

GloZ Service Terms Agreement

Revised on October 14th, 2022

Revised on June 2nd 2022

Enacted on January 1st 2020

GloZ Inc.

Chapter 1 General Terms and Conditions

Article 1 (Purposes)

GloZ is a platform by which the users (hereinafter "the clients") of the "service" (the GloZ website and application; hereinafter "the service") can request video translation and dubbing services and search for information or request the services offered by the service providers (hereinafter "the pro users") who provide the service by using the translation and dubbing tools. GloZ Inc. (hereinafter "the company") provides the payment service in paying the service fees to the pro users and is paid the transaction fees in return.

The purpose of these service terms is to set forth the rights, duties, and responsibilities of both the company and the users, and other required matters in connection with the use of this service and optional additional services.

“These terms shall also apply to e-commerce transactions conducted using PC and wireless communications, unless these terms contradict their characteristics.”

Article 2 (Definitions of terms)

(1) Service shall mean all of the services that the company provides through a virtual business site set up by the company to provide goods or services to its users using computers and other ICT equipment.

(2) Users shall mean all persons who use the service after agreeing to these service terms and conditions upon subscribing to the membership. The users are divided into Clients and pro users.

(3) ID shall mean the e-mail address whose use has been duly certified to identify the user after the latter's registration to the membership in order to use the service.

(4) Password shall mean a combination of letters, numerals, and special characters created by the users to protect the secret by confirming that the user matches the ID set by the user.

(5) Clients shall mean those who request translation and dubbing through the service and deposit the service fee to the company.

(6) The skills of the pros shall be graded based on the results of the competency test conducted by the company and the cumulative outputs of the translation and dubbing services submitted by them. Their profile data shall be provided to the clients according to their skills grades. The pros shall be paid the service fees deposited to the company after delivering the translation and/or dubbing service requested by the client.

(7) Translation shall refer to the pro users' performance of their service using the translation tools provided within the service as a contractual object. It also refers to the act of creating translation results in the form of the files and links provided to the client or the act of creating such translation output.

(8) Dubbing shall refer to the pro users' performance of their service using the dubbing tools provided to the clients inside the service as a contractual object. It shall also mean the act of creating dubbing contents provided to the client in the form of voice, sound, and various files and links or the act of creating such service output.

(9) Translation and dubbing tools shall mean the programs provided inside the service for accurate and consistent quality control, easy translation, and dubbing work by the pro users when performing the translation and dubbing service.

(10) Output shall mean the results of the service performed by the pro users based on the client's request, to be provided in a completed state which can be checked by the client.

(11) Final checking shall mean the client's checking of the original text provided to the pro users in the form of voice, sound, various files, or links or the confirmation that the client has completed the checking.

(12) Use of service agreement shall mean the contract that the users sign with the company to use the service. Service contract shall mean the contract that the clients and the pro users enter into through the service provided by the company.

(13) Competency test shall mean a test conducted by the company to manage the quality control of the translation and dubbing service at the time of a pro user's registration to the membership. When the pro user completes the translation and dubbing of tasks similar or identical to the service tasks requested by the clients, he/she shall submit the output to the company.

(14) Level of competency shall mean the grades assigned to the pro users based on the results of the tests conducted by the company and the output of the translation and/or dubbing services they provide to the company. Their use of the service may be discriminated based on their level of competency.

Article 3 (Display, effects, and amendments to service terms)

(1) The company may display these service terms at a designated space inside the service in such a way that the users easily notice them. These service terms shall become valid for all who agree to them.

(2) The company may amend these service terms within the extent that such amendment does not violate the related statutes, including the Act on the Protection of Consumers in e-Commerce, the Act on the Regulation of Terms and Conditions, the Framework Act on Digital Documents and E-Commerce, the Electronic Financial Transactions Act, the Digital Signature Act, the Act on the Promotion of ICT Network Services and Information Protection, the Act on Door-to-Door Sales, the Framework Act on Consumers, and Content Industry Promotion Act, etc.

(3) In the event that the company amends these service terms, it shall display the newly amended service terms along with the enforcement date, reason for amendment, and the current service terms in the designated space inside the service from 14 days prior to the enforcement date to the day preceding the enforcement date. However, in the event that the company plans to modify these service terms in such a way that is disadvantageous to the users, it shall publish the details 30 or more days in advance and directly notify existing users of such modifications.

