

Terms and Conditions of the Quotation and Service Contract

Objetivo Media Lab S.A.S

NIT: 901.796.708-1

Below is the **SERVICE OFFER** from Objetivo Media Lab S.A.S, associated with your quotation. Please carefully review the following terms and conditions, as once accepted within the established period, this quotation will become the **Service Contract** that will govern both parties.

VALIDITY OF THE QUOTATION

- The quotation is valid for **10 business days** from the date of issuance.
- If not accepted within this period, a new quotation must be requested.

ACCEPTANCE AND CONTRACT FORMATION

- Acceptance must be made in **writing**, including via **email**.
- In case of email acceptance, Objetivo Media Lab must confirm receipt.
- The quotation will be considered a **Service Contract** once the following payments are made:
 - **70% upon acceptance of the quotation.**
 - **30% upon project delivery.**
- All payments must be made in full and include the VAT indicated in the quotation.
- **Payment methods:** Bank deposit or electronic transfer.
- Any modifications to the quotation approved by both parties must be formalized **in writing** (including via email).
- **Additional services:** If additional services are requested during the project, these must be paid upon project completion.

SUSPENSION OR WITHDRAWAL

- Once the quotation has been accepted, the Client may suspend or withdraw from the contracted service, but will **not be entitled to a refund of 35% of the deposit made.**

- The notification of suspension or withdrawal must be made in **writing**, including via **email**, and will be considered effective on the date of receipt by Objetivo Media Lab.

Timely Service Withdrawal

- The account balance will remain at its nominal value in Colombian pesos, without adjustments or interest.
- The provision of the service will be subject to a new quotation and space availability.

Service Interruption

- If the service is interrupted due to **force majeure or unforeseen circumstances** on the part of the service provider, the Client will **not** be entitled to a refund.
- If the service is interrupted by **mutual agreement**, a refund agreement may be reached, calculating the services provided during the project timeframe versus the overall project objectives and total quoted services.

INCLUDED SERVICES

Only the services **explicitly stated** in the quotation and any later written modifications agreed upon will be included.

TIMEFRAMES

All deadlines in this document are counted in **business banking days**.

JURISDICTION AND LEGAL DOMICILE

- For legal purposes, the domicile of Objetivo Media Lab is **Santiago de Cali, Colombia**.
- Any dispute will be resolved by the **competent courts** of Santiago de Cali.

LEGAL REPRESENTATION

The person accepting the quotation declares that they are **duly authorized** to represent the contracting entity and assume all obligations stipulated in this document.

PROJECT MEETINGS

- **Kickoff and project completion meetings will be held in person.**

- **Review and project development meetings will be exclusively virtual.**

By accepting the quotation, the Client **expressly agrees** to these **Terms and Conditions** and commits to full compliance.

Document issued on February 19, 2025