

Monthly care of the customer's vehicle · Básico (Basic), Premium and Custodia (Storage) plans · Betta Cars · Translation: see clause 16 on language

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SUBSCRIPTION SCHEDULE

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The Subscription Schedule forms part of the Contract. Its specific terms prevail over the General Terms and Conditions, unless the latter are more favourable to the CUSTOMER.

PARTIES

Of the one part.- GESTIÓN DEL PAPELEO, S.L. (single-member company, sociedad unipersonal), tax ID (NIF) B42869537, with registered office at calle Antoni Morell nº 3, bajos B, 07350 Binissalem (Balearic Islands, Spain), registered in the Mercantile Register of Mallorca (Registro Mercantil de Mallorca), sheet PM-101496, which trades as «Betta Cars», provides the services at its workshop at calle Albert nº 36, Palma, where vehicles are inspected and handed over, has its office and postal address for notices at calle Can Savellà nº 21, Palma, and collects card payments through its own Stripe account; email: info@gestiondelpapeleo.com, telephone: +34 654 200 518 (hereinafter «GDP» or «Betta Cars»).

Of the other part.- Mr/Ms [FULL NAME], of legal age, holder of DNI/NIE/passport no. [DOCUMENT NO.], residing at [FULL ADDRESS], telephone [TELEPHONE] and email [EMAIL] [or, if a company: [COMPANY

NAME], tax ID [TAX ID], represented by [NAME] as [POSITION]] (hereinafter the «CUSTOMER»).

GDP and the CUSTOMER (together, the «Parties») acknowledge that they have the legal capacity required to enter into this subscription contract (the «Contract») and, to that end,

RECITALS

I.- GDP offers, under the name «Betta Care», a monthly vehicle-care subscription (washing, inspection, discounted workshop services and, where applicable, storage), provided at its premises in Palma.

II.- The workshop services included in the plans (labour for the oil change and discounts on labour) are provided in GDP's workshop at calle Albert nº 36, Palma, in accordance with Real Decreto 1457/1986, de 10 de enero.

III.- Before contracting (for online sign-up, on the sign-up page itself and immediately before pressing the payment button), the CUSTOMER has received from GDP information on the content of each plan, the total price including taxes per period, what is not included, the duration, the automatic renewal and how it is charged, how to cancel and, where applicable, the right of withdrawal and the model form, and has had these General Terms and Conditions available in a format that can be saved and printed.

Now, therefore, the Parties enter into this Contract in accordance with the following

CLAUSES

1.- Purpose.

GDP shall provide the CUSTOMER, in respect of the vehicle stated in the Subscription Schedule (the «VEHICLE»), with the services of the chosen plan, with the content and exclusions set out in Annex I, in return for the price stated in the Subscription Schedule.

The Custodia plan is also governed by the Vehicle Storage Contract, which the Parties will sign together with these General Terms and Conditions and which prevails as regards the safekeeping of the VEHICLE.

2.- Sign-up, entry inspection and vehicle requirements.

A request for information sent via the website, by telephone or via social media does not bind either Party. The Contract is concluded:

- a) for online sign-up at <https://bettacar.com/en/betta-care/alta/>, when the CUSTOMER, after reviewing the order summary, ticks the box accepting these General Terms and Conditions, presses the «Suscribirse y pagar» («Subscribe and pay») button and the initial payment is authorised. GDP records the evidence of acceptance in accordance with clause 15. If the payment is not authorised, there is no Contract and no charge; and

- b) in all other cases, by signing these General Terms and Conditions and the Subscription Schedule by hand, on paper, at GDP's workshop (calle Albert 36, Palma).

Before online sign-up begins, the website provides permanent, easy and free information on the steps to contract, on the fact that GDP files the electronic document of the Contract and that the CUSTOMER may request a copy at any time, on the means of identifying and correcting input errors before paying (summary screen with the «Edit» option) and on the fact that the Contract is concluded in Spanish or, if the CUSTOMER so chooses, in English, Catalan or German, and makes these General Terms and Conditions available so that the CUSTOMER can save and print them (article 27 of Ley 34/2002, de 11 de julio, de servicios de la sociedad de la información y de comercio electrónico, «LSSI»).

Once the Contract has been concluded online, GDP will send to the email address given by the CUSTOMER, immediately and in any event within twenty-four (24) hours, confirmation of the sign-up, stating the subscription number, the plan, the price including VAT, the date of the charge and the renewal day, how to cancel with the link to the cancellation page (<https://bettacar.com/en/betta-care/baja/>), information on the right of withdrawal with the form in Annex II and the link to the withdrawal page (Annex IV), a copy of these General Terms and Conditions in PDF

and, where applicable, a record that the CUSTOMER requested that the service start during the withdrawal period. The confirmation will always be sent before the service starts (article 98.7 of the Texto Refundido de la Ley General para la Defensa de los Consumidores y Usuarios, «TRLGDCU», and article 28 LSSI). For off-premises contracts, GDP will provide the copy or confirmation on paper or, if the CUSTOMER agrees, on another durable medium (article 99.2 TRLGDCU).

The details of the Subscription Schedule not collected during online sign-up (vehicle, insurance, collection address and notice channel) will be completed at the entry inspection, with the CUSTOMER's agreement.

Before providing the first service, GDP will carry out an entry inspection of the VEHICLE, free of charge, to check its condition and record any pre-existing damage with photographs. GDP may refuse the VEHICLE, stating the reason, where its condition does not allow the service to be provided safely or there is no space available in the storage area or in the schedule. If the Contract has already been concluded online and GDP does not accept the VEHICLE, or cannot offer a first appointment within FIFTEEN (15) days of the start of the service, the CUSTOMER may terminate the Contract and GDP will refund everything paid in full within no more than FOURTEEN (14) days, to the same card or payment method. For the Custodia plan, the Storage Contract and the entry record will be signed on paper when the VEHICLE is handed over at GDP's workshop (calle Albert 36, Palma).

For collections, transfers and MOT (ITV) management, the VEHICLE must be registered, have compulsory insurance in force and, except for travelling to the inspection itself, a valid ITV.

3.- Price, VAT and method of payment.

The price of each plan is stated in the Subscription Schedule. Amounts «+ VAT» are increased by Value Added Tax (IVA) at the applicable rate (currently 21 %); the amount «incl. VAT» is the final price paid by the CUSTOMER. Changes in the VAT rate will apply from their entry into force.

The price is paid in advance for each period, using the payment method chosen in the Subscription Schedule. GDP charges no surcharge for the payment method used.

Card payment on the website. The price of the first period is charged at sign-up. Subsequent periods are charged automatically to the stored card on the renewal day, at the current plan price including VAT, without the CUSTOMER having to take any further action. To this end, when contracting, the CUSTOMER authorises GDP to store his or her card details through its payment provider and to charge the periodic fees of the contracted plan to that card as transactions initiated by GDP (merchant-initiated transactions). The authorisation is limited to those fees: items not included in the plan (Annex I) are charged separately, with the CUSTOMER's consent in each case. The CUSTOMER may revoke the authorisation at any time by cancelling (clause 4), with effect for subsequent charges, and may also change card or switch to SEPA direct debit by writing to info@gestiondelpapeleo.com.

GESTIÓN DEL PAPELEO, S.L. is the company that provides the service and collects card payments, through its own Stripe account; the charge will appear on the CUSTOMER's statement as «GDP BETTA CARS» or, depending on the bank, «GESTIÓN DEL PAPELEO SL». Card payments are processed by Stripe Payments Europe, Limited (Ireland), an electronic money institution authorised and supervised by the Central Bank of Ireland. GDP does not receive or store the full card number or its security code: it only keeps a reference (token) provided by Stripe, the card brand, the last four digits and the expiry date.

At sign-up, the card-issuing bank may ask the CUSTOMER for strong customer authentication (for example, confirmation in the bank's app or with a code), in accordance with article 68 of Real Decreto-ley 19/2018, de 23 de noviembre, de servicios de pago, and Commission Delegated Regulation (EU) 2018/389. Renewal charges are made under the authorisation given at sign-up and generally do not require new authentication. If the bank requires it, the card expires or the charge is declined, GDP will notify the CUSTOMER with a link to complete the payment or update the card, and clause 11 will apply.

Alternative payment method. The CUSTOMER may choose, when contracting or later, SEPA direct debit (with a signed mandate, charged on the renewal day). With SEPA direct debit, the CUSTOMER retains the right to ask his or her bank for a refund within eight weeks of the debit (articles 48 and 49 of Real Decreto-ley 19/2018).

GDP will issue an invoice for each period and send it by email to the CUSTOMER's address, which the CUSTOMER accepts when contracting; the CUSTOMER may withdraw that acceptance and request a paper invoice free of charge.

Parts, oil, filters, consumables, the ITV station fee and other items not included in the plan are invoiced separately, at the current subscriber rate and, for workshop work, subject to a prior estimate in accordance with clause 6.

4.- Duration, renewal and cancellation.

The Contract has an initial period of ONE (1) month from the start of the service (Subscription Schedule and clause 12) and renews automatically for successive periods of ONE (1) month, unless the CUSTOMER cancels. For the Custodia plan with annual payment, the period is TWELVE (12) months. On expiry, it switches automatically to the monthly option (€85 + VAT per month), unless the CUSTOMER chooses in writing to renew for another year; GDP will remind the CUSTOMER at least THIRTY (30) days in advance.

The CUSTOMER may cancel at any time, without giving reasons and without penalty. The main method is the cancellation page <https://bettacar.com/en/betta-care/baja/>: the CUSTOMER enters his or her email address and subscription number, presses the «Cancel my subscription» button and receives, on screen and by email, an acknowledgment stating the date and time of the cancellation. Alternatively, the CUSTOMER may cancel by writing to info@gestiondelpapeleo.com (stating the subscription number or from the email address used to sign up), by post to GDP's office (calle Can Savellà 21, Palma), in writing at the premises or, if signed up by telephone, by telephone on +34 654 200 518. GDP will send confirmation of the cancellation on a durable medium (for example, email) within no more than TWENTY-FOUR (24) hours.

Cancellation notified before the renewal day takes effect at the end of the current, already paid period, during which the CUSTOMER may continue to use the services. The following period will not be renewed and nothing will be charged for it: GDP will deactivate the automatic card charge or the SEPA direct debit. If, by mistake, a period after cancellation is charged, GDP will refund it in full within no more than FOURTEEN (14) days.

Custodia plan with annual payment: the CUSTOMER may also cancel at any time. Cancellation takes effect at the end of the current month of storage and GDP will refund, within no more than FOURTEEN (14) days and by the same payment method, the proportional part of the full months not used (€70.83 + VAT per month, i.e. €850 + VAT divided by 12). Only the included transfers used in excess of the proportional share for the period used will be deducted, at the additional-transfer price (one transfer for every three months or part thereof).

GDP may terminate the Contract by giving at least THIRTY (30) days' notice, refunding, where applicable, the part of the price paid in advance corresponding to the period not provided.

5.- Provision of the services.

The services are provided by appointment, during opening hours (Monday to Friday, 10:00 to 15:00), at GDP's premises or, for the Premium plan, with collection and delivery at the address in the Subscription Schedule.

Monthly services not used by the CUSTOMER in the month do not roll over. Exception: transfers under the Custodia plan are governed by Annex I. If GDP cancels or cannot attend an appointment, the service will be rescheduled within the same month or, if that is not possible, carried over to the following month.

The CUSTOMER shall remove personal belongings and valuables from the VEHICLE before handing it over. GDP does not accept custody of items that have not been declared and accepted in writing in the collection record.

6.- Workshop services.

The oil and filter change labour included in the plan and mechanical, bodywork and paint work are carried out in GDP's workshop in accordance with Real Decreto 1457/1986, de 10 de enero. In particular,

the CUSTOMER is entitled to:

- a) a written estimate before any work not included in the plan, valid for at least twelve working days; the work will only be carried out with the CUSTOMER's signed agreement or if the CUSTOMER waives the estimate in writing, in a verifiable manner;
- b) be informed within no more than 48 hours of any hidden faults that appear, with their cost, and that they will not be repaired without the CUSTOMER's express agreement;
- c) a deposit receipt when the VEHICLE remains in the workshop;
- d) an itemised invoice (operations, parts, hours of work and amounts); and
- e) a warranty on repairs of three months or 2,000 kilometres from delivery, or that of the parts if longer. The warranty is comprehensive: it covers materials and labour, the transport required for the repair and the travel of staff if the VEHICLE cannot be moved, and lapses if the VEHICLE is tampered with or repaired by third parties. If, once the estimate has been presented or the repair completed, the CUSTOMER does not respond or does not collect the VEHICLE within three working days, GDP may charge storage fees for the excess days, at the rate displayed in the workshop.

The plan discounts apply to GDP's public labour rate in force from time to time (€90/hour + VAT, i.e. €108.90/hour including VAT) and to labour for the basic mechanical work described in Annex I and for bodywork and paint work, always with a prior written estimate (Real Decreto 1457/1986). They do not apply to parts or materials, including those for bodywork and paint, which are charged separately and without discount, unless stated otherwise.

7.- Monthly inspection with photos.

The monthly inspection is a visual check of the condition of the VEHICLE (fluid levels, tyre pressure, lights, battery, wipers and visible wear of brake pads and tyres) with a report and photographs. It is for information only: it is not a technical inspection or fault diagnosis and does not replace the ITV or the manufacturer's maintenance. If GDP detects an anomaly, it will inform the CUSTOMER, who will decide whether to have it repaired.

8.- Collections, transfers and ITV management.

The CUSTOMER authorises GDP's staff to drive the VEHICLE solely to provide the contracted services (collection and delivery, transfers and attending the ITV), over the necessary route and for no other use. Each collection and delivery will be documented in a record stating the date, time, mileage, fuel level and photographs (Annex III).

The CUSTOMER declares that the VEHICLE's insurance is in force and states in the Subscription Schedule whether it allows occasional drivers. If the policy restricts drivers, GDP will not drive the VEHICLE until the CUSTOMER confirms in writing that the insurer accepts it.

GDP is liable for damage it causes to or with the VEHICLE while driving it or holding it in its custody, except in cases of force majeure. GDP has taken out civil liability insurance for its activity. If the claim is paid by the CUSTOMER's insurer, GDP will bear the excess and the proven loss of no-claims bonus.

Fines and penalties for offences committed while GDP's staff are driving the VEHICLE are borne by GDP. GDP will provide the CUSTOMER with the driver's details, including licence number, so that the CUSTOMER can identify the driver to the authorities in accordance with article 11.1.a) of Real Decreto Legislativo 6/2015.

The ITV station fee is payable by the CUSTOMER; if GDP advances it, it will pass on the exact amount, with the receipt in the CUSTOMER's name. If the inspection is unfavourable, GDP will inform the CUSTOMER and return the VEHICLE without carrying out any repair without an accepted estimate.

9.- Liability.

GDP is liable for damage to and loss of the VEHICLE while it is in its custody, unless due to force majeure or an inherent defect of the VEHICLE. It is not liable for wear or faults unrelated to its actions or for

pre-existing damage recorded in the entry inspection or collection record.

The CUSTOMER may record in the delivery record any damage observed. The CUSTOMER is advised to report any damage discovered later as soon as possible, with photographs, to facilitate verification.

10.- Changes to the terms.

GDP may only change the price or content of the plans because of a proven increase in its costs (parts, consumables, wages or insurance) or a change in the law (articles 85.3 and 85.10 TRLGDCU). It will notify the CUSTOMER by email or in writing at least THIRTY (30) calendar days before the change applies, stating the new price including VAT or the change in content, the reason, the date of the first charge affected and the right to cancel and how to do so (at <https://bettacar.com/en/betta-care/baja/> or by writing to info@gestiondelpapeleo.com).

The new price will apply only from the first renewal day after that notice period and never to periods already paid (for the annual Custodia plan, it does not affect the current year). If the CUSTOMER does not accept the change, he or she may cancel at any time before it applies, at no cost or penalty, and will not be charged any amount at the new price. If the CUSTOMER does not cancel, the next automatic charge will be made at the new price. Price reductions will apply without notice. Changes in the VAT rate are not a change made by GDP and are governed by clause 3.

11.- Non-payment.