(4) The newly amended service terms shall become applicable after 14 days from their public notification as provided under the foregoing paragraph 3, or transmitted by e-mail if no objection is expressed by the users within a given period. Provided, in the case described under the foregoing paragraph 3, the amended service terms shall become applicable after 30 days from their notification.

(5) Matters that are not stipulated under these service terms and their interpretation shall follow the relevant statutes and business practices, including the Act on the Protection of Consumers in e-Commerce, etc., the Act on the Regulation of Terms and Conditions, and the Fair Trade Commission Guidelines on the Protection of Consumers in e-Commerce, etc.

Chapter 2 Registration to and withdrawal from membership

Article 4 (Registration)

(1) The users may subscribe to the membership only when they agree to the following conditions without fail after filling in the member information in the registration form provided by the company based on the contents of their agreement to the service terms by the following method:

1. Age limit: Minors under 14 years of age are not allowed to subscribe to the membership.
2. Contents of agreement : The users shall agree to comply with the terms and conditions.
3. Sanctions: The user's registration to the membership will be restricted if the user violates the service terms, and the user will be liable for damage compensation.

4. Agreement method: The users shall read the terms and conditions and check the items in the check boxes.

(2) The company may require the users to submit additional documents to allow it to check their eligibility or restrict their re-registration in addition to the registration form under the foregoing paragraph 1.

(3) Registration to the membership shall be constituted from the moment when the user receives the company's acceptance after completing the registration procedure. The company informs the user by sending a message or showing a pop-up screen confirming the registration inside the service. However, the registration may be restricted in the following cases:

1. When a member whose contract has been terminated due to a violation of these service terms applies for reinstatement (unless 1 year has passed since the person lost the membership and the company accepted his/her reinstatement);

2. When a user fill in false or erroneous information or omits necessary information from the registration form provided by the company;

3. When a user applies for reinstatement with the same ID within 14 days of his/her voluntary withdrawal for dissatisfaction with the service or other similar cause;

4. When a user has been suspended with sanctions by the company for repeatedly committing such acts as slander, making malicious comments, etc. during the use of the service with the aim of hindering the company's business etc.; or

5. When a user is determined on the basis of common sense to be unfit to use the service due to other similar causes.

(4) The company may withhold its acceptance of a registration for a technical or business reason in providing the service.

(5) When the company withholds a registration as provided under the foregoing paragraph 4, it shall provide information to the user using the e-mail address provided by the user at the time of subscribing to the membership. However, if the user has provided false or inaccurate information or omitted necessary information, the company shall be released from its duty to notify the user.

(6) The company may award a level of competency to a pro user based on the results of the tests conducted by the company after the pro user's registration to the membership, and may make distinctions in the pro user's service use based on his/her level of competency.

(7) The company shall exert its best to evaluate the test results provided under the foregoing paragraph (6) fairly and promptly. The competency grade shall be awarded based on the test results in accordance with the company's policy on skills grades.

(8) The company does not provide non-member users with the service.

(9) All users who subscribed to the membership of GloHub Creator and GloHub Pro are managed as integrated members.

Article 5 (Membership withdrawal and loss of eligibility)

(1) The user may request of the company his/her withdrawal from membership after registration. The company shall process the withdrawal from membership immediately unless there exists any special reason for not doing so. However, a certain period may be required to process the withdrawal.

(2) The company may restrict or suspend a user's membership when the latter falls under any of the followings:

1. When a member has provided false information on his/her registration form;
2. When a member has failed to pay any amount payable in connection with the service until the due date of payment;
3. When a member obstructs the use of the service by other members or threatens the order of e-commerce by using information stolen from others;
4. When a member commits any other act that is prohibited by the relevant statutes or these service terms, or that violates the public order or customs when using the service;

(3) If the user repeats the same violation two or more times after the company has restricted or suspended the latter's membership or if the user does not correct the cause thereof within 30 days, the company may deprive the user of membership.

(4) When the company restricts or suspends a user's membership, the company shall notify that member of an opportunity to exculpate him/herself by granting him/her a period of grace of 30 or more days before erasing his/her membership.

Article 6 (Protection of personal information)

(1) The company shall use the users' personal information for the purposes and to the extent agreed to by them to provide the service efficiently.

(2) The company shall not provide the users' personal information to any third party unless otherwise agreed to by them. The users may agree to such provision of their personal information to third parties by consenting to the company's personal information handling policy or to the contents which the company notifies by a pop up screen, mail, text service or other similar means.

(3) The company shall provide its personal information handling policy inside the service so that the users may review the status of their personal information at any time.

Article 7 (Responsibilities for administration of user ID, etc.)

(1) The users are responsible for the administration of their ID and password (hereinafter “the IDs and others”). The users shall be exclusively responsible when they allow a third party to use their IDs and others by intent or negligence. However, the company may urge the users to update their password periodically by sending them guidance messages.

(2) When a user discovers that his/her ID, password, or additional information has been stolen or used by a third party, the user shall notify the company immediately, and shall comply with the company’s guidance message without fail.

(3) The company shall not be held responsible for the damages caused by the users’ failure to notify the company of a stolen ID, password, etc. or to comply with the instructions notified by the company.

(4) The company may restrict the use of the relevant ID when it is anti-social or violates good customs or when it is feared that the user may be mistaken for the company or its administrator.

Chapter 3 Use of Service Agreement

Article 8 (Constitution of the Use of service agreement)

(1) Use of service agreement is recognized to be constituted between the users and the company when the users agree to the terms and conditions of the agreement while subscribing to the membership. According to the Use of service agreement, the company shall provide the users with the services defined under Article 13, and the users pay service fees to the company in return.

Article 9 (Duties of the company)

(1) The company shall not commit acts that are prohibited by the relevant statutes or these service terms, or which run contrary to the public order or customs, and shall exert its best efforts to provide a steady, stable service.

(2) The company shall make efforts to protect the users’ personal information that it comes to acquire during the provision of its service without leaking or distributing such personal information pursuant to its personal information handling policy.

(3) The company shall be equipped with a security system to protect personal information (including credit information) to enable the users to use the service securely, and shall publish and adhere to its personal information protection policy.

(4) The company shall operate a customer service center to handle complaints raised by the users in connection with their use of the service.

Article 10 (Common duties of the users) *Revised on January 1st, 2022

The users shall not commit any of the following acts:

1. Acts of registering false or erroneous information or omitting necessary information when subscribing to or revising the users' registration form;
2. Acts of stealing information belonging to other persons;
3. Acts of using the service by stealing other users' ID or password without due authorization;
4. Acts or pretending to be or impersonating the company's staff member or the service administrator;
5. Acts of collecting, saving, or disclosing other users' personal information without their consent (including acts of uploading advertising or propaganda articles inside the service or collecting spam mails, etc. to transmit);
6. Acts of violating the statutes, including the theft of others' name, identity, or credit information, illegal communications and hacking, distributing malicious programs, and exceeding one's access authority;
7. Acts of infringing the company's service, any third party's copyright, or other intellectual property (IP) rights;
8. Acts of providing the information inside the company's service to its competitors or potential competitors;
9. Acts of defamation, abuse, harassment, stalking, threat, or violation of other legal rights (privacy and publicity rights, etc.) against other people, including the employees of the company;
10. Acts of posting, uploading, or distributing any content that contains insult, violation of rights, personal information, inappropriate (political) disputes, etc.;
11. Acts of handling hateful content (cruel or abusive) that contains racial discrimination, biased views, hatred, or crime-related content;
12. Acts of posting materials that violate domestic or international laws;
13. Acts of modifying, adapting, processing, distributing, disclosing, posting, selling, and trading exclusive materials without approval, unless the company approved in written form;
14. Acts of causing problems to the platform services, including undermining, damaging, or interfering with them;
15. Acts of advertising or selling goods or services irrelevant to the platform services for commercial purposes;

16. Acts of trading or providing materials outside the platform using the platform's matching service, or using the platform with purposes different from that of the use of the service;
17. Acts of sending surveys, contests, chain letters, etc.;
18. Acts of accessing, searching, scraping, or indexing parts of the platform services using Spyder, a website search, automation programs, etc.;
19. Acts of analyzing, reproducing, or modifying all or part of the platform services;
20. Acts of trading by deceiving the details of the trade, including understating the trade volume;
21. Acts of uploading or providing materials themed with sexual content of minors, abuse, violence, etc.; and
22. All acts that may disturb other users' use of service or the provision of services by the company, or harm the company and the services.

Article 11 (Duties of the clients)

The clients shall not commit any of the following acts:

1. Acts of making payments using the account or credit card number, and other payment information belonging to other users without their approval, or such acts as paying the service fee to the company using a stolen or lost card, etc.;
2. Acts of cancelling or withdrawing a matching-finalized service (refers to the contract formed between the client and the pro user under Article 18 paragraph 1) intentionally or repeatedly;
3. Acts of inducing the pro users to make a direct deal outside the company's service after viewing the information of a pro user or when a service contract is constituted; and
4. Acts of defaulting on the service fee payable after a service contract has been constituted;
5. Acts of reducing the service fee by consulting a pro user in order to reduce or evade the company's transaction fee.

Article 12 (Duties of the pro users)

The pro users shall not commit any of the following acts:

(1) Acts of failing to exert to guarantee quality violating the following duties in terms of excuting the service contract:

1. The pro users shall perform the service requested by a client without any defects, including incorrect, erroneous, or inconsistent translations and/or omissions;

2. The pro users shall use smooth and appropriate expressions in the native language of the project requested by the client without any awkwardness that may be noticed by a native speaker of the native language; and

3. The pro users shall exert to improve the quality by using the technical terms or proper nouns commonly used in the area or industry to which the project requested by the client belongs;

(2) Acts of subcontracting the relevant service project to a third party after a service contract is constituted;

(3) Acts of failing to satisfy the service terms, including the agreed language and period presented by a client, violating the following duties:

1. The pro users shall not unilaterally withdraw or cancel a service contract after it is constituted but shall perform the service completely to the end.

2. The pro users shall keep to the delivery date according to the terms of the service.

(4) Acts of failing to complement the output violating the following duties:

1. When the output does not meet the terms of the service contract or is defective, the pro user shall be responsible to perform the service completely to the end under the terms even after the closing date.

2. The pro users shall faithfully reply to calls by the client or the company until the closing date of the project without being out of contact at any time.

(5) Acts of inducing clients to make a direct deal after the contract is constituted.

(6) Acts of sharing the contents or output of translation or dubbing work requested by a client with any third party.

Article 13 (Provision of the service)

The company shall provide the users with the following services:

(1) The translation (or dubbing) competency test shall be a test conducted by the company to facilitate management of the quality of the output or to select or search for suitable pros as desired by the clients. The company prepares test translation (dubbing) questions which reflects the company's business know-how that are to be taken by the pro user candidate and the company applies differentiated levels of service competency of the pro user based on the test results.

1. The competency test can be applied for only by the users who have subscribed to the pro user membership. The application is completed by consenting to the essential items of the application requirements.

2. Those who apply to take the competency test may immediately take the test. Their level of competency shall be assessed and determined by the company based on the test results submitted by the applicants.

(2) The company shall provide the translation (dubbing) tools that it has developed to assist the pro users, who can use such tools in performing and providing quality translation (dubbing) service to the clients. The tools are designed to provide convenience to the pro users in their translation (dubbing) work.

(3) The translation education and training shall mean the service provided for the company to change (upgrade) the level of competency it has granted to a pro user based on the outcomes of tests or to enable the pro users to take education and training programs provided inside the service to enhance their translation competency.

(4) The translation and dubbing matching service is a service that connects a client and a pro user by having a client search for or provide information concerning the pro users who can perform the service inside the service of the company, while providing the pro user with the terms and conditions governing the performance of the service presented by the client, the service consumer.

(5) The translation and dubbing service shall mean the service whereby a client grants the translation and dubbing authority to the company inside the service, and where the company directly performs the service or selects a pro user to deliver to the client a fully proofread, fully completed output.

(6) The provision of translation and dubbing output shall mean the service for preventing disputes related to basic transactional relations, i.e. by checking if the pro user satisfied the service performance terms by providing tools for the pro user to submit the output to the client and judging the starting point of the client's approval period.

1. The output which a pro user provides to a client shall be archived together with the time at which it is submitted.

2. The company may provide the translation and dubbing output provision service up to the last six months of the transactional information.

3. The pro user shall have submitted his/her output to and checked by the client upon completing the service. The client shall request complement or express its final confirmation to pro user within seven days from the day the output is submitted.

(7) Average price offering shall mean a service by the company to allow the users to inquire about transaction information accumulated inside the service before the user matching in order to help ensure reasonable transactions among the users.

