it. Claims become time-barred two years after such notification.
- If a defect becomes apparent within one year of delivery, it is presumed to have existed at the time of delivery, unless HOLOX proves otherwise.
- HOLOX bears the costs of repair or replacement, including the cost of taking back a replaced product.
- Any commercial guarantee given by HOLOX or the manufacturer applies in addition to, and does not limit, the Consumer's statutory rights.

The statutory rights do not cover defects resulting from normal wear and tear, improper or negligent use, use contrary to the instructions or intended purpose, or changes made by the User or a third party after delivery.

10.2. Business Customers

Business Customers must inspect the products upon delivery and notify HOLOX in writing of any visible defects within 8 days of delivery and of hidden defects within 8 days of discovery. Claims of a Business Customer become time-barred one year after delivery. HOLOX's obligations towards Business Customers are limited to repair, replacement or a credit of the purchase price, at HOLOX's option.

11. Liability

11.1. Nothing in these Terms limits or excludes HOLOX's liability for damage caused by intent or gross negligence, or the statutory rights of Consumers.

11.2. Towards Business Customers, HOLOX's liability is limited to direct damage and to the invoice value of the Contract concerned; liability for indirect or consequential damage (including loss of profit) is excluded.

11.3. HOLOX may engage third parties in performing the Contract and is liable for their conduct as for its own.

12. Complaints and dispute resolution

12.1. Complaints may be submitted by e-mail to company@holox.com or by post to the address in Section 2. Complaints should be described fully and clearly and submitted in good time after the User has discovered the problem.

12.2. HOLOX acknowledges receipt of a complaint within 5 business days and gives a substantive response within 14 days of receipt. If a complaint requires a longer processing time, HOLOX informs

the User within 14 days of the expected response date. If a complaint is rejected, HOLOX gives its reasons.

12.3. HOLOX and the User will first try to resolve any dispute amicably.

12.4. Consumers may also contact the consumer authority or the competent consumer advice body in their country of residence (for the Netherlands: ConsuWijzer, www.consuwijzer.nl). For cross-border disputes within the EU, Consumers may contact the European Consumer Centre (ECC) of their country.

12.5. Disputes are submitted to the competent court in the district of HOLOX's registered office. A Consumer may also bring proceedings before the court of his or her place of residence, and proceedings against a Consumer may only be brought before the courts of the Consumer's place of residence.

13. Intellectual property

13.1. All content of the Website, including texts, images, graphics, logos, trade names, domain names and software, is protected by intellectual property rights belonging to HOLOX or its licensors.

13.2. Without HOLOX's prior written consent, it is prohibited to copy, republish, store electronically, process, sell or otherwise exploit the content of the Website or any part of it; to adapt or reverse engineer the Website; to create user accounts or passwords fraudulently; or to use any application to modify or systematically index the Website. Quotation within the limits of the law remains permitted.

13.3. In the event of unauthorised use, HOLOX reserves the right to claim compensation for the damage suffered and the costs of establishing the infringement.

14. Privacy

HOLOX processes personal data in accordance with its Privacy Policy, available at https://www.holox.com/privacy.

15. Miscellaneous

15.1. If any provision of these Terms is invalid or unenforceable, the remaining provisions remain in full force. The invalid provision will be replaced by a valid provision that comes as close as possible to its purpose.

15.2. Failure by HOLOX to enforce a right under these Terms does not constitute a waiver of that right. A waiver is valid only if made expressly in writing.

15.3. HOLOX does not apply different general conditions of access or payment on the basis of the User's nationality, place of residence or place of establishment, in accordance with Regulation (EU) 2018/302 (Geo-blocking Regulation).

15.4. These Terms and all Contracts are governed by Dutch law. The United Nations Convention on Contracts for the International Sale of Goods (CISG) does not apply. For Consumers, this choice of law does not deprive them of the protection of the mandatory provisions of the law of their country of habitual residence.

Zaltbommel, 17 November 2026

Annex – Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

To: HoloX Global Holding B.V., De Virieusingel 6, 5301 GB Zaltbommel, the Netherlands, company@holox.com

I/We hereby give notice that I/we withdraw from my/our contract for the sale of the following goods / provision of the following service:

Ordered on / received on:

Order number:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is submitted on paper):

Date: