

**THE CUSTOMER AGREEMENT No. A-006/21**  
**for the provision of consultation services**

....., **Limassol**

**"Ridge Allied" Corporation LTD** as being represented by its Managing Director, Dr. Ioannis Ioannou, acting on behalf of the Company, hereinafter referred to as the "**Contractor**", on the one hand, and ..... (Name of Customer), being resident of Cyprus, (Name of Country) and having her identity no 05-00686027, hereinafter referred to as the "**Customer**", on the other hand, hereinafter collectively referred to as the "**Parties**", and individually the "**Party**", have entered into this Agreement (hereinafter referred to as the "Agreement") as follows:

**1. The Subject of the Agreement**

- 1.1. The Customer instructs, and the Contractor assumes the obligation to provide consulting services as referred below in this Agreement, hereinafter referred to as the "**Services**", as well as following the Appendix to the Agreement, which is its integral part. The essence of the service includes the effort from the part of the Contractor to attend the issuing of Cypriot passport as per Cyprus legislative directives in proper time.
- 1.2. Services provided directly by the Contractor, without the involvement of third parties.
- 1.3. The Contractor provides services according to the Customer's instructions, which must be lawful, feasible, and specific. The Contractor has the right to deviate from the instructions of the Customer if, due to the circumstances of the case, this is necessary for the interests of the Customer.

**2. Obligations of the Contractor**

- 2.1. To inform the Customer based on requests sent by e-mail, information about the progress of the execution of the terms of the Agreement which include information in respect of the customer's application to CIVIL REGSITRY AND MIGRATION DEPARTMENT in Cyprus and MINISTRY OF INTERIOR for the issuing of the customer's passport.
- 2.2. To provide information in respect of the customer's application in due course and mediate for the speeding issuing of the passport if required.
- 2.3. The Contractor undertakes to ensure the confidentiality of information received from the Customer in connection with the fulfillment of the terms of the Agreement.
- 2.4. Honestly, reasonably, and conscientiously defend the rights and legitimate interests of the Customer. Use all means and methods not prohibited by the legislation of Cyprus to protect the rights and legitimate interests of the Customer.
- 2.5. The Contractor is not responsible for the consequences associated with the intentional or unintentional provision by the Customer's application whether is containing inaccurate or irrelevant information.
- 2.6. In case of late payment by the Customer for the Contractor's Services, the Contractor has the right to suspend the provision of services until the Customer has settled with the Contractor in full, and, accordingly, the terms for the provision of the Services will change to later ones in proportion to the delay in payment for the Services.

2.7. The Contractor shall not be liable in the event of a refusal by state authorities to accept the related service, referring to the impossibility of providing services, due to the lack of the Customer's right or proper documentation necessary for this service.

### **3. Obligations of the Customer**

3.1. Issue to the Contractor a power of attorney whenever requested by the Contractor according to the service specified by him, drawn up in accordance with the requirements of the legislation, confirming the authority of the Contractor before third parties to perform actions within the framework of the provision of the Services or sign an agreement to transfer authority to the Contractor to initiate cases on his behalf.

3.2. Timely pay for the services of the Contractor, state fees, travel, and other additional costs might be arising in the process of providing services.

3.3. Provide, at the request of the Contractor, all supporting evidence and information necessary for the Contractor to prepare the “**Request Report**” addressed to Ministry of Interior to facilitate the speeding process for the issuing the passport.

3.4. The Contractor is binding not to transfer the information received from the Customer related to the provision of the Services to third parties and not to use it in any other way that could lead to damage to the interests of the Customer.

3.5. During the period of the provision of the Services, do not take any actions (personally or through intermediaries) related to the provision of the Services, without the consent of the Contractor.

### **4. Procedure and terms of payment**

4.1. The cost of the Services and the payment procedure indicated in the relevant Appendices to this Agreement (in the Invoice). Payment is due for the time actually spent by the Contractor's specialists, reflected in the relevant reports. The amounts specified in clause 3.2. The Parties agree upon the contracts and the procedure for their payment by signing additional agreements or annexes (Invoice).

4.2. The Customer's obligation to pay for the Services is considered fulfilled from the moment the funds are received on the settlement account (paid to the cashier's office) of the Contractor in the amount to be paid.

4.3. In case of early termination of relations or termination of the contract, the Customer pays for the services actually rendered by the Contractor in accordance with the report on the services rendered.

### **5. Order of delivery and acceptance of services**

5.1. Within 5 (five) working days from the date of the provision of the Services, the Contractor shall submit the Certificate of acceptance of the Services (hereinafter - the "Agreement", in two copies, signed on his part.

5.2. The customer, within 3 (three) days after receiving the “Agreement”, is obliged to accept the services by signing and sending one copy of it to the Contractor, or to the contractor, written motivated objections.

5.3. If the Contractor does not receive the signed Agreement, or a reasoned objection from the Customer in time, the Contractor in clause 5.2. Contracts, services rendered services by the proper performer and accepted in full, the act signed by the Customer.

## **6. Confidentiality**

6.1. The parties agreed that the terms of this Agreement are confidential. Cyprus. Such agreement can carried out by exchanging letters, documents by fax and/or by e-mail.

6.2. Each Party undertakes to protect confidential information provided to it by the other Party to the Agreement from disclosure by third parties, its publication, or disclosure in any other way during the term of this Agreement and for five years after its termination.

6.3. Disclosure of confidential information to third parties, its publication in any other way during the term of the Agreement and for years after its termination carried out by the party that owns such information, regardless of the grounds for termination of the Agreement.

6.4. A party that has received confidential information from another party is responsible for disclosing such information or part of it if the receiving Party before it knew this information or part of it received from the other party or a well-known party that received said information or part of it.

## **7. Responsibility**

7.1. In case of non-fulfillment or improper fulfillment by the Parties of their obligations under the Agreement, the Parties shall be liable in accordance with the current legislation, as well as the terms of the Agreement.

7.2. The Contractor does not imply specific guarantees, expressed or specifically indicated services in the Appendix to the Agreement (Invoice). However, the Contractor must act in trust and honestly manner to fulfill its obligation towards the Customer.

7.3. The Contractor is liable to the Customer for stopping the referred procedure for any reason without having notifying the Customer of its intention and accept Customer's approval.

7.4. In case of delay in payment for the Services, including the amounts specified in clause 3.2. Of the Agreement, the Contractor has the right to demand, the Customer is obliged to pay a penalty in the amount of 1% (one percent) of the overdue amount for each day of delay.

## **8. Term of the Agreement**

8.1. This Agreement enters into force from the moment of its signing and is valid until the Parties fully fulfill their obligations, namely: the end of the actual provision by the Contractor of the Services provided for by the relevant Appendices to the Agreement and confirmed by the presence of the Act signed by the Parties and the fulfillment of obligations to fully pay for the Services by the Customer.

8.2. The contract can terminated at the initiative of the Customer. At the same time, the Customer must notify the Contractor in writing about this one month before the expected date of termination of this Agreement and pay for the Services actually provided by the Contractor at the time of termination of this Agreement, as well as costs actually incurred by the Contractor in the process of rendering the Services, including the costs specified in clause 3.2. of the contract.

8.3. The unilateral refusal of the Contractor to fulfill the obligations assumed allowed only if the Customer violates his obligations.

8.4. The parties acknowledge the exchange of messages by e-mail as an appropriate mode of transmission of information and documentation.

**9. Dispute Resolution**

9.1. All disputes and disagreements arising from this Agreement, the Parties will resolve through negotiations.

9.2. If it is impossible to settle disputes and disagreements through negotiations, the Parties establish a mandatory pre-trial procedure for resolving disputes. This procedure provides for the mandatory presentation of written claims.

9.3. After the Party's refusal to satisfy the written claim of the other Party or if the Party does not receive a response to the claim from the other Party within 10 calendar days, the dispute is subject to consideration in Cyprus Arbitration Court.

**10. Force majeure**

10.1. The Parties are exempt from liability for non-fulfillment or improper fulfillment of obligations under the Agreement in the event of insurmountable obstacles, which understood as natural disasters, riots, prohibitive actions of the authorities, and other force majeure circumstances.

**11. Addresses and details of the Parties**

**Customer:** ..... **Contractor: RIDGE ALLIED CORPORATION LTD**

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Witnesses: .....

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