1. When the service performance terms are entered, the company may provide the client with the average value of identical or similar contracts executed within the last six months.

2. As the average price offering is provided as data for connecting a client with a pro user and it does not guarantee the users a match at such a price, the company shall take any legal liability for all transactions attributable to misunderstandings, mistakes or confusion on the part of the users.

(8) The payment service shall mean a service by which the company pays the pro user with service fees after deducting the transaction fee when the client finally confirms his/her receipt of the pro user's output after receiving the payment for the service for deposit and the transaction fees from the client in order to secure the stability of e-commerce among the users.

(9) The company may introduce new other services based on its operational policy or provides them to the users based on alliance contracts.

Article 14 (Discontinuation and modification of service)

(1) The company may modify or discontinue its service when it has a reasonable operational reason for doing so, including a service inspection, communications problems, or failure. The company shall notify the users of a discontinuation of the service for over 24 hours in advance, but may notify them afterwards when there exist inevitable causes for not notifying them in advance.

(2) The company may suspend, modify or terminate the free services that the company provides based on its operational policy and shall not compensate any damages incurred by the users unless the relevant statute includes a provision for mandatory compensation.

(3) The company may perform periodic inspection and when required. It shall notify the users thereof based on Article 25 or post a screen message inside the service.

(4) The users shall not transfer, donate or provide security to any third party the right to use the service.

(5) The company may stop, modify or terminate the service in the event that it becomes unable to continue the service due to its switching to a new business or its merger with another company, and shall notify the users thereof in advance.

Article 15 (Service suspension and discontinue)

(1) In the case of a cause falling under any of the following, the company may suspend or terminate the service, and shall warn the user(s) thereof immediately:

1. When a user obstructs the company's operation of the service or use of the service use by other users;

2. When a user commits acts that violate the relevant statutes, including the theft of other persons' names or credit information, illegal communications and hacking, distribution of malicious programs, or exceeds their access authority;

3. When a user violates these service terms; or

4. When it is judged to be inappropriate for the company to continue providing the service due to other grave causes

(2) When a user does not log in for over six months, the company may switch such user's account to an idle account in order to protect their personal information or to ensure operational efficiency.

(3) When a user's account is switched to an idle account as provided under the foregoing paragraph 2, the user may use the service again after requesting the company to release the account through the user authentication procedure.

(4) The company shall notify the user of any actions it takes to suspend or terminate the service. The user may raise an objection to the company within seven days of being notified by the company.

Article 16 (Transaction fee)

(1) The clients pay the transaction fees to use the services provided by the company.

(2) The company shall invoice the clients for the transaction fees when the company invoice them for the service fees under Article 18 paragraph 2.

(3) The service fee may fluctuate depending on commodity price hikes, the company's internal policies, etc. Differing rates may apply to the clients depending on their grade.

(4) The return of the transaction fees shall follow Article 21 (The effects of offer cancellation)

Article 17 (Cancellation of Use of service agreement)

(1) The Use of service agreement between the user and the company is canceled when the user withdraw from or lose the membership under Article 5.

(2) The cancellation of the Use of service agreement dose not affect the previously levied duties of the user to pay the transaction fees.

Chapter 4 Service Contract

Article 18 (Constitution of contracts)

(1) A service contract is constituted at a time when a pro user accepts the terms and conditions of service performance which a client uploads them to the translation and dubbing matching service provided by the company to express his/her offer.

(2) When a contract is constituted as provided under the foregoing paragraph 1, the company shall notify the pro user and the client that the service performance terms have been finalized and invoice the client for payment of the service fee. The company also invoice the client for the transaction fee in return for the service use.

(3) The client shall pay the service fee and the transaction fee to the company in 3 days upon receiving the invoice from the company, and shall notify the pro user of the service completion date based on the day the service fee and the transaction fee is paid to the company as the starting day of the delivery lead period.

Article 19 (Payment procedure and method)

(1) The client may pay the service fee specified under Article 18 paragraph 3 to the company by using any of the following available means:

1. Phone banking, Internet banking, mail banking or other wire transfer methods;
2. Prepaid card, debit card, credit card or other card payment;
3. Wire transfer online without using a passbook; or
4. Payment using other digital payment means.

(2) The company shall settle all service fees payable to the pro users within 45 days of the final day of the month on which the service is completed by compiling the final approval details submitted by the clients.

