

Appendix G: Matas Drop Shipping Agreement

1. Scope

The following document outlines all Matas Drop Ship Terms for all supplier agreements and is considered "Appendix G." referred to in part 1 of Matas Group Supplier Agreement.

In this agreement, drop shipping means goods that are offered for sale via Matas' webshops, but where the goods are stored by the supplier and sent directly to the end customer from the supplier. In this connection, Matas orders sold goods from the Supplier, who sells and transfers ownership to Matas, and then, as instructed by Matas, delivers ordered goods directly to the respective end customer in accordance with Part 4: DROP SHIPPING LOGISTICS below.

2. Return policy

The end customer has the right to cancel the purchase within 30 days of receiving the goods. The end customer does not need to state a reason for returning the purchased goods and can within this period demand repayment of the purchase price.

End customers exercise their right of withdrawal against the supplier himself. In order to comply with the cancellation period, it is sufficient for the end customer to send a notice of cancellation before the cancellation period has expired.

If the Cancellation is sent in time, the corresponding goods can therefore still be returned to the Supplier after the expiry of the cancellation period. The mere return of a product from the end customer to Matas or to the supplier must also be considered a cancellation of the sale.

The costs of shipping returned goods from the end customer to the supplier must always be paid by the supplier. The supplier must offer the end customer a simple way to return the goods to the supplier with a return label included in the package upon shipment.

The supplier must receive the returned products, inspect them and - to the extent that they are still suitable for sale - store them. No later than two working days after the supplier's receipt of a returned product, the supplier must report the result of this inspection to Matas via the Drop shipping interface.

The supplier undertakes to reimburse Matas' purchase price for any returned goods.

The risk of loss of or damage to returned goods during transport from the end customer to the supplier lies with the supplier.

3. Customer Service

Matas is the primary contact for end customers, also with regard to the products delivered (or to be delivered) by the supplier. Only in exceptional cases can the supplier, at the request of Matas, contact end customers directly to deal with the respective case.

If Matas' customer service is unable to resolve an end customer's inquiry regarding a product or the ordering process, Matas' customer service will clarify the problem with the supplier and then inform the end customer

accordingly. The supplier must respond to Matas customer service's requests directly to Matas' customer service via e-mail or telephone no later than 24 hours after Matas' inquiry (on working days).

For telephone inquiries, the Supplier's contact person will be available Monday to Friday from 09:00 to 21:00 and weekends from 10:00 to 15:00 (CET/CEST).

Matas' customer service will inform end customers about goods according to their own knowledge and information provided by the supplier. If the Supplier has provided Matas with inaccurate or misleading information, and Matas accordingly provides inaccurate or misleading information to the End Customers, the Supplier shall indemnify Matas against any claims by the End Customers or other third parties (including reasonable costs of legal defense against such claims).

4. Drop Shipping Logistics

4.1 Inventory

The supplier undertakes to maintain a stock of goods, in accordance with the information entered via Matas' goods registration and Drop shipping interface (Dropship.matas.dk), corresponding to 30 days of expected sales.

4.2 Processing of orders

When selling goods, Matas sends a corresponding product order to the Supplier via the Drop shipping interface. If the Supplier accepts the order, or receipt of the notification is confirmed, a corresponding individual purchase agreement is entered into between the Supplier and Matas for the ordered item(s). The specific purchase price to be paid by Matas under these individual purchase agreements is calculated in accordance with the agreed upon list price.

There is no minimum order value for orders.

Specification of packaging

- Goods must be packed in packaging in such a way that these are not damaged during delivery.
- Neutral cardboard packaging without prominent branding with the supplier's and/or third party's brand must be used.
- Packages must be reusable for return (preferably with adhesive tape).
- Physical return documents and address labels must be included in the packages.
- Packages must not contain advertising material (e.g. flyers, newsletters, promotional vouchers) from the Supplier and/or third parties, unless a prior agreement is made with Matas.

4.3 Delivery of ordered goods

The supplier themselves will make arrangements with couriers for the delivery of goods to the end user.

The supplier or courier must offer the end user a Track & Trace solution that can show where the package is and when delivery can be expected.

If the supplier receives an order via the Drop shipping interface on a weekday (Monday to Friday with the exception of public holidays) no later than 14.00, the supplier undertakes to deliver the corresponding package to the courier on the same day.

If the Supplier receives an order via the drop shipping Interface on a weekday after 14.00 or on a day that is not a working day, the supplier undertakes to deliver the corresponding package to the courier on the next working day.

Matas can demand a lump sum of DKK 200.00 from the supplier for each package that is not delivered to the courier on time in accordance with the above. The penalty does not apply if the supplier can prove that neither the supplier himself nor the courier ordered by the supplier is responsible for the delay.

The supplier undertakes to carry out delivery (or a first delivery attempt) of the package to the end customer no later than the third calendar day after receiving the corresponding order via the Drop shipping Interface.

Shipping costs must be paid by the supplier.

In the case of cross-border deliveries, the supplier must handle the necessary customs procedures and bear all costs associated with this.

The risk of loss and/or damage to goods during transport is covered by the supplier. If such loss or damage necessitates a new delivery of the item(s), the supplier must make a new delivery at its own expense. Any claims that may arise against the courier and/or any transport insurance taken out by the Supplier must be asserted by the Supplier himself.

If the supplier cancels more than 2% of the orders sent by Matas via the Drop shipping interface during a calendar year, Matas may demand a contractual penalty from the supplier of 10% of Matas' cumulative net purchase price. The penalty does not apply if the supplier can prove that neither the supplier himself nor the courier ordered by the supplier is responsible for the cancellation percentage being higher than the 2%.

4.4 Supervision / Inspection

Matas may (but not more than twice in a calendar year) upon prior written notice and within normal business hours, inspect the Supplier's warehouse(s), shipping department(s) and shipping processes used by the Supplier in connection with this agreement.

Matas' inspections thereof are limited to the actions necessary to verify the Supplier's compliance with the obligations under this Drop Ship Agreement and that of the Standard Agreement and Appendix. The supplier is obliged to provide Matas with any information necessary to carry out such investigations and to provide necessary support for this supervision/supervision.

Each party bears its own costs in connection with these supervisions/Inspections.

Change Log

- **23.04.2024** – 4.1: 60 days expected sales > 30 days expected sales.