

TERMS AND CONDITIONS OF SALE

Effective from: 1 January 2026

Platform: freel.ee

The owner and service provider of the freel.ee platform (hereinafter the **Platform**) is **Resellit OÜ** (registry code 16983476), with its registered office at Väike-Patarei ¼-45, Tallinn, Estonia (hereinafter the **Service Provider**).

These Terms and Conditions of Sale (hereinafter the **Terms**) govern the purchase and use of paid services offered through the Platform. By ordering any paid service, the user confirms that they have read, understood, and agree to these Terms.

1. Scope and Description of Services

freel.ee is a web-based job and project listing platform that facilitates contact between employers, clients, and independent specialists.

The Service Provider offers paid digital services through the Platform, including but not limited to:

- publication of job and project listings;
- promotion, prioritisation, or highlighting of listings;
- access to paid platform features or service packages;
- other digital services as described on the Platform at the time of purchase.

The exact scope, duration, and conditions of each service are described on the Platform and form an integral part of the sales agreement.

2. Pricing and Fees

All prices are displayed in euros (EUR) and are shown next to the relevant service prior to purchase.

Prices do not include value added tax (VAT), unless VAT is required by law and explicitly indicated.

All services are digital services; therefore, no delivery or shipping fees apply.

The Service Provider reserves the right to change prices at any time. Price changes do not affect orders that have already been paid for.

3. Order Placement, Payment and Payment Service Provider

To order a paid service, the user must:

1. select the desired service on the Platform;
2. complete all required data fields correctly;
3. confirm the order and proceed to payment.

Payments are processed by **Maksekeskus AS**, which acts as the authorised payment service provider.

Available payment methods may include:

- bank payments from Estonia, Finland, Latvia, and Lithuania;
- Visa and Mastercard card payments;
- Apple Pay and Google Pay;
- other payment methods made available by Maksekeskus AS and displayed on the Platform.

Payment is made outside the Platform in a secure payment environment managed by Maksekeskus AS.

The Service Provider does **not** have access to the user's bank account or card details.

The sales agreement is deemed concluded once the payable amount has been credited to the Service Provider's bank account.

For the purposes of payment processing, the Service Provider acts as the **data controller** of personal data and transfers the personal data necessary for payment execution to **Maksekeskus AS**, which acts as an authorised data processor.

4. Provision of the Service

Unless stated otherwise in the service description, the provision of the service begins immediately after successful payment (for example, when a listing is published or promoted).

The Service Provider does not guarantee any specific outcome from the use of the services, including but not limited to:

- the conclusion of an employment or service agreement;
- the receipt of offers, applications, or responses;
- the effectiveness or success of a listing.

The Platform acts solely as an intermediary and is not a party to any agreements concluded between users.

5. Right of Withdrawal

If the purchaser is a consumer, they have the right to withdraw from the agreement within **14 days** from the conclusion of the agreement.

The right of withdrawal does **not** apply if:

- the service is a digital service and its provision has begun with the consumer's prior express consent before the expiry of the 14-day withdrawal period;
- the service has been fully provided;
- the purchaser is a legal entity.

By ordering a paid service, the user expressly confirms that they understand the nature of the digital service and agree to its immediate provision, which may result in the loss of the right of withdrawal.

To exercise the right of withdrawal, the consumer must submit a clear notice by email to **info@freel.ee**.

If a refund is applicable, the paid amount will be refunded no later than **14 days** from receipt of the withdrawal notice.

6. Complaints and Liability

The Service Provider is responsible for any non-compliance of the service with the agreement in accordance with the Estonian Law of Obligations Act.

Complaints must be submitted without undue delay, but no later than **two (2) months** after discovering the defect, by sending an email to **info@freel.ee**.

The Service Provider will respond to complaints in writing within **15 days**.

7. Processing of Personal Data

Personal data is processed in accordance with the Platform's **Privacy Policy**, which is available on the website **freel.ee** and forms an integral part of these Terms.

8. Dispute Resolution

All complaints related to the purchase or use of paid services must first be submitted to the Service Provider by email at **info@freel.ee**.

If the dispute cannot be resolved by agreement, the consumer has the right to:

- apply to the Consumer Disputes Committee; or
- use the European Union's online dispute resolution (ODR) platform.