

Distance Service Sales Agreement

DISTANCE SERVICE SALES AGREEMENT

(Advance Payment / Platform Fee — Payment by Credit Card)

Article 1 – Parties and Definitions

1.1. Supplier/Platform: NEWTURK TURİZM TİCARET LTD. ŞTİ. (“Platform”)

Address: Cevizli Mah. Tugay Yolu Cad. No:20 Ofisim İstanbul Plazaları A Blok Kat:9/41 Maltepe / İstanbul / Türkiye

Phone: +90 216 330 38 48 — E-mail: info@entemizi.com — KEP: newturk@hs01.kep.tr

Website: www.entemizi.com — MERSİS No.: 0631129991200001

Data Center: Istanbul / Türkiye

1.2. Consumer: The natural person who creates an order on the Platform and pays the Advance Payment/Platform Fee.

1.3. Service Provider: The independent person/company that actually performs the cleaning service.

1.4. Advance Payment/Platform Fee: The consideration charged by the Platform for its intermediation/infrastructure service.

1.5. Remaining Service Fee: The amount paid directly by the Consumer to the Service Provider on the service day and not collected by the Platform.

Article 2 – Subject Matter and Scope

2.1. This Agreement regulates the collection of the Advance Payment/Platform Fee in relation to the Consumer’s order as a distance service sale, and the parties’ rights and obligations.

2.2. The Platform is an intermediary service provider that brings together the Consumer and the Service Provider; it is not a party to the contract concerning the cleaning service. The Remaining Service Fee and matters of performance/defects are between the Consumer ↔ Service Provider.

Article 3 – Pre-Contract Information and Formation

3.1. Before payment, the Consumer declares that they have read and approved the Pre-Contract Information Form electronically.

3.2. By clicking “Complete Payment”, the Consumer concludes this Agreement electronically.

Article 4 – Nature and Performance of the Service

4.1. The Platform's service consists of providing intermediation/infrastructure processes including request creation, operating the standard question set, listing/selection of offers, and making the parties' phone numbers mutually visible, as a rule, 24 hours before the service start time.

4.2. Upon payment, performance of the Platform service commences immediately. If the Consumer opts for early phone-number visibility, performance may be brought forward.

Article 5 – Price, Payment and Invoicing

5.1. The Advance Payment/Platform Fee is collected by credit card; amounts are shown inclusive of VAT.

5.2. An e-invoice/e-archive invoice for the Advance Payment is issued by the Platform. Documents relating to the Remaining Service Fee are the responsibility of the Service Provider.

5.3. Refunds are made, where possible, to the same payment instrument; the time for banks to reflect refunds is outside the Platform's control.

Article 6 – Right of Withdrawal (14 Days) and Exception

6.1. As a rule, the Consumer has a right of withdrawal within 14 days.

6.2. However, in service contracts, if performance has begun immediately with the Consumer's express consent, the right of withdrawal does not apply (Distance Contracts Regulation, Art. 15/1(g)).

6.3. By approving the Pre-Contract Information Form and this Agreement and clicking "Complete Payment", the Consumer expressly consents to the immediate performance of the Platform service and therefore accepts that the 14-day right of withdrawal cannot be exercised.

6.4. Consequently, no pro-rata deduction arises; the statutory withdrawal right does not accrue/cannot be used.

Article 7 – Cancellation & Refund (Platform Policy)

7.1. Independently of statutory rules, the Platform grants Early Cancellation under the Order Cancellation and Refund Terms: applications made up to 24 hours before the service start time (and provided early phone-number visibility has not been enabled) result in an automatic refund.

7.2. Requests other than Early Cancellation are evaluated according to the closed list in the said Terms.

7.3. Cancellation/refund requests regarding the Remaining Service Fee are handled between the Consumer ↔ Service Provider; the Platform does not hold escrow and gives no collection guarantee.

Article 8 – Complaints and Dispute Resolution

8.1. Applications: info@entemizi.com / +90 216 330 38 48.

8.2. Applications to Consumer Arbitration Committees/Consumer Courts and the mandatory mediation provisions remain reserved; the competent venue is Istanbul (Central).

8.3. Governing law: Laws of the Republic of Türkiye.

Article 9 – Personal Data and Cookies

9.1. Personal data are processed pursuant to KVKK and the relevant Information Notices; phone numbers are visible only for order coordination; unsolicited commercial communication is prohibited.

9.2. Use of cookies is subject to the Cookie Policy.

Article 10 – Final Provisions

10.1. This Agreement is applied together with the Site Terms of Use & Membership Agreement, Service Provider Agreement, Bidding Rules, and Order Cancellation and Refund Terms, and forms an integral part thereof.

10.2. In case of conflict, this Agreement prevails for matters relating to the Advance Payment; for other matters, the provisions of the specific applicable document prevail.

10.3. The Platform may update this Agreement for security/compliance reasons; updates take effect upon publication.