(3) The company shall remit the service fees settled as provided under the foregoing paragraph 2 to the pro users based on the payment information they provide upon subscribing to the membership. The pro users shall bear all banking charges incurred for the remittance. They may request the company to hold the remittance if they do not wish to receive the remittance in the relevant month.

(4) The payment shall be made based on the Korean standard time.

(5) The company shall faithfully provide the users with supporting documents concerning the transactions such as withholding tax and VAT bills.

Article 20 (Withdrawal of offer)

(1) The company shall regard the client as having withdrawn from the offer in the event that the client fails to pay the service fee within the time limit provided under Article 18 paragraph 3 when the time limit expires. However, when the client requests an extension of the time limit for payment of the service fee or the company agrees to the payment method, the company may exceptionally defer the contract withdrawal by changing the time limit.

(2) Notwithstanding the foregoing paragraph 1, the client may withdraw his/her offer in cases falling under the any of the following even after the contract has been constituted:

1. When any false or erroneous information is indicated in the information of the pro user or any necessary information is omitted; however, this shall not apply when an optional item of information, rather than essential information, is omitted, or when incorrect information is

provided that does not constitute a significant impediment to the achievement of the contractual purposes.

2. When the pro user fails to satisfy the service performance terms presented by the client;
 3. When the purpose of the contract cannot be achieved as the service provided by the company falls under a cause provided under Article 14;
 4. When the pro user defaults on his or her obligations as provided under Article 12; or
 5. When it is admitted that the company is not responsible due to a similar comparable cause.
- (3) The pro user may withdraw his/her acceptance when the purpose of the contract cannot be achieved due to a cause attributable to the client as the client has changed the service performance terms which it presented earlier.
- (4) The company may cancel the contract in the event that the users violate their obligations under these service terms.

Article 21 (Effects of offer cancellation)

- (1) The company may impose the sanctions on the client provided under Article 5 or 15 in the event that a client withdraws its offer due to a cause specified under Article 20 paragraph 1.
- (2) When a client withdraws its offer due to a cause specified under Article 20 paragraph 2 subparagraph 1, 2 or 4, the contract shall be regarded as having been terminated due to a cause attributable to the pro user.
- (3) The company may mediate or arbitrate the service performance terms between users in order to eliminate disputes before an offer is withdrawn. When a dispute is successfully mediated or arbitrated, the existing contract shall be regarded as having been terminated and a new contract is entered into.
- (4) When a pro user expresses his/her intention to withdraw acceptance pursuant to Article 20 paragraph 3, the amount to be returned may be claimed from the client after determining the amount by taking into consideration the degree of service performed as of the day on which the intention to withdraw is expressed and the remaining period.
- (5) When the users reach an agreement to terminate the contract and the party liable to pay the transaction fee is finalized, the contract shall be regarded as having been terminated.
- (6) The obligation to pay the transaction fee as provided under Article 19 shall not be affected by the effect of the withdrawal of the offer, except in cases where the offer is withdrawn pursuant to Article 18 paragraph 2 subparagraph 3.

Article 22 (Refund)

In the event that a contract is cancelled or an offer is withdrawn for any of the following reasons, the company shall notify the other party of the cause of such cancellation or withdrawal without delay and shall refund the service fee within sixty days at the latest from the day of receipt or the occurrence of the cause, and shall take the necessary actions for the refund.

(1) When the pro user fails to satisfy the service performance terms presented by the client: Adjustment of the delivery time pursuant to consultation.

1. When a pro user notifies the company or client during the contract period: Adjustment of the delivery time pursuant to consultation.

2. When a pro user fails to deliver the output to the client after expiration of the contract period: Partial refund, extension of delivery time, or hiring of another pro user.

(2) When the contract purpose cannot be achieved as the service provided by the company falls under a cause provided under Article 14:

1. When a regular service inspection or error is notified in advance: Notification of the relevant facts or information.

2. When the service is normalized within 24 hours after a force majeure failure: Extension of the delivery time pursuant to consultation.

3. When the service cannot be normalized within 24 hours after a force majeure: Separate refund policy.

(3) When the pro user defaults on his/her obligations as provided under Article 12:

1. When a pro user subcontracts the relevant service to a third party: Pro re-matching service is provided; however, the company shall provide a full refund if requested by a client who refuses the pro re-matching service.