If the card charge is declined or a payment is unpaid, the payment provider will retry the charge up to THREE (3) times within the following SEVEN (7) days, and GDP will notify the CUSTOMER by email after each failed attempt, with a link to pay or update the card. These failed-payment emails are sent by Stripe on behalf of Gestión del Papeleo, S.L. (Betta Cars). If all attempts fail, the subscription will be suspended and GDP will not provide the services until the amount owed is paid. If the CUSTOMER does not pay within THIRTY (30) days of the suspension, GDP may terminate the Contract after notice by email. Overdue amounts will accrue statutory interest (interés legal del dinero).

12.- Right of withdrawal (online sign-up and other distance or off-premises contracts).

If the CUSTOMER is a consumer and the Contract is concluded online on GDP's website or by another distance means (for example, by email or by telephone) or off GDP's premises (for example, at the CUSTOMER's home on the occasion of a collection), the CUSTOMER may withdraw from the Contract within FOURTEEN (14) calendar days from the day it is concluded (for online sign-up, the day of sign-up and the initial payment), without giving any reason and without any cost other than as provided in this clause (articles 102 and 104.a) TRLGDCU).

To withdraw, it is sufficient for the CUSTOMER to send GDP, before the period expires, an unequivocal statement of the decision: the CUSTOMER may use the form in Annex II or any other statement, sent to info@gestiondelpapeleo.com, by post to GDP's office (calle Can Savellà 21, Palma) or, if signed up online, with the «Withdraw from contract» button on the page <https://bettacar.com/en/betta-care/desistir/>, linked from the sign-up confirmation email (Annex IV). The date on which the statement is sent is what counts. GDP will acknowledge receipt of the withdrawal without delay on a durable medium (article 106 TRLGDCU).

GDP will refund all payments received from the CUSTOMER without undue delay and in any event within FOURTEEN (14) calendar days of being informed of the withdrawal, to the same card (or by the same payment method) used by the CUSTOMER, unless the CUSTOMER expressly agrees otherwise, and at no cost to the CUSTOMER. Withdrawal also ends the card-charge authorisation and the SEPA mandate (article 107.1 TRLGDCU).

Start of the service during the withdrawal period. The CUSTOMER may expressly request that the services begin before the withdrawal period ends, by ticking the corresponding box, which is not pre-ticked and is optional, on the sign-up page (for off-premises contracts, on paper or another durable

medium). In doing so, the CUSTOMER acknowledges that, if he or she later withdraws, he or she must pay an amount proportionate to the part of the service already provided up to the time the withdrawal is communicated, and that the right of withdrawal would be lost if the Contract had been fully performed (articles 98.8, 99.3 and 103.a) TRLGDCU).

That proportionate amount is calculated on the price including VAT of the current period, pro rata to the calendar days elapsed from the start of the service up to and including the day on which the CUSTOMER communicates the withdrawal (period price ÷ days in the period × days elapsed); for the annual Custodia plan, on the basis of 1/365 of the annual price per day. GDP will deduct it from the refund and inform the CUSTOMER of the calculation (article 108.4 TRLGDCU).

If the CUSTOMER does not tick the box, the service will start on the day after the withdrawal period ends and the initial period and renewal day will be counted from that date, so that no paid days of service are lost. In no case will the CUSTOMER pay for services provided during the withdrawal period if he or she did not expressly request it or if GDP did not inform him or her of the right of withdrawal (article 108.5 TRLGDCU).

If the Contract is signed with both Parties simultaneously present at GDP's premises, there is no right of withdrawal, without prejudice to cancellation under clause 4. A CUSTOMER who is not a consumer has no right of withdrawal.

13.- Data protection.

Controller: GESTIÓN DEL PAPELEO, S.L. (single-member company), NIF B42869537, calle Antoni Morell 3, bajos B, 07350 Binissalem (Balearic Islands). Purpose: managing the subscription, appointments, collections, reports with photographs of the VEHICLE, invoicing and payment collection, keeping evidence of electronic contracting (clause 15) and complying with legal obligations. Legal basis: performance of the Contract, compliance with legal obligations (accounting and tax) and, for the evidence, GDP's legitimate interest in being able to prove the contract. Photographs are limited to the VEHICLE; they will not be used in advertising or on social media without express consent and, where applicable, with the registration plate hidden.

