

## **SERVICE PROVIDING RULES**

### **Official appointment**

**Bank** – legal entity – resident of the Republic of Azerbaijan, which has exclusive right to provide bank services in the territory of the Republic of Azerbaijan.

**Card Holders** – natural persons, holders of Visa Platinum, Visa Signature or Visa Infinite cards, that registered in the Chat-bot and connected to Organizer's concierge-service, and which have the right to get Service in accordance with the provisions of this Rules.

**Customer** – “Visa International Service Association”, located at CA 94404-2772, Foster City, Metro Center boulevard, 900, USA.

**Executor** – “Saglam Aile” LLC, identification code of legal entity: 1300235691, place of location: 3/10, Ahmad Rajabli street, Baku city, Azerbaijan.

**Messenger** – mobile application for exchange of momentary data, video, as well as Viber, Telegram.

**Technical Partner** – “INFOCUS” LLC, identification code of legal entity: 36563986, place of location: room 188-A, 2-B, Diloova street, Kyiv, 03150, Ukraine.

**Rules** – the present rules of service providing.

**Service** – service that is provided to Card Holders in a form of medical and diagnostic services in relation to Vitamin D (25-OH Vitamin D), especially making lab analysis (sample from blood). The present services will be provided to the Card Holder within the territory of Azerbaijan as a gift from Customer with a purpose of popularization of services of the latter.

**Period of validity** – from March 31, 2023 to April 30, 2025, if otherwise is not mentioned by the Organizer.

**Chat-bot** – chat-bot Visa Concierge, that is in Messenger.

All other terms that are not explained in this Rules, have the appointment specified by the provisions of the valid legislation of the Republic of Azerbaijan.

## **1. Form of initiating Service**

1.1. In order to get service, the Card Holder has to implement the following actions:

1.1.1. To be a real holder of Visa Platinum, Visa Signature or Visa Infinite cards issued by the Bank and to be connected to Organizer's concierge-service;

1.1.2. To note his e-mail address;

1.1.3. To get acquainted with the rules;

1.1.4. To order Service on the place of residence in Azerbaijan (as it is mentioned in the Rules) or on the place of location of the Executor;

1.2. The present Rules is the base document in official mutual relations between Card Holder and Organizer /Customer /Executor. Accept of the provisions of the present Rules by the Card Holder is carried out by way of consequent implementation of actions by him, mentioned in the points 1.1.1 -1.1.4 of the Rules. The Executor may have its own additional rules /conditions on providing Service, which however should not be differed from this Rules. Card Holder individually makes decision on meeting these rules /conditions and results of such agreement.

1.3. Accept by the Card Holder is carried out voluntarily and means a conclusion of written agreement under the conditions of the present Rules in accordance with the Civil Code of the Republic of Azerbaijan. Partial accept of the Rules is not allowed.

## **2. Form of getting Service**

2.1. In order to get Service, the Card Holder carries out the followings after implementing consequence of actions mentioned in the points 1.1.1 -1.1.4:

2.1.1. Informs concierge -service in chat-bot about his will to get Service in accordance with its internal mechanics, his name, surname, telephone number;

2.1.2. Notes his place of residence in Azerbaijan;

2.1.3. Provides necessary contact data for communication and election of form of providing Service on the place of residence of Card Holder or on the place of location of the Executor, as well as desired time and date of getting Service;

2.1.3-1. When placing the request, the service date may be selected no later than 30 (thirty) calendar days from the date of the request.

2.1.4. Makes preparatory actions mentioned in the point 2.2.1 of the Rules.

2.2. After executing the actions mentioned in the points 2.1.1-2.1.3 of the Rules, the Executor provides the Card Holder with the Service in a period agreed with the Card Holder. Service is provided on the place of residence of the Card Holder or on the place of location of the Executor, as it mentioned in point 2.3 of the Rules. Result of Service is sent to e-mail address of the Card Holder within 24 (twenty four) hours from the moment of taking biological material.

2.2.1. In order to get Service, the Card Holder must meet the following conditions and recommendations: **a) as the food intake affects on level of Vitamin D in blood, it is required to suspend eating for 8 (eight) hours before taking sample. As well as the Executor may mention additional terms.**

2.3. Service is provided and functions at working hours of the Executor, only within Baku, Ganja, Sumgayit cities for Card Holders, who live in Baku, Ganja, Sumgayit cities at the moment of serving. Service is not provided in other cities.

2.4. Card Holder may get Service only within the following limits during the entire period of validity:

2.4.1. For holders of Visa Platinum card – 2 services a year;

2.4.2. For holders of Visa Signature card – 4 services a year;

2.4.3. For holders of Visa Infinite card – 6 services a year.

Card Holders of this level may get service at home – at the place of residence of Card Holder within the cities mentioned in the point 2.3 of the Rules.

\*The limits may be increased at the discretion of the Bank that issued the Card. In this case, information on the limits shall be provided on the website of the Bank that issued the Card.

2.5. If the Card Holder has got several cards, then the availability of service is summed up.

2.6. Service is provided only to the Card Holder, not the third persons.

2.7. Any compensation for non-received Service is not provided.

2.8. If the Card Holder addressed for getting service directly to the Executor – such Service is not presented.

### **3. Responsibility**

3.1. Card Holder bears responsibility for validity of submitted data and information in accordance with the valid legislation of the Republic of Azerbaijan.

3.2. All complaints regarding the Service should be submitted by the Card Holder directly to the Executor. Such complaint should show the results of non-qualitative service (with accurate base) and accurate reference to evidence, otherwise the complaint is not accepted for consideration. Final consideration of complaint is implemented by the Executor, if otherwise is not mentioned by the Organizer.

3.3. In spite of the above mentioned, and without a purpose of non-implementing the provisions of legislation, Organizer and/or Customer is not responsible for loss made to any property or person, as well as for unconformity of Service or its results with the expectations of Card Holder or the third persons.

3.4. Organizer and/or Customer is not responsible for object, quality, quantity and period of serving, as well as for its results, that may have any effects for Card Holder.

3.5. Any elements of Service are accepted by the Card Holder “as is”, taking into consideration their actuality on the date of accepting.

### **4. Other provisions**

4.1. The Organizer has the right to involve the third persons for implementing the liabilities within the framework of this Rules.

4.2. In case of ambiguous interpretation of this Rules, any disputes and/or problems not regulated by the Rules are solved by the Organizer/Customer. Such decision of the Organizer/Customer is considered final and is not subject to appeal.

4.3. Organizer/Customer holds the right to change the Rules. This time, notification about changes and additions will be made by placing on chat-bot. Such changes and additions come into legal force from the

moment of their publication, if otherwise is not specified by the changes and additions to this Rules.