



SPECIAL TERMS AND CONDITIONS FOR THE "PAY AFTER RECOVERY" SERVICE



of the company **Solverae s.r.o.**, ID No.: 23933721,

with its registered office at Ve Smečkách 595/28, Nové Město, 110 00 Prague 1,

registered in the Commercial Register maintained by the Municipal Court in Prague

under file no. C 435425

(These terms and conditions supplement the General Terms and Conditions of Solverae s.r.o.)





1. OPENING PROVISION

By selecting the "Pay-After-Recovery" option and completing the order, the Client (hereinafter referred to as "**You**") enters into an additional agreement with Solverae s.r.o., ID No.: 23933721, with its registered office at Ve Smečkách 595/28, 110 00 Prague 1 (hereinafter referred to as the "**Provider**"). These terms and conditions govern, in particular, the specific payment regime for the account recovery service and also contain special rules for dispute resolution.

2. PRICE STRUCTURE

You acknowledge that this service model involves a higher total price compared to the standard prepayment model, mainly due to the higher risk assumed by the Provider. The total price is divided into two parts, as stated in your order summary:

- A. Activation Fee (Payment in Advance): A fixed administrative fee payable immediately upon submission of the order. This fee covers the costs of filing and administrative overhead. You expressly agree that **the Activation Fee is non-refundable, regardless of whether the account is successfully restored**, as it is merely a partial reimbursement of costs. **The Activation Fee is EUR 19.**
- B. Success fee (conditional payment): The remaining portion of the total price, which includes a risk premium. This amount is payable only in the event of successful account restoration. The total price corresponds to **1.3 times the price for services specified in the price list published on the Platform** at the time of placing the order in the case of advance payment.

3. DEFINITION OF SUCCESS AND PAYMENT OBLIGATION

The success fee becomes payable upon successful provision of the Service. The Service is successfully provided if:

- a. the account becomes publicly visible again, regardless of how and why this happened; and/or
- b. you receive instructions or login details (e.g., a password reset link) from the social network and/or the Provider to regain access, regardless of how and on what basis this occurred.

In order to preserve the Provider's right to the success fee, it is therefore not decisive whether the Provider proves that the account was recovered or returned precisely and/or solely on the basis of its actions.

You agree to pay the Success Fee **within five (5) days of the earlier of the events listed above under points a. and b.**





For the avoidance of doubt, the Provider informs you that it is not liable for any loss of data, access, or other consequences resulting from the blocking of your account by a social network and/or resulting from the theft of your account. The Provider shall not be liable for the decisions and procedures of social networks or for any damage caused by or in connection with the blocking or theft of an account.

4. PENALTIES FOR NON-PAYMENT

In the event of a delay in payment of the Success Fee or any of the additional fees within the meaning of Article 5 of these Terms and Conditions, you agree to the following penalties:

- Contractual penalty: Payment of **0.3%** of the amount owed for each day of delay.
- Enforcement costs: If the delay in payment of the Success Fee exceeds 14 days, you agree to pay a lump sum of **EUR 200** in addition to the amount owed and any penalties accrued to cover the costs of sending a pre-action notice. This fee does not cover the costs of any enforcement of the claim before a court or arbitrator.

5. PAYMENTS IN SPECIAL CASES

You must not misuse the Provider's services for illegal purposes or to circumvent social network rules. If it turns out that you have violated the rules of the social network, the Provider is entitled to at least half of the amount corresponding to 1.3 times the price for services specified in the price list published on the Platform at the time of sending the order in the case of payment in advance, even if the account cannot be restored or returned. If you use the Platform repeatedly after previous attempts to recover or restore your account have failed, the Provider is entitled to three-quarters of the amount corresponding to 1.3 times the price for services specified in the price list published on the Platform at the time of sending the order in the case of advance payment.

If you contact the Provider eighty (80) or more days after the block, the likelihood of recovery and returning the account is lower, and therefore, in such cases, the Provider is entitled to half of the amount corresponding to 1.3 times the price for services specified in the price list published on the Platform at the time of sending the order for advance payment (provided that the account cannot be restored or returned).

You are responsible for the accuracy and completeness of the information provided. If you provide the Provider with false or incomplete information and your account cannot be restored or returned, the Provider is entitled to half of the amount corresponding to 1.3 times the price for services specified in the price list published on the Platform at the time of sending the order in the case of payment in advance.

You shall not request the restoring of an account that has been used for illegal or unethical activities (e.g., spam, fraud, violation of the rights of others, in particular intellectual property rights), or that has otherwise





violated the terms and conditions of the social network in question. If you do so anyway, the Provider has the right to retain the price determined in the manner specified above in full, even if the account cannot be recovered (i.e., 1.3 times the price for services specified in the price list published on the Platform at the time of sending the order in the case of payment in advance).

You shall not request the return of an account that does not belong to you. If you do so anyway, the Provider has the right to retain the full amount, even if the account cannot be returned (i.e., 1.3 times the price for services specified in the price list published on the Platform at the time of sending the order in the case of advance payment).

6. GOVERNING LAW AND ARBITRATION CLAUSE

The agreement regarding the Pay-After-Recovery service, i.e. in particular regarding the rules set out above, is governed by **the laws of the Czech Republic**.

You expressly agree that all disputes arising in connection with the selection of the "Pay-After-Recovery" option will be decided with the exclusion of the jurisdiction of general courts with finality **in arbitration proceedings at the Arbitration Court attached to the Economic Chamber of the Czech Republic and the Agricultural Chamber of the Czech Republic in Prague in accordance with its Rules online by a single arbitrator appointed by the President of the Arbitration Court attached to the Economic Chamber of the Czech Republic and the Agricultural Chamber of the Czech Republic**.

This also applies to disputes concerning the validity of the contract, as well as to all non-contractual obligations related to the contract).

The parties shall choose the following email addresses for conducting the arbitration proceedings online:

Provider: info@recoveraccount.eu

Client: **the email address provided in the order form as the address associated with the blocked or stolen account.**

7. FINAL PROVISIONS

By submitting your order, you confirm that you have read these special terms and conditions, understand the pricing structure (including the non-refundable nature of the Activation Fee), and agree to be bound by them.

Any matters not covered herein shall be governed by the Provider's general Terms and Conditions.





Solverae s.r.o.

Daniel Izák, executive director