The legal basis for keeping the card reference (token) for periodic charges is also the performance of the Contract, while it is in force. Recipients: banks and payment institutions, in particular Stripe Payments Europe, Limited, which processes payment data as GDP's processor and, for its own legal and fraud-prevention obligations, as controller, with possible international transfers covered by GDPR safeguards; GDP's insurer in the event of a claim; public authorities where required by law; and GDP's service providers (email, messaging, storage and web hosting), under processing agreements. Retention: for the duration of the Contract and, thereafter, blocked for the statutory periods (generally six years for accounting records). Photographs and messages are deleted from the sending device once filed in the CUSTOMER's record. Rights: access, rectification, erasure, objection, restriction and portability at info@gestiondelpapeleo.com and complaint to the Spanish Data Protection Agency, AEPD (www.aepd.es). More information at bettacars.es/privacidad.

14.- Communications and complaints.

Communications to the CUSTOMER shall be made in writing to his or her address or to the email addresses in the Subscription Schedule; communications to GDP shall be sent to its office and postal address (calle Can Savellà 21, Palma) or to info@gestiondelpapeleo.com. The CUSTOMER may submit complaints by post to GDP's office (calle Can Savellà 21, Palma), by telephone on +34 654 200 518 or at info@gestiondelpapeleo.com, and official complaint forms (hojas de reclamación) are available at GDP's premises. GDP will give the CUSTOMER a reference code and a receipt on a durable medium and will reply within no more than FIFTEEN (15) days of submission. If the complaint is not resolved, GDP will inform the CUSTOMER of a competent alternative dispute resolution body and whether it will take part in the procedure.

15.- Electronic contracting and evidence.

For online sign-up, the CUSTOMER accepts the Contract electronically by ticking the acceptance box and pressing the «Suscribirse y pagar» («Subscribe and pay») button (clause 2). Consent given electronically is valid and the Contract takes full effect (article 23 LSSI).

GDP keeps an evidence record of each online sign-up: IP address, date and time, the version of these General Terms and Conditions accepted and its digital fingerprint (hash), the boxes ticked, the Stripe payment reference and the confirmation email sent. It is kept for the term of the Contract and, thereafter, for the limitation period of the actions arising from it, and will be made available to the CUSTOMER on request or in the event of a dispute. This evidence does not alter the burden of proof placed on GDP by law in consumer contracts.

Documents signed in person (the Storage Contract, the entry record, the collection and delivery records and, where applicable, the Subscription Schedule completed at the entry inspection) are signed on paper at GDP's workshop (calle Albert 36, Palma) or, for home collections and deliveries, at the place of collection or delivery. The CUSTOMER receives a copy.

GDP files the electronic document of the Contract. The CUSTOMER receives a PDF copy by email together with the sign-up confirmation and may request another copy, also on paper, free of charge.

The Contract is concluded in Spanish or, if the CUSTOMER so chooses, in English, Catalan or German, in accordance with clause 16.

The Parties recognise that the Contract concluded electronically has the same validity and effect as one concluded in writing, and that the electronic medium has value as documentary evidence (articles 23 to 28 LSSI).

16.- General terms and conditions, governing law, jurisdiction and language.

The CUSTOMER declares that GDP has informed him or her of the existence of these General Terms and Conditions, that he or she has received or had available a copy sufficiently in advance, in a format that can be saved and printed, and that he or she accepts them by signing or, for online sign-up, by ticking the acceptance box before payment (articles 5 and 7 of Ley 7/1998, de 13 de abril, sobre Condiciones Generales de la Contratación, and articles 23 and 27.4 LSSI). GDP will keep a record of the version accepted and of the date and time. The invalidity of any clause shall not affect the remaining clauses.

The Contract is governed by Spanish law and, if the CUSTOMER is a consumer, by the Texto Refundido de la Ley General para la Defensa de los Consumidores y Usuarios. The Parties do not agree on any particular jurisdiction: the competent court shall be that determined under the Ley de Enjuiciamiento Civil, without this depriving the consumer CUSTOMER of the courts of his or her domicile.

The Contract is concluded electronically for online sign-up or, in other cases, by handwritten signature, in accordance with clause 15.

Language. This English version is a translation of the Spanish version. GDP offers these General Terms and Conditions in Spanish, English, Catalan and German. In the event of any discrepancy between versions, the Spanish version shall prevail; however, a consumer CUSTOMER may always rely on the version in the language in which he or she accepted the Contract, and any doubts of interpretation shall be resolved in the CUSTOMER's favour (article 6.2 of Ley 7/1998).

In witness whereof, the Parties sign this Contract in duplicate, at the place and on the date stated at the beginning or, in the case of online sign-up, the CUSTOMER accepts it electronically in accordance with clause 2.

GDP (BETTA CARS) · GESTIÓN DEL PAPELEO, S.L. · Daniel González Cardona — THE CUSTOMER · [FULL NAME / COMPANY NAME]

ANNEX I · CONTENT OF THE PLANS

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ANNEX II · MODEL WITHDRAWAL FORM

(Complete and return this form only if the Contract was concluded online, at a distance or off-premises and you wish to withdraw from it. You may also withdraw with the «Withdraw from contract» button on the page <https://bettacar.com/en/betta-care/desistir/> (Annex IV) or by any other unequivocal statement.)

To GESTIÓN DEL PAPELEO, S.L. (Betta Cars), calle Can Savellà 21, Palma (Spain) · info@gestiondelpapeleo.com:

I hereby give notice that I withdraw from my contract for the provision of the following service: Betta Care subscription, plan [PLAN], vehicle [REGISTRATION], subscription or order no. [NO., if known].

Ordered on: [DATE] · Name of consumer: [NAME] · Address of consumer: [ADDRESS] · Signature of consumer (only if this form is notified on paper) · Date: [DATE]

ANNEX III · VEHICLE COLLECTION AND DELIVERY RECORD

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Signature GDP (Betta Cars) — Signature THE CUSTOMER

ANNEX IV · ONLINE WITHDRAWAL FUNCTION

If the CUSTOMER signed up online, he or she may also withdraw using the following function, available continuously and visibly throughout the withdrawal period, without prejudice to the other means in clause 12 (article 11a of Directive 2011/83/EU, inserted by Directive (EU) 2023/2673, and article 106.3

TRLGDCU).

- Where it is: on the page <https://bettacar.com/en/betta-care/desistir/>, linked from the sign-up confirmation email. No account or password is needed: the CUSTOMER identifies himself or herself in a form with his or her email address and subscription number. If the details do not match any subscription, the page says so and reminds the CUSTOMER that he or she can also withdraw by writing to info@gestiondelpapeleo.com.
- Button: «Withdraw from contract», next to the identification form.
- Confirmation page (title «Withdraw from your Betta Care subscription»): «You are about to withdraw from your Betta Care [PLAN] subscription, no. [SUBSCRIPTION NO.], taken out on [DATE]. We will refund what you paid to the same card within 14 days at the latest [less the proportional part of the service already provided, because you asked us to start early]. We will send the acknowledgment to [EMAIL]; you can change it here: [EMAIL FIELD].» Button: «Confirm withdrawal». Secondary link: «Go back without withdrawing». The details are completed from the email address and subscription number entered; the CUSTOMER can only correct the email for the acknowledgment.
- On-screen message after confirming: «We received your withdrawal on [DATE] at [TIME]. We have sent the acknowledgment to [EMAIL]. You will not be charged for any renewal.»
- Acknowledgment email (sent without delay). Subject: «We have received your withdrawal · Betta Care no. [SUBSCRIPTION NO.]». Text: «Hello [NAME], on [DATE] at [TIME] we received your withdrawal from the Betta Care [PLAN] subscription, no. [SUBSCRIPTION NO.], taken out on [DATE]. Content of your statement: "I withdraw from Betta Care subscription contract no. [NO.]". We have cancelled future charges to your card. We will refund €[AMOUNT] to your card ending in [XXXX] by [DATE = receipt + 14 days] [amount paid less €[AMOUNT] for the proportional part of the service provided from [DATE] to [DATE], under clause 12]. If your vehicle is at our premises, we will propose a date to return it. Gestión del Papeleo, S.L. (Betta Cars) · NIF B42869537 · info@gestiondelpapeleo.com · +34 654 200 518.»
- Record: GDP keeps the date and time of the statement and of the acknowledgment as part of the evidence record (clause 15).