2. When a pro user fails to comply with the service performance terms, including the agreed language and period presented by the client before matching: Renegotiation of the service fee.

(4) When the service performance become impossible as the client has changed the terms of service performance during the contract period:

1. When the language is replaced: No refund.

2. When the delivery period is changed: Commence with mutual consultation; but if no adjustment is possible, the service fee shall be computed based on the date of notification.

3. When the pro user is replaced: Commence with mutual consultation; but if no adjustment is possible, the service fee shall be computed based on the date of notification.

Chapter 5 Damage compensation and immunity

Article 23 (Damage compensation liability)

(1) In the event that any party violates these service terms, it shall compensate the damages incurred by the other party as a result of such violation.

(2) In the event that damages to the users are incurred due to a failure of the paid service provided by the company, the damage compensation shall not exceed the monthly average fees paid by the users.

Article 24 (Indemnity)

(1) When the service is discontinued or terminated by a cause falling under any of the following, the company shall not be responsible for damages incurred by the users as a result of such discontinuation or termination:

1. When the company experiences a force majeure or a similar crisis beyond its control;
2. When the service failure is caused by a cause attributable to the users;
3. When the service failure is caused by a service provided by a third party under an alliance contract with the company; or
4. When the service fails due to other causes not attributable to an intentional or negligent act on the part of the company

(2) The company shall be exempt from any responsibility for the event where damages are occurred due to a transaction made between the users or a user and a third party via the service provided by the company while excluding the company from the transaction.

Chapter 6 Other provisions

Article 25 (Notice to the users)

(1) Whenever the company needs to notify the users, it shall notify them using the e-mail addresses they have registered with the service.

(2) The company shall not be held responsible in the event that a user fails to receive a notice because the user has provided a false or incorrect e-mail address or omitted necessary information.

(3) When addressing a notice to all users, the company may substitute the notice provided under the foregoing paragraph 1 by displaying the notice on the bulletin board for public announcements for at least seven days.

Article 26 (Ownership of copyright and restriction of use) *Revised on January 1st, 2022

- (1) The company's intellectual property (IP) rights include all information provided to the users inside the service by the company (refers to all the information that the company provides through the platform; hereinafter "exclusive materials") unless the license is granted under the company's internal policy.
- (2) All exclusive materials owned by the company are processed by technical security measures and stored safely for reuse, and protected under the acts on IP rights and ownership.
- (3) The users shall not use or allow any third party to use any information subject to the company's IP rights among the information they acquire in the course of using the service by duplicating, transmitting, publishing, distributing, or broadcasting it, etc. without obtaining the company's prior approval.
- (4) The company shall use the IP rights ~~copyright~~ belonging to a user based on a separate agreement with the user.
- (5) The copyright on data or output produced through the company's service shall be belonging to the users, which may be used by the company within the extent allowed by the users.
- (6) Trade names, service marks, and other designs used by the company for the platform cannot be used without prior written approval of the company as the company has invented, registered the rights for, and owned them.

Article 27 (Settlement of disputes)

- (1) The company shall organize and operate a customer service center to handle complaints raised by the users.
- (2) When a user requests redress for damages in connection with a dispute arising between the company and the user over e-commerce transactions, the parties may seek recourse to a dispute mediation entity entrusted by the Fair Trade Commission, the mayor or provincial governor.

Article 28 (Court jurisdiction and governing law)

- (1) Any lawsuit concerning an e-commerce dispute between the company and the users shall be referred to the court having jurisdiction over the address of the user or the company or its sales office at the time the lawsuit is filed. In the event that a user has no fixed address, the lawsuit shall be filed to a district court having jurisdiction over his/her place of abode. However, if the user's address or place of abode is unknown or the user is an overseas resident, the lawsuit shall be filed to a law court determined under the Civil Procedure Act.

(2) The laws of the Republic of Korea shall apply to e-commerce related lawsuits raised between the company and the users.

Addendum

These service terms shall enter into force on January 1, 2020.

Date announced: 01/ 01/ 2020

Date enforced: 01/ 01/ 2020

Addendum

The amendments to these service terms shall enter into force on January 1, 2021.

Addendum

The amendments to these service terms shall enter into force on January 1, 2022.

Addendum

The amendments to these service terms shall enter into force on October 14, 